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Introduction

Tameside

Tameside Borough consists of nine towns in a mainly urban area to the east of Manchester. It stretches from the city of Manchester to the Peak District and shares borders with Stockport, Oldham, Manchester and the borough of High Peak.

The borough has excellent transport connection, with the much anticipated arrival of Metrolink planned for mid-2013. Its motorways and rail have helped to attract major investment to the borough. We intend to make the most of this to continue to develop our economy. It is likely that our position will be further strengthened in future following the recent agreement to invest £1.5 billion in transport across Greater Manchester.

More people now live in the borough than in recent years. In 2011 the population for Tameside was estimated to be 219,300, an increase of 2.9% on the 2001 census. Our population will continue to grow. The fastest expanding group will be people aged 60 and over.

About Adult Services

We provide help and support for individuals and families in the community to live independent lives. There are many people who use our services including families, older people, carers, people with learning, physical or sensory disabilities and people with mental health issues.

In 2012/2013 Tameside Adult Services provided support to over 20,000 people.

The future of adult social care is going to see significant demographic change. In Tameside, the number of people over the age of 65 is forecast to increase by 13% in 2015, 22% by 2020 and 33% by 2025.

The demand for services to older people will increase as the shape of the local and national population changes as a result of progress in medical science meaning more people are living longer. This rise in demand will not be matched by Government funding meaning a new approach is needed to how social care and support is delivered.

To view a DVD on how to access support from Adult Services click here

What is a Local Account?

Local Accounts have been introduced to inform residents how well Adult Social Care has performed. They are also an opportunity for Councils to make more information available to their residents on their successes, challenges and priorities.
List of Approved Day Services

To enable Adult Services to respond to the developing personalisation agenda and following comprehensive discussion and option appraisal, a decision was made to move to an approved list of day services to enable the delivery of an increasing number of options in a diverse and innovative way, providing people with choice and control over how personal needs and assessed outcomes could be met.

In establishing the list of approved day services, the idea is that over time a range of providers, from small micro enterprises and local 3rd sector organisations through to larger regional and national providers, will between them offer a suite of services that service users can choose from to meet their day time needs. The aim is for service users to experience inclusion, choice and control in their daytime activities.

Commissioners, care co-ordinators and service users have access to the list of approved day services from which to choose. The list will be operated on a rolling/open basis and will be initially opened and advertised up to three times a year to raise awareness of the list to providers.

Pennine Lifestyle Market

On January 29th 2013, Safeguarding Adults Team hosted a stand to raise awareness of the Safeguarding Adult Agenda in Tameside, at the Pennine Lifestyle Market. The event offered health and lifestyle information and gave the opportunity for members of the public to gain information, under-go a mini health check, and taster sessions around key lifestyle choice.

One comment regarding Safeguarding Adult Agenda, received from the public included:

“The picture and strap lines used in the publicity materials are powerful and make you stop and look”

This information was really useful as it will inform future presentations that the Safeguarding Adults Team deliver at events attended by the public.

Safeguarding Adults

On 25th February 2013, the Safeguarding Adult’s Team and Tameside Hate Incident Panel held an information stand at Asda supermarket Ashton, to raise awareness and knowledge of safeguarding Adults and Hate Crime.

Health and Wellbeing

During 2012/13, the Health and Wellbeing Service successfully integrated the CORA Advisors and the Carers Development Workers into one role of Wellbeing Advisors. A team of advisors are able to support Adults and Carers in Tameside with a range of information and advice pertinent to their individual needs, to help them remain independent, active and well, and to maintain their caring role.

Our drop in service at the Carers Centre, supported over 5,000 people to access the information they needed. The Service has also increased the number of Information Ambassadors in community groups, to almost 200, meaning we can potentially reach 13,000 people with health and well-being related information that they may not otherwise have had access to. We held over 40 outreach sessions in the community, enabling us to provide information and advice to help keep people healthy and well, to over 1000 people.
**Priorities for 2013/2014**

**Service Directories**

2013/1014 will see the development of service directories which will include both Health and Social Care services. Development will also commence of a citizens portal, this will provide interactive technology that will provide online information and advice for support and care needs.

**Carers**

Into 2013/14, we will seek to increase the number of Adults and Carers that we support in Tameside. We know from the 2011 Census that there are over 24,000 Carers in Tameside, but at the end of March 2013, only just over 4000 Carers were registered with the Carers Centre. We will continue to seek out ‘hidden’ Carers through awareness raising campaigns, such as ‘Prepared to Care’, which we ran during 2012, with banners on the roadsides of Tameside, and posters on local buses, and will continue to work with our health partners to promote the recognition of Carers by GP practices. We will also work with the Young Carers Service, to review and revise the offer to our young people who care for someone.

We will continue to hold our information and advice sessions at a range of hubs across Tameside, to enable Adults and Carers to access our services at a location close to their home.

**Support with confidence**

With support from colleagues from our trading standards unit we will explore the potential of using ‘Support with Confidence’ which is similar to the Council’s ‘Buy with Confidence’ scheme but focuses upon services that support people.

