

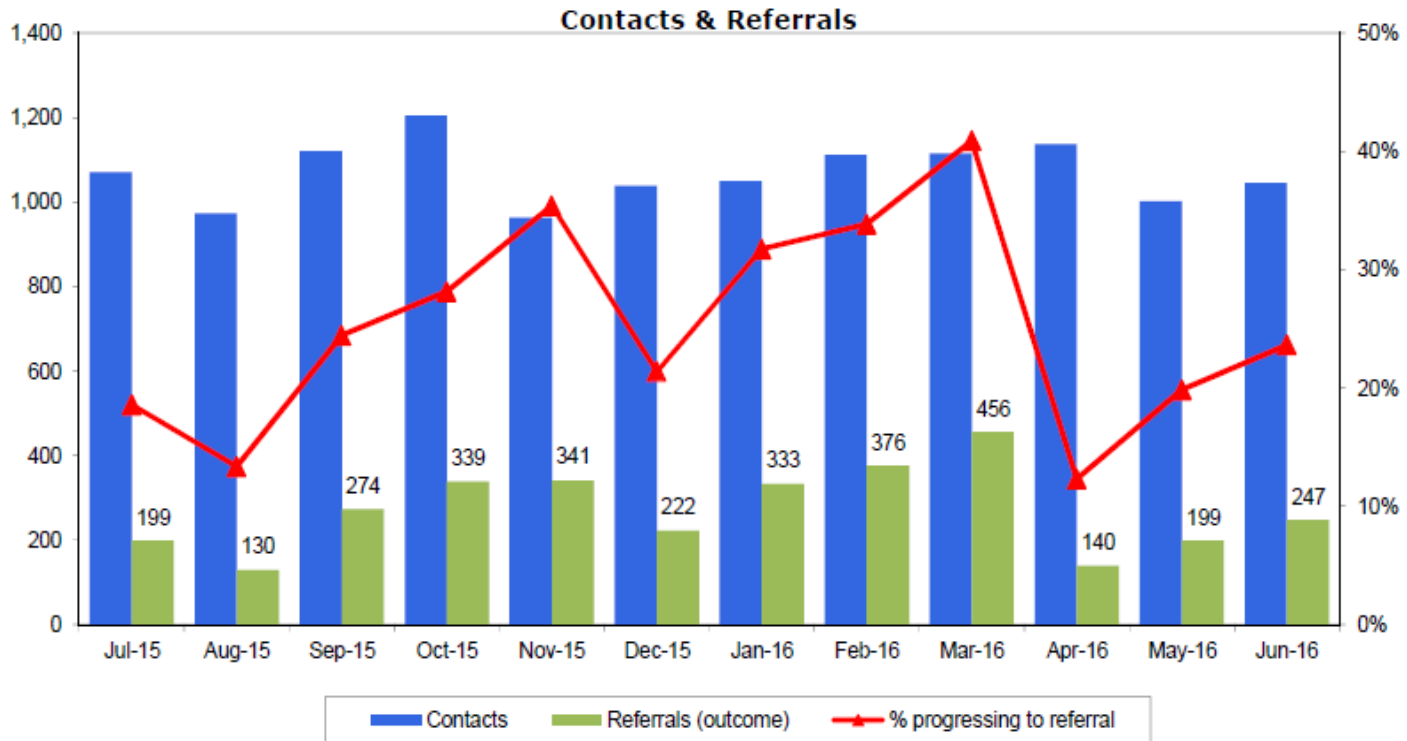
Setting the scene: Feedback on access to social care

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Access levels – adult social care

- In 2014-15:
 - 3510 people got in contact with adult social care
 - 1468 adults received an assessment
 - 4476 people received a service.
- In 2015-16:
 - 3273 people got in contact with adult social care
 - 1736 adults received an assessment
 - 4093 people received a service.

Access levels – children’s social care



Contacts progressing to Referral

Current month = 23.64%

Rolling Year= 25.38%

Main barriers to access in adult social care – lack of awareness

Barrier	Work to address this
Public awareness of adult social care	Information Plan
Carers being able to identify themselves as such	Carer Strategy
Professional awareness of adult social care	Information Plan and Tower Hamlets Together
“Pathway” into social care not always clear	Information Plan

Main barriers to access in adult social care – perception

Barrier	Work to address this
Perception that social care will want to reduce or withdraw support	Local Account, publications and staff
Perception that social care will “interfere”	Local Account, publications and staff
Perception that people can manage	Local Account, publications and staff

Main barriers to access in children's social care

Barrier	Work to address this
Thresholds for help	Family Wellbeing Model Early Help Hub Child Protection Advice Line
Delays or difficulties in identifying types of abuse or neglect	Neglect Strategy and LSCB
Sometimes negative public perception of children's social care	Communications

Legislation and access to adult social care

2014 Care Act:

- New legal duties around information, advice and prevention
- New eligibility threshold
- New legal assurances for carers

Legislation and access to children's social care

- National policy has put a spotlight on particular issues, which often leads to an increase in referrals – e.g. child sexual exploitation
- One of the aims of recent and up-and-coming legislation is to make access to adoption easier and swifter

Integration and access to social care

- Work so far
 - Joined up working
 - Community Health Teams in Adult Services
 - Better availability of social workers in hospitals
- Direction of travel
 - Joined up working
 - Promoting care closer to home
 - Behaviour change

Charging and access to adult social care

- We are developing a framework for charging for community-based services
- Charging will not start until early next year
- In consultation, concerns have been raised about charging putting people off accessing support
- However, research into this issue in other parts of the country suggests that charging does not have a significant impact on access levels