

Improving care together

**Our vision and strategy for adult
social care in Tower Hamlets – a
summary**

2022



Introduction

What is adult social care?

Adult social care covers social work, personal care and practical support for younger and older adults over 18 with a physical disability, learning disability, physical or mental illness. It also includes safeguarding for those at risk of harm and abuse, drug or alcohol dependency, as well as support for unpaid carers.

When people think of social care they often think of things like home care, care homes and day centres. But adult social care is much more than that. Support can range from advice services designed to help people solve issues at an early stage, to employment support for people with a disability.

What is this strategy?

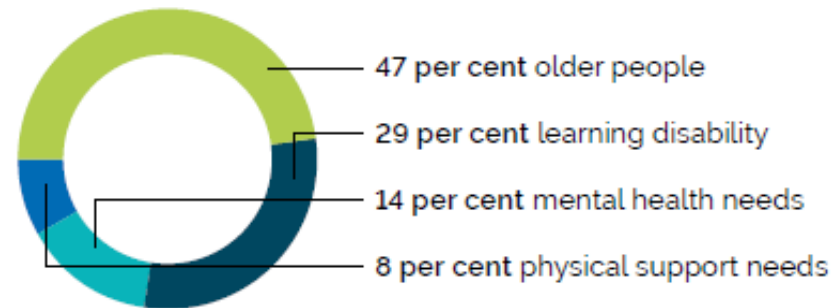
This strategy is our plan for adult social care in Tower Hamlets over the next 3-5 years. It explains our future 'vision' for social care and the action we will take to try and achieve that vision.

We have called our strategy 'improving care together' because everyone has a role to play in putting the plan into place.

The Tower Hamlets population in 2019 was estimated to be 325,000. The population is fast-growing, diverse and comparatively young.

Over 2020-21, 3,974 people with support needs received long-term care from the council, while 440 people received short-term support.

Social care spend in 2020-21 can be broken down as follows:



Our budget is £117 million for 2021-22. We spent £118 million in 2020-21.

Support provided over 2020-21 can be broken down as follows:

Care homes - 693 people - £45.1 million

Homecare - 2,310 people - £25 million

Direct payments - 686 people - £10.8 million

Day care - 640 people - £4.7 million



The remainder was spent on staff costs and a wide variety of preventative support options to keep people as independent and well as possible.



2021 Improving Care Together: A summary



Our vision for adult social care in Tower Hamlets is:

We support you to meet your goals, be connected to others and be as independent as possible.

Our aims are:

Empower people to meet their own needs

Enable people to meet their own aspirations

Support that improves health, wellbeing and quality of life

Co-produce services and care with people who use them

Simplify the system, make it easier to understand and access

Ensure the right support, in the right place, at the right time – as close to home as possible

Be flexible and responsive to meet personal needs, wishes and outcomes

Deliver value for money, making best use of resources across the system and spending within our means

Develop self supporting, thriving communities

We will work on:

1. Information advice and early help

2. Our approach to supporting people

3. Care at home

4. Housing with care

5. Direct payments

6. Technology, innovation & care

7. Support outside the home

8. Working with others

9. Managing our budget

10. Getting the basics right with data & how we work



Why do we need a strategy?

We want to build on our strengths and what we do well:

Our diverse communities	Vibrant range of things to do in Tower Hamlets	Track record of working closely with other organisations	Our approach to supporting people
<ul style="list-style-type: none">• 16th most ethnically diverse local authority in England (2019)• Bangladeshi community make up one third of the population.	<ul style="list-style-type: none">• From Tower of London to Brick Lane, from Victoria Park to Canary Wharf, and from Roman Road market to Columbia Road Flower market	<ul style="list-style-type: none">• We work closely with the NHS and other organisations• The partnership of health and care services is called 'Tower Hamlets Together'	<ul style="list-style-type: none">• Social workers and staff focus on the things people can do, as well as what they need help with.• Sometimes called 'strengths-based practice'

And we need to address the challenges we face:

Poverty	Financial pressures	Workforce pressures	Recovery from Covid-19	Understanding social care
<ul style="list-style-type: none">• 50th most deprived borough in England (2019)• 44% of older people live in income deprived households – highest in England (2019)	<ul style="list-style-type: none">• We are spending more than we have in adult social care (2021-21)• We must make more savings in coming years• Demand for social care is set to grow.	<ul style="list-style-type: none">• Across the UK, it can be difficult to recruit and retain social care staff.	<ul style="list-style-type: none">• The pandemic has had a negative impact on some people's mental health, on people's finances and on overall wellbeing.	<ul style="list-style-type: none">• Can be difficult to understand how social care works, what support is available and who can get it.



More information on the strategy

The strategy covers the next 3-5 years. Sitting alongside this strategy is an action plan, with detailed information on the actions we will carry out, who will do this and what difference it will make.

How was the strategy developed?

The strategy was coproduced with the people impacted by it over summer and autumn 2021, including:

- People who use social care and carers
- Social care staff
- Staff working in the NHS, health services and community and voluntary sector.

We are committed to working in partnership with adult social care users and carers to continue to carry out and 'co-produce' this strategy.

Equality, diversity and this strategy

This strategy is part of our commitment to tackle inequality and value diversity. The strategy takes into the account the 2010 Equalities Act, protecting the rights of individuals and advancing equality of opportunity for people. This includes but is not limited to:

- People of Black, Asian and minority ethnic backgrounds.
- People with a disability or long-term health condition.
- Women.
- Older people.
- People who are LGBTQ+
- People who identify with a gender that is different to the one assigned to them at birth.
- People of different religions and beliefs.

How will we know it has been successful?

We will use the following 11 measures to understand what difference the strategy is making:

How much is being done

1. The number of people getting information, advice and early help.
2. The proportion of social care users and carers who get a direct payment.
3. The number of council and external staff trained on the topics in this strategy.
4. The proportion of social care users and carers using technology-enabled care.

How well are actions being carried out

5. The number of social care users who say they have meaningful choice over their support.
6. The number of social care users and carers who say they have had a positive and good quality experience of social care.
7. The number of people who say they have a good understanding of adult social care.

What difference it has made:

8. The number of social care users and carers who say support enables them to meet their goals.
9. The number of social care users and carers who say they feel connected to others.
10. The number of social care users and carers who say support enables them to be as independent as possible.
11. Adult social care spends within its means.

How and where will progress be reported?



Every year we will produce the Local Account magazine called 'How are we doing?'. This is a resident-facing publication published on our website and printed out. We will include information on our progress in this.

How does this strategy fit in with other strategies and plans the Council has?

This strategy has been written to complement a number of other strategies and plans. The biggest links are with:

- The Health and Wellbeing Strategy. This describes our overall plan to improve health and wellbeing in Tower Hamlets.
- The Tower Hamlets Together Plan. This describes what health and social care will work together on in future.
- The Council's Strategic Plan. This describes the actions and aims of the Council over the next three years.