**Information Ambassadors**

We will continue to support and grow the Information Ambassador Network, and work with newly identified community groups to help them develop and become sustainable into the future.

**Active ageing**

We will complete and implement the redesign of our Active Ageing Centres, following consultation with users and carers, and develop them into services that better meet the wishes of our customers.
Telecare

Everyone forgets to take their medication at one time or another. But for those on a complex pill regime, not taking prescribed drugs at the right dose and at the right time can have major consequences, particularly if they are elderly or vulnerable. The Community Response Service have 158 automated pill dispensers being monitored to date proving the pill dispenser to be invaluable in helping people who fail to take their medication properly stick to their prescribed regime.

Case Study

82 year old Mrs T, has diabetes and lives alone. She was discharged from hospital after a routine procedure with so much medication she was confused. As a result she accidentally overdosed, and was re-admitted to hospital the next day. She was so shaken by the experience she didn’t want to go home, and was eventually moved into sheltered accommodation for her own safety.

However, her social worker had been to visit the community response service and was aware of the technology available and talked to Mrs T about the automated pill dispenser explaining its effectiveness and safety of the device to control medication, this has turned life around for Mrs T completely.

After six months of using the dispenser, which is loaded with prescribed medication and sounds an alarm when it is time for Mrs T to take her pills, Mrs T is now thriving. She takes her medication regularly, which means her health has improved and she is less dependent on others. Without the stress, her daughter says, “she looks years younger and is less agitated”

Mrs T’s story is typical of the huge impact the device is having on the lives of the people who want to remain in their own homes independently and be part of the community.

Pre-Employment Training Schemes

Supported and pre-employment services within Tameside have been running for some years primarily with an emphasis on support to people with a learning disability or mental health needs. With the transformation and restructure of Adult Services it was decided that this group of services should be reviewed, with an emphasis on pre-employment skills and supported employment or volunteering options for a wider range of service users, to include those with physical and sensory disabilities. Central to the review has been the need to develop more innovative services that offer a wider range of service users more choice, whilst improving the efficiency, effectiveness and value for money in the way these services are configured and delivered. As part of this, we have been exploring opportunities to continue and refresh both the Park Café and Top Notch Garden Services as pre-employment projects, with people experiencing real work environments and maximising their potential to successfully gain paid employment or volunteer work.

Healthy Lifestyles

During 2012, we have worked with a range of communities to raise awareness of healthy lifestyles, including holding a number of practical sessions and outreach activities to encourage people to sign up to improving their health.

Almost 200 new people attended health improvement activities, such as cook and eat sessions and health walks, and over 1000 older people attended activity sessions at the Grafton Active Ageing Centre in Hyde and Gorse Hall Active Ageing Centre in Stalybridge.

We supported a number of local groups, through grant funding of £150,000, to continue to provide community based services for residents of Tameside, including a volunteer driver scheme and Community Falls programme, as well as supporting community groups to become self-sustaining into the future.
A number of short term initiatives were also arranged, to help people get the ‘feel-good’ factor and improve their feelings of mental wellbeing, including Wild Ways, a 6 week course of outdoor activity, attended by approx 30 people with an age range of 25 to 70 years; Bloco a 24 week drumming workshop, attended by over 40 people, aged 8 to 80 years+ (now self-sustaining into 2013/14); and Hattersley & Hurst Voices, an 8 week singing programme, held in the day time, attended by range of people, incl people with COPD, young mums, people with a disability, aged 25+, but mainly older people (now self sustaining into 2013/14 and held at the Grafton Centre).

**Case Study**

A group of ladies from the Swaminarayan Temple expressed a wish to set up a health walk for their community. Staff from the Health and Wellbeing Service worked with the ladies to encourage them to instead attend one of the existing health walks, to help them integrate more with the wider community, and supported them to try the Wednesday morning walking group, which takes in 4 differing routes. 7 ladies now regularly attend this health walk, before work, and have incorporated it into their daily lifestyle. They all report an improvement in their levels of activity and fitness; one lady suffered with bad knees and had to use a walking stick – she reports that no longer needs to use her stick as often!

The redesign of Learning Disability Day Support;

A ‘planning live’ consultation with service users was undertaken where all existing service users were asked what they would like from their day services in the future.

The main themes identified through the planning live exercise were allotments/gardening, sports, arts and drama, countryside, ICT and life-skills.

Parents and Carers were invited to several consultation sessions to discuss with them the changes in services and offered the opportunity to raise their concerns.

Taster sessions were arranged with all the providers over a 3 month period, giving service users the opportunity to try out the new services before making a final decision on where they would like to go.

The new services commenced on 1st October 2012 and have been a tremendous success; service users are now accessing mainstream provision directly rather than joining community activities with staff from a day centre.

The project has delivered new opportunities, new friendships and a wealth of options for new and existing adults with a learning disability.

Service users were instrumental in developing these new services for themselves and future users.

**Beatrix House Specialist Extra Care Scheme for People with Dementia**

A new Extra Care Scheme called Beatrix House has been developed jointly with New Charter Housing and Adult Services and opened in 2012. The scheme provides support to people aged 55 years and above with a specialist service around meeting the needs of individuals with Dementia.

The opening of Beatrix House meets the objectives set out in the Tameside Community Strategy which include;

- Supportive Tameside building on the community and independent living at home
- Prosperous Tameside ensuring through Landlords there is a range of suitable housing
- Safe Tameside
- Healthy Tameside working with partnerships to develop health and wellbeing for all.
Key Aims and Objectives of the service

These were identified in line with The Government's White Paper "'Caring for People – Community care in the next Decade and Beyond' The aims of the Service are to enable service users and carers to:

- Live as independently as possible in comfort in their own home, maintaining safety and unnecessary admission to longer term support provision
- Be treated with respect with regards to their way of life paying particular attention to ethnic and cultural issues
- Be supported with a range of practical and social tasks that maintains and improves an individual’s quality of life, dignity and wellbeing as specified in an individual Support Plan
- Be fully involved in the planning of their own Service and future service delivery, addressing specific communication needs and being responsive to their informed choices and wishes
- Receive the Service in a safe, practical, reliable manner acceptable to the Service User/Carer which promotes positive risk taking
- Maintain their current support networks
- Maintain confidentiality unless disclosure is necessary to protect health, safety or welfare of the individuals or other Service Users
- Provide a flexible, responsive service that is void of discriminatory practices

The scheme has been a great success and has also incorporated a community café which operates from within Beatrix House. This is regularly accessed by tenants from Beatrix House, their relatives and local residents.

This is proving to be successful in terms of building relationships and community connections. This has enabled people living at Beatrix house to feel involved within their local community and make a valuable contribution to their community.
**Development of larger supported living schemes**

Work will continue to develop the model of larger extra care type schemes which offer independent flats. A site has been identified with New Charter Housing Trust (a local Registered Social Landlord) which will see the development of a new building that will house two new schemes – a larger supported accommodation scheme offering 15 tenancies, and a scheme for young people going through transition to Adult services offering a twelve month stay for intensive assessment and skill building to best identify their long term accommodation and support needs.

Work has also commenced with a current provider of a Learning Disability contract to deliver the care and support within the larger supported accommodation scheme with a view to delivering increased independence and improved outcomes for individuals. A tender will launch to secure the provider for the transitions scheme during the year.

**Intensive Support Service Step Down (ISS)**

Work will continue on the development of a step down service from the Learning Disability Intensive Support Service that offers multi agency support to complex individuals who have a forensic need. This will be an extension to the current contract as it has been recognised the experience and expertise of all agencies involved will be beneficial to the success of a step down model of service.

There are a number of people currently residing in expensive hospital and/or specialist independent provision who will become the financial responsibility of the Council in the future as their predominantly health funded therapeutic work comes to an end. In keeping with the recommendations of the Winterbourne review increased capacity to support people locally will be important moving forward.

The new model will deliver a less intensive supported model of service than the ISS but will utilise the clinical expertise and knowledge already developed through work with the current provider to ensure a similar style and approach is adopted for the step down. Workers will be competent to work with people with complex learning disabilities and be knowledgeable about approaches to assessment and interventions for best practice in mental health and forensic issues.

The service will allow individuals to move on from more intense/secure services and will work with individuals towards achieving greater independence, with a view to moving to lesser supported accommodation in the future.

**Meals on Wheels**

A review of the meals on wheels service will be completed as the current arrangements are no longer sustainable due to falling demand for this service and increasing costs. The number of meals delivered has reduced by 57.4% between October 2011 and August 2013, while the number of service users accessing the service has fallen 56.7% in the same period.

Consultation via the “Big Conversation” along with targeted consultation with current users of the service is currently being undertaken.
Learning Disability Respite

A service review of the provision of respite for adults with a learning disability identified a number of key issues in the delivery of the service. Firstly there was a need to have a fair and equitable assessment process for the allocation of respite night stays. Secondly, the existing provision was traditional in its approach in that it offered only the single option of building based support, it did not offer opportunities for the development of independent living skills or little choice and control to individuals in how or where they received their respite support.

A total of 105 service users and carers/families were informed of the pending changes to the current provision and were invited to take part in a consultation exercise, either face to face, by letter or via the Council’s Big Conversation to consider the future choices for respite/short stay.

The consultation exercise was undertaken with the Carers and Service Users which reflected the service review and new service proposals. These options included:

• Building Based Respite
• Holiday Respite
• Respite at Home
• Shared Lives
• Direct Payments

The outcome of the consultation was that there was a need to continue with the provision of a specialist respite building based service to meet the needs of individual service users and provide essential breaks for carers to support their ongoing caring role. In addition there was a need to increase the use of Shared Lives and Direct Payments and to increase the range of options available that individuals can choose from to take their allocated respite.

The outcome of the consultation will be built into the design of the service from September 2013, and therefore influence the tender process that follows.

Larger Learning Disability Schemes

The need to reconfigure learning disability shared living schemes to more individual self-contained flats in larger schemes has been identified for some time as a desirable addition to the options for people being supported to live independently. The drive for this has been to offer individuals their own living space, providing an opportunity to build on their independence rather than shared living, which at times creates problems, along with delivering improved housing stock.

Work has progressed with existing landlords, who have specific knowledge of the client group, to identify potential properties that would support this model. Two existing properties were identified in the borough, for use as larger LD Supported Living Schemes.

Communication with individual service users, families, the landlords and service providers has been ongoing since the schemes were identified in 2012. A number of issues have been resolved in terms of the buildings, including the installation of Assistive Technologies and a lift in one of the properties. Careful planning and detailed awareness raising over a period of time has been instrumental in alleviating anxieties, with users increasingly excited by the opportunity self-contained accommodation offers in increasing their personal independence.

One of the schemes that has now opened has been very successful for those people who have moved in – with tenants really spreading their wings to take up the many ordinary opportunities available to citizens generally.

3. FLEXIBLE INTEGRATED CARE AND SUPPORT: my support, my own way
**Bridges Service (Domestic Abuse Drug and Alcohol Service – DA:DA)**

During the latter part of 2012 and early 2013 a Domestic Abuse: Drug and Alcohol Service was put out to tender – the plan was to bring together the elements of the existing domestic abuse substance misuse support and women’s refuge services into one integrated model. This was in consideration of the often cross-cutting issues which restrict people from being independent due to targeting of only one issue at any specific time.

The service is due to start in October 13 and will be titled ‘Bridges’

Bridges will provide support and specialist services to families in crisis where the priority issues are domestic abuse/violence and/or often substance misuse. They will offer a series of courses to assist with positive mental health/confidence, substance misuse motivational engagement, specialised parenting skills, specialist intervention programme to work with children of services users, and a group for survivors of Domestic Abuse to provide mutual support.

The purpose of the reconfigured single service is to integrate the functions and services that are required to support victims of domestic abuse as a whole, care coordinating and navigating service users through both the Bridges Service which includes access to independent advocacy, housing assistance, and help with substance misuse and security schemes to enable independence.

The service will utilise and refer into the network of other existing services i.e. Family Support Programme, Victim Support etc. that are available in and around the borough to enable service users and their families to become independent and free from abuse.

The provider will operate several elements within the service whilst locating and utilising other existing appropriate services within the area to support victims of domestic abuse living in Tameside. The service will aim to reduce repeat victimisation and help prevent the damage inflicted by abuse assisting service users and their families to achieve independence and to live in a safe environment.

**Women and their Families Centre**

The Drug and Alcohol Action Team identified a lack of access for (and demand from) women. This potentially reflects both awareness of current services and perceptions of how applicable and effective services are for women.

There is a combination of the particular social pressures faced by women and the way in which drugs services have developed. Drug misuse can make women more exposed to the risk of unsafe sex and sexually transmitted disease, unwanted pregnancies and a high incidence of violence.

Drug use during pregnancy can have a direct impact on the pregnancy and the baby’s health, while drug users with childcare responsibilities may face problems with parenting and issues of child protection.

This mixture of issues means local services are less able to help the most problematic female offenders tackle their drug or alcohol dependence.

In response, proposals for a two year pilot for a "Women and Their Families Centre" were approved. The Centre opened on 3 September 2012 for two days a week with the main aims being:

- Move people into effective treatment, completion and Aid recovery
- Reduction in victims by reducing crime
- Assist victims of abuse, including sexual violence
- Professionals, volunteers, service users and the community coming together to provide access and support to one another
• Reduction in the number of women; re-offending, sentenced to custody, entering the Criminal Justice System and sentenced to under 12 months custody in Tameside

• Increase in Education/Employment/Training amongst those attending

• Smoking Prevalence

• Successfully achieve their own health improvement goal’s

• Assistance in gaining GP and Dentist registration

• Brief interventions and advise on sexual health

• Assistance in accessing the correct interventions/treatment to address health needs

• Support for family, concerned others and carers.

**Socially Excluded Services**

The short term accommodation based services for people at risk of social exclusion was reviewed to deliver a new service model and new services to commence April 2013.

The emphasis is on new models of service delivery within a whole system of services for homeless people.

There are three new services:

• Threshold Great Moves – Accommodation based service for people with less complex and enduring needs

• Foundation – Accommodation based service for people with more complex and enduring needs

• Threshold Great Lives – Activities and personalisation service for clients in the accommodation based services

The new services differ in several ways including:

• Changed vision as to how we should work with people with more positive risk taking and greater challenge

• Greater emphasis on achieving planned moves and quicker throughput

• More focus on interventions delivered through activities and personalisation

• Greater emphasis on working as part of a whole system of services for homeless people

• More emphasis on partnership working

• Working on a different scale with the collective management of buildings and services, rather than on a smaller building/patch basis.

Use of the personalisation fund within Great Lives will be developed and implemented over the coming year to maximise the move-on opportunities of individuals.
Community Response Service

Tameside Council’s Community Response Service has made considerable progress in the last 12 months and is recognised nationally as a leader in the development and deployment of telehealth and telecare.

Key achievements

A snapshot of recent progress illustrates the contribution made by telehealth and telecare to integrate care and support that improves quality and delivers better outcomes for Tameside Residents.

We have:

• Around 4522 people (including over 1,300 people with dementia) received a telecare service, our internal evaluation highlighted that carers stress reduced and an improved quality of life is being experienced by both service users and carers.

• 3109 devices tailored to individual need have been installed that maximise people’s health and well being and enable them to recover, stay well and active.

• Over the last 12 months we have continued to trial safer walking technology BUDDI. We have recently upgraded our system to ensure that they are reliable in alerting when individuals leave an identified “safe zone”. These systems allow next of kin to be notified if their family member is wandering and are proving popular. These solutions will offer a less intrusive option of monitoring people with a mild level of dementia, a learning disability, mental health concern or children with disabilities.

• Supported individuals, users and patients to actively participate in the management and delivery of their own healthcare. Facilitated flexible solutions that support health services and patients in technically triaging 260 units helping people with long term conditions to live independently at home by supporting them to manage their own health and care.
The Integrated Disability service

Transition from children’s services to adults has always proved to be problematic, it is recognised that transition work needs to start at an earlier point in the person’s life.

We will work to develop an Integrated Disability Service which will focus on integrating adult and children’s services to develop a fully integrated pathway from birth to age 25 years to individuals who have a learning disability and have very complex needs.

The integration of community locality teams and development of integrated care and support

2013/2014 will see the wider integration of Health and Social Care Services within the 4 Community Locality Teams. The focus will be the development of integrated teams of multi skilled professionals accessing specialist resources and services with the aim of improving outcomes, better condition management, preventing admissions and facilitating discharges.

There is a further piece of work that we are undertaking, again in collaboration with our partners in the Clinical Commissioning Group, Stockport Foundation Trust and Tameside Hospital Foundation Trust. This work is focussing on the Integrated Transfer Team and will ensure that we have the correct make up of staff and skills within the hospital for effective support and discharge planning.

Tier 3 Alcohol and Substance Misuse Service

The Tier 3 Drugs Service is an existing service which is aimed at Adults aged 18 and over with a substance misuse problem.

The service sits within the Crime and Disorder Partnership’s three year drug strategy and aims to redress the balance of investment towards prevention, early intervention and recovery. The commissioning of a Tier 3 Drug Service is the next vital step towards supporting service users within a drugs treatment system. The principles of the Recovery agenda are an integral part of the service provision with the promotion of outcomes for individuals to achieve recovery and reintegration into society at its core. Many substance misusers face multiple barriers including obtaining work, housing issues, poor health, or a history of offending. People from minority ethnic groups may face discrimination, some people will have limited English and parents will have childcare needs. If entrenched worklessness is to be effectively addressed the three year Adult Drug Strategy needs to recognise that some workless residents are a long way from being job ready and may have numerous issues to resolve before work or training is considered.

Work is planned to develop an integrated Tier 3 Drugs and Alcohol Service and consideration is being given to bringing together a number of contracts including those previously commissioned on behalf of the CCG namely the core and block alcohol contracts which will form one service.
4. WORKFORCE: my support staff

Dignity in Care

The safeguarding Adults team have undertaken training, provided a portfolio of evidence, been the focus of a customer survey and had their practice observed to complete the Daisy Accreditation. The Daisy Accreditation will demonstrate to the public that the Safeguarding Adults Team delivers a service with dignity and respect.

At the present time there is no mandatory requirement to be accredited around dignity; however the Daisy Accreditation demonstrates to the public those organisations which are seeking to meet every user's needs. The Accreditation has been designed to blend into requirements set by the Care Quality Commission around Dignity, and also the Government's Dignity Standards.

Autism Awareness Training

One of the key actions from the Autism Strategy is Autism Awareness Training for Social Workers and Assessment staff. Lack of awareness and application of the eligibility criteria has led to some people with Autism being excluded from receiving a service. The training has supported assessment staff to gain an improved understanding of Autism and how it affects peoples independence and vulnerability, this has therefore equipped staff to support individuals with Autism more effectively.

Systems Thinking

Systems’ thinking is a national model which is used to study Social Care systems with a view to re designing services and improving outcomes for people who access the service. The system ensures that people are speaking to the expert at the beginning of any contact and getting the correct information and advice. Systems’ thinking has been piloted in one of the Care Management and Assessment Teams, it has enabled staff to work differently and has proved to be very positive in identifying how processes need to be streamlined so that people contacting the service speak to the correct person, receive accurate information and advice and access to support is simple and timelier.

Comments from people contacting the service are:

I Cannot believe the quick response and how you have helped me.

I am happy that I don’t have to explain my situation again to someone else.

I am happy that I have spoken to the right person who can help me and not be passed around.

Thank You for giving me the information and advice I needed.

The Systems Thinking model is now being adopted across all Care Management and Assessment Teams and continues to be developed.
Jamie Shenton is proving his worth in the Community Response Service, starting as a Modern Apprentice in 2009 and recently becoming a Service Co-ordinator.

The Community Response Service provides a 24 hour physical emergency response to vulnerable people when they activate their pendants, smoke detectors, pill dispenser or wander alerts.

After starting as a modern apprentice, Jamie completed an NVQ in Business Administration in June 2010 and went on to complete the “Welcome to excellence” training course for customer service and Advanced ICT Training (Excel & Word). Jamie’s hunger for learning has continued, in his own time he is undertaking a Business Management degree run by Bolton University.

Jamie said:

“The time and resources invested in me has allowed me to develop as both an employee and as a person. I am delighted by the progress I have been able to make, and will continue to work hard to repay the faith shown in me.”

Christine Craig, Service Unit Manager says Modern Apprentices are invaluable:

“We have always recognised our role in raising the aspirations of young people and providing opportunities for them to grow and develop in the work environment. Jamie brings eagerness, enthusiasm, skills and of course a sense of humour to our workplace.”
Health and Wellbeing

We will review the way in which the Health and Wellbeing Service is structured, following the transfer of the Public Health Service to the local authority in April 2012, to ensure that the service continues to meet the health and wellbeing needs and expectations of the people of Tameside. We will ensure that all of our staff are adequately trained and supported to carry out their roles in supporting Adults and Carers.

Partnership working with Greater Manchester Fire Service (GMFRS)

We will work in partnership with the GMFRS to train staff in identifying fire and other safety risks and ensure we have in place the correct referral pathways for home safety checks, to maximise the support available to individuals across the partnership.

Assessment Staff Training

To review the roles and responsibilities of all staff across assessment and care management with a view to maximising effectiveness and developing a robust training programme to support this.

We will develop mechanisms for ensuring the national capabilities framework for professional social workers are in place, thus ensuring our entire social workers meet the national standards for practice.

Safeguarding Training

We will build on the existing safeguarding training, including “Awareness” and “Investigator” modules, with a view to ensuring that they remain fit for purpose across all partner agencies and support timely identification and intervention.

Autism

As part of the Tameside Joint Children’s and Adult Autism Strategy we are working with the Greater Manchester Autism Consortium to facilitate training for people who undertake assessments. This is part of a wider Greater Manchester training programme focused on improving assessment and outcomes for people who are on the autistic spectrum.

Other training work involves the training of five practitioners from social care and health in the Diagnostic Interview for Social and Communication Disorders (DISCO) which will improve the diagnostic pathway locally in terms of getting much quicker diagnosis and signposting.
5. RISK ENABLEMENT: feeling in control and safe.

Hate Crime

In the summer of 2012, members of the Community Engagement & Market Development Team worked with Museums and Galleries to design a campaign around ‘hate crime’, this was as a result of our staff working with disability groups on what it felt like to be victimised. Approximately 25 workshops were held, involving up to 175 people, giving them the opportunity to discuss Hate Crime and to create their own message, which enabled and empowered them to have their voice heard. The result was the ‘Have Your Say’ exhibition, which was launched at Portland Basin Museum in November 2012. The exhibition has since been showcased at various other locations across Tameside, with the aim of raising awareness of what it feels like to be the victim of hate crime.

It is hoped that by sharing and communicating their experiences, the public and community will have a more sympathetic and educated response to hate crime.

The display consists of 2 quilted banners, a range of pin badges that are displayed on a denim jacket on a mannequin, a range of screen printed shopping bags and a powerful 12 minute audio piece. This ‘protest art’ style aims to turn negative labels into positive.

Tameside Hate Incident Panel

Tameside Hate Incident Panel has recently launched the “I’m Not Laughing” campaign which aims to raise awareness of all forms of hate incidents and hate crimes. This follows on from the hugely successful “I’m Not Laughing” Adult Safeguarding 2012 event, which over 100 local practitioners attended and found immensely positive. Unfortunately, hate incidents and hate crimes are still massively under-reported across Tameside and we know that sadly many victims suffer in silence before accessing essential support.

If you know someone who has been a victim of a hate incident/hate crime, if you are working with someone who is vulnerable or if you have been a victim yourself and want to find out go to www.tameside.gov.uk/imnotlaughing or call the Strengthening Communities Team on 0161 342 4144

Safeguarding

During 2012/2013 Assessment Teams investigated a total of 782 safeguarding concerns.

Early intervention aims to prevent the risk of abuse occurring, we have become much better in Identifying people at risk at an earlier stage. Working in this way enables us to put measures in place to try and minimise risk and prevent abuse from occurring. Risk assessments and preventative strategies are regularly monitored and reviewed, in particular, with service users with complex health needs challenging behaviours.
ASBRAC (Anti-social behaviour risk assessment conference)

Since ASBRAC was established in July 2011, 92 referrals have been discussed at meetings and the Victims Champion has provided emotional and practical support to vulnerable victims and witnesses of Anti Social behaviour. ASBRAC is a multi agency meeting which deals with the most serious cases of repeat anti-social behaviour. Representatives at the meeting include Greater Manchester Police, the Community Safety Team, Registered Social Landlords, Greater Manchester Fire and Rescue Service, Adult Services, Children’s Social Care and the Community Mental Health Team.

During ASBRAC meetings, the Victims Champion will put forward the views of the victim and explain the ASB case from the victim’s point of view. All partner agencies then look to agree a partnership action plan to tackle the anti-social behaviour the victim is experiencing. This action plan has the victim’s needs, safety and well being at the heart of it. It is essential the victim’s voice is heard and that all agencies involved understands how the victim feels, their vulnerability and their ideal outcome.

If you know someone who has been the victim of anti-social behaviour and would like advice on what support is available, please contact Bev Walsh the Victims Champion on 0161 342 4064.

Partnership working

There has been improved partnership working across all organisations involved in safeguarding vulnerable adults from abuse and neglect. A growing number of staff within the local authority, the Police, the NHS and the wider independent and voluntary sector has a better awareness of safeguarding as a result of training and awareness raising and publicity.

Systems for highlighting the risk of abuse and the importance of intervening at the earliest possible stage have been introduced or improved including multi agency groups such as the Anti-Social Behaviour Risk Assessment Conference and the Multi Agency Risk Assessment Conference which identify, monitor and support plan cases where anti social behaviour, domestic abuse and other forms of abuse or neglect are evident. Membership of these groups and training within these areas have been reviewed and improved to ensure that vulnerable people are being offered the appropriate help and support in a timely manner.

Mental Capacity Act / Deprivation of Liberty

The Mental Capacity Act (MCA) provides a legal framework which is designed to empower and protect people who may lack capacity (the ability) to make some decisions for themselves due to illness or disability. The Deprivation of Liberty Safeguards (DoLs) are part of MCA and provide a legal framework which support staff and organisations have to follow if we are restricting (stopping) a person from doing something which may cause them harm which the person due to lack of capacity may not understand the potential harm they are subjecting themselves to. The framework ensures that staff and organisations are acting in the persons best interests.

The Local Authority and Tameside & Glossop Clinical Commissioning Group jointly fund a lead professional who coordinates training, provides advice and monitors the application of MCA and DoLs across the borough. The Local Authority also ensures that there is enough trained professionals to undertake Best Interest Assessments (BIA) across the borough to support individuals who are in need of a BIA.

Work around training and awareness raising has seen an increase in referrals under the MCA and an increase in DoLs and BIA assessments. We expect to see further increases over the forthcoming year as peoples and organisational awareness is raised around these issues.
Priorities for 2013/2014

**Hate Crime**

We will maintain the Carers Centre as a Hate Crime Reporting Centre, and continue to raise awareness of Hate Crime and its impact on people, through the ongoing roll out of the ‘Have Your Say’ exhibition across Tameside.

**What to look out for in the coming months in Tameside!!**

A new revamped hate crime TMBC website www.tameside.gov.uk/imnotlaughing

You can access:

- Contact details for all third party reporting centres
- A link to report hate incidents/hate crimes online
- Downloadable PDF formatted resources: leaflets, pocket cards, posters
- Real life victims sharing their experiences of being victims of hate
- Our fantastic team of volunteers, who have been victims of hate, share their stories. Posters of their stores will be popping up all over Tameside
- Micro exhibitions at Sainsbury’s, Hattersley Hub and other local super markets and community centres
- Disability hate incidents/crimes are widely under reported. These are few things that we are implementing:
  - Shadow steering group- consisting of people with disability
  - Training staff and public with disability at People First Tameside centre

- Liz Wright – Centre Manager at People First (centre for people with disability) will sit on our strategic board (THIP)
- Working towards public “I’m Not laughing” campaign in partnership with People First and other disability steering groups, located within Tameside
- Gathering data from relevant departments to understand which areas are most in need of support

**Winterbourne**

We will progress the joint Winterbourne Action Plan with partners – focussed on the development of local treatment services and reducing out of the borough placements in residential settings. This will provide a local response to monitoring the practice and standards of local provision.

**Mental Capacity and Deprivation of Liberties**

We will extend the local authorities responsibilities in relation to Mental Capacity and Deprivation of Liberties to hospitals as well as care homes, by delivering training to all appropriate staff.
Safeguarding Board

Tameside Adults Safeguarding Board has a three year strategic plan designed to improve on current safeguarding practice and to ensure that vulnerable people within Tameside are better protected and feel safer within the communities in which they live. The plan has some broad aims that will be developed in 2013/14.

- The Safeguarding Board will continue to hold partner organisations to account and seek assurances that safeguarding remains as everybody’s business

- Current practice and procedures will be reviewed across all organisations to ensure that they remain fit for purpose

- There will be a greater emphasis on successful outcomes for people and how these are identified, working more closely with people who are at risk of abuse or neglect to understand what they want

- To continue to look at ways that more people can get involved within communities in the recognition and prevention of abuse and neglect of vulnerable adults and this includes community events and better quality information for people

- Work will continue on developing a wide range of responses to people who are identified as being at risk of abuse or actually being abused that are well planned and ensure that people are safe

- A sub group of TASP will be established that concentrates on identifying learning from all safeguarding investigations both locally and nationally (for example the Winterbourne Inquiry recommendations).
6. PERSONAL BUDGETS AND SELF FUNDING: My money

Carers

As part of the survey of over 4000 Carers in 2012, we asked for their views on moving from applying for a range of grants, to applying for one individual payment per year, to support them in their caring role, in a more personal and flexible way. This is what they told us:

• 68% of respondents said they would prefer to have the money to plan their own breaks (rather than eg Health & Wellbeing Grant, Having a Break Grant). 22% of respondents didn’t know which they would prefer

• 79% of respondents felt that an individual grant would be helpful in supporting them in their caring role

• 20% of respondents felt that £100-200 was a reasonable amount; 22% felt that up to £500 was a reasonable amount and 28% felt that £200-300 was a reasonable amount

The responses from Carers have led to the design and implementation of a Carers Individual Grant scheme, introduced on 1st April 2013.

Individual Service Funds

In order to develop further options for people to use their personal budget, we are in the process of extending the model of individual service funds to one of the Extra Care Housing schemes. This allows people to use their personal budget to buy support from their chosen provider, that provider then uses the persons budget on their behalf in the way that the person specifies.

Personal Health Budgets

Personal Health Budgets for people who are eligible for Continuing Health Care funding will be introduced in April 2014. This will enable individuals to transfer, if eligible, to Continuing Health Care funding with the same support staff they employ currently via their Council personal budget.

Personal Budgets

There are 61% of people who are in receipt of community based support who have a personal budget. At all reassessments the individual is made aware of the amount of money the Council makes available for their care and support and identifies on the support plan this personal budget amount. Individuals and their carers are given information to help them make choices about how they wish to use their personal budget which may be by having maximum choice and control and taking it as a Direct Payment or by having a Council managed personal budget, where the Council uses the budget to pay for Council commissioned care and support. Some people have a combination of both.

Making it Real / Personal Outcomes Evaluation Tool

Tameside Adult Services is an active member of the regional Think Local Act Personal (TLAP) programme of work which is a sector wide programme focused on improving social care through personalisation and community based support.

Making it Real (MIR) is a programme that provides clear statements about what people want to see and experience if personalisation is really working. This is based on extensive consultation and engagement with people who have personal budgets and professionals and is led by Lancaster University. Tameside have agreed to undertake a review of services to establish how good they really are in terms of providing truly personalised services and what we need to change to improve and make services better.
Priorities for 2013/2014

Carers

Using information from the Carers Survey carried out in 2012, we will implement the Carers Individual Grants scheme, which will enable us to support more Carers to take a break from their caring role, but in a way that is more flexible and tailored to their individual circumstances.

Re tender of payroll / managed account service

In providing Direct Payments, local authorities are also expected to provide an adequate service to support those who need assistance in managing their Direct Payments.

We will establish a list of providers of approved services for -

A. Standard Payroll service
B. Managed Accounts service with Payroll
C. Managed Accounts service without Payroll

The Council will be implementing payment cards to help Service Users manage funds and this may reduce the need for Managed Accounts Services in the future.

Introduction of Pre Paid Cards for Direct Payments

Direct Payments are monetary payments made by the Council directly to individuals who have been assessed as having needs that are eligible for services. Direct Payments promote independence, choice and inclusion by enabling individuals to purchase the assistance or services that the Council would otherwise provide.

A pre-paid card system makes the payment process for Direct Payments recipients simpler as

• Transactions and balances online can be monitored online
• Telephone support can be provided
• People are not required to send in paperwork including bank statements and receipts for all of their spending on a monthly basis
• Personal Assistants / Carers are paid quicker
• There is no requirement for new service users to open a separate bank account leading to an increase in take-up
• Improved service

Making It Real (MIR) / Personal Outcomes Evaluation Tool (POET)

Over the next year we will be progressing MIR and commence looking at current practice, identify areas for change and develop a plan of actions across service areas based on what we find.

In conjunction with MIR, Tameside will be also signing up to use the Personal Outcomes Evaluation Tool (POET). POET provides national measures that help show the impact of personal budgets on people's lives. This involves us asking people who have personal budgets a series of questions to establish if personal budgets actually make a difference to people’s lives. This information will then be used to inform the MIR action plan in terms of making improvements across the care sector in Tameside.