

Adult Social Care and Health Directorate

**Improvement
and Business Plan
2017 – 2021**

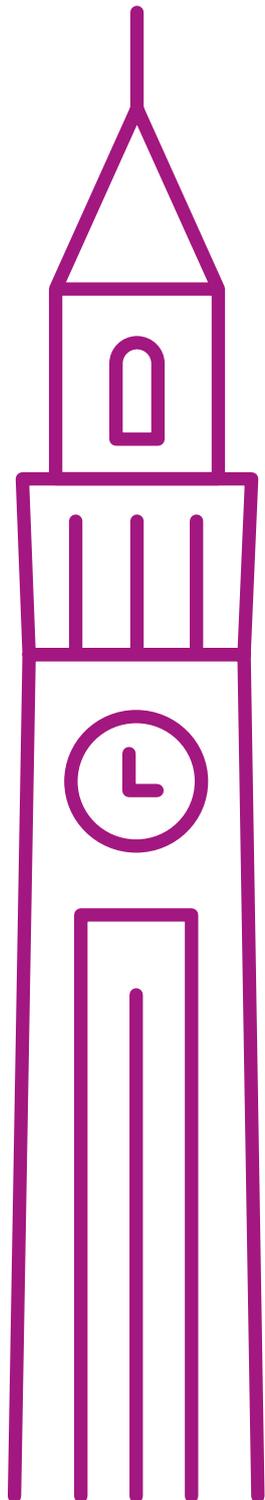


A great city to grow old in

 **Birmingham**
City Council

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Introduction

The goals that Birmingham City Council is seeking to achieve for adults and older people are that they should be resilient, living independently whenever possible and exercising choice and control so that they can live good quality lives and enjoy good health and wellbeing.

It is essential to recognise that in order to support people to achieve these goals, the city council has broad responsibility across a range of service areas and therefore it is a corporate responsibility to make sure we achieve them.

For example, the council has a key role in making sure there is appropriate housing which offers choice to people with a wide variety of needs. For people to take part in community activities there needs to be a wide range of community opportunities, also known as community assets, which the council should make sure are in place across the city including community centres, leisure centres, parks and gardens. People need to feel safe to come out of their homes to enjoy them. Most adults and older people can undertake active roles in their local community with help and support from their families, friends, neighbours and social groups. However, for some citizens this is only possible with support from Adult Social Care, from other public sector organisations or voluntary and community sector organisations.

This report focuses on how Adult Social Care and Health services in Birmingham will work to support adults with disabilities and older people to achieve their desired goals.

The challenges facing the city council to achieve this have never been greater. While it is a great achievement for society that there are more people living longer with more complex needs, this may put additional pressure on our limited resources. While Birmingham is one of the youngest cities in Europe, the older population is growing rapidly.

An estimated 10,000 adults suffer with dementia. In addition, there are significant numbers of young adults who have disabilities or suffer from mental illness. At a time when resources previously available have been significantly reduced, making the best use of available resources is more important than ever. The public have higher expectations of the public sector, standards are constantly rising and it is increasingly recognised that people want support to enable them to exercise independence, choice and control.

As a result of this, the city council has to change and adapt to these new circumstances which means that the type of services arranged and provided and the way they are organised and delivered has to change. The structures and organisation all need to be revisited to ensure they are fit for purpose and it is essential that the staff have the right skills to meet the challenges they face today.

Professor Graeme Betts

Corporate Director
Adult Social Care and Health

Councillor Paulette Hamilton

Cabinet Member for Health and Social Care

The City Council priorities

Children



A great city to grow up in

Make the best of our unique demography and create a safe and secure city for our children to learn and grow in.

Housing



A great city to live in

Provide housing in a range of types and tenures, to meet the housing needs of all of the current and future citizens of the city.

Jobs and Skills



A great city to succeed in

Birmingham will be renowned as an enterprising, innovative and green city.

Health



A great city to grow old in

Helping people become healthier, especially relating to physical activity and mental wellbeing.



A great place to grow old in

While the Adult Social Care and Health directorate contributes to all four council priorities, our main focus is on the Health priority. We are critical to 'ensuring that Birmingham is seen as a great place to grow old in'. To give us a shared understanding of what this means and help us measure how well we are doing to achieve it we have committed to working towards six outcomes:

1. Creating a healthier environment for Birmingham.
2. Increased use of public spaces for physical activity: more people walking and cycling; greater choice of healthy places to eat in Birmingham.
3. Leading a real change in individual and community mental wellbeing.
4. Promoting the independence of all our citizens.
5. Joining up health and social care services so that citizens have the best possible experience of care tailored to their needs.
6. Preventing, reducing and delaying dependency on public sector services and increasing the resilience and independence of citizens, their families and the community.



About Birmingham



Now

696,000
between the ages
of 18 and 64
(**61%** of the
population)

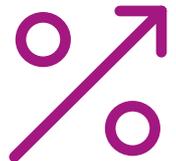


147,000,
over the age of 65 (**13%**
of the population)

Future – projected to 2035

756,000
between the ages
of 18 and 64 (**8%**
increase)

203,000,
over the age of 65
(**38%** increase)



10,815

Now

10,815
over 65 to have
dementia

This represents **7%**
of the population
of over 65



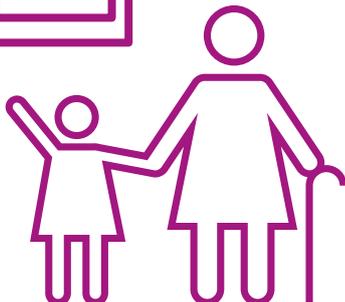
Future – projected to 2035

15,829
over 65 predicted to
have dementia
(**46%** increase)

This represents **8%** of the
projected population of
over 65



What type of services did new clients have?



People aged 18 – 64

3.7%
received long term care

59.5%
received short term and
universal services

36.8%
received no services

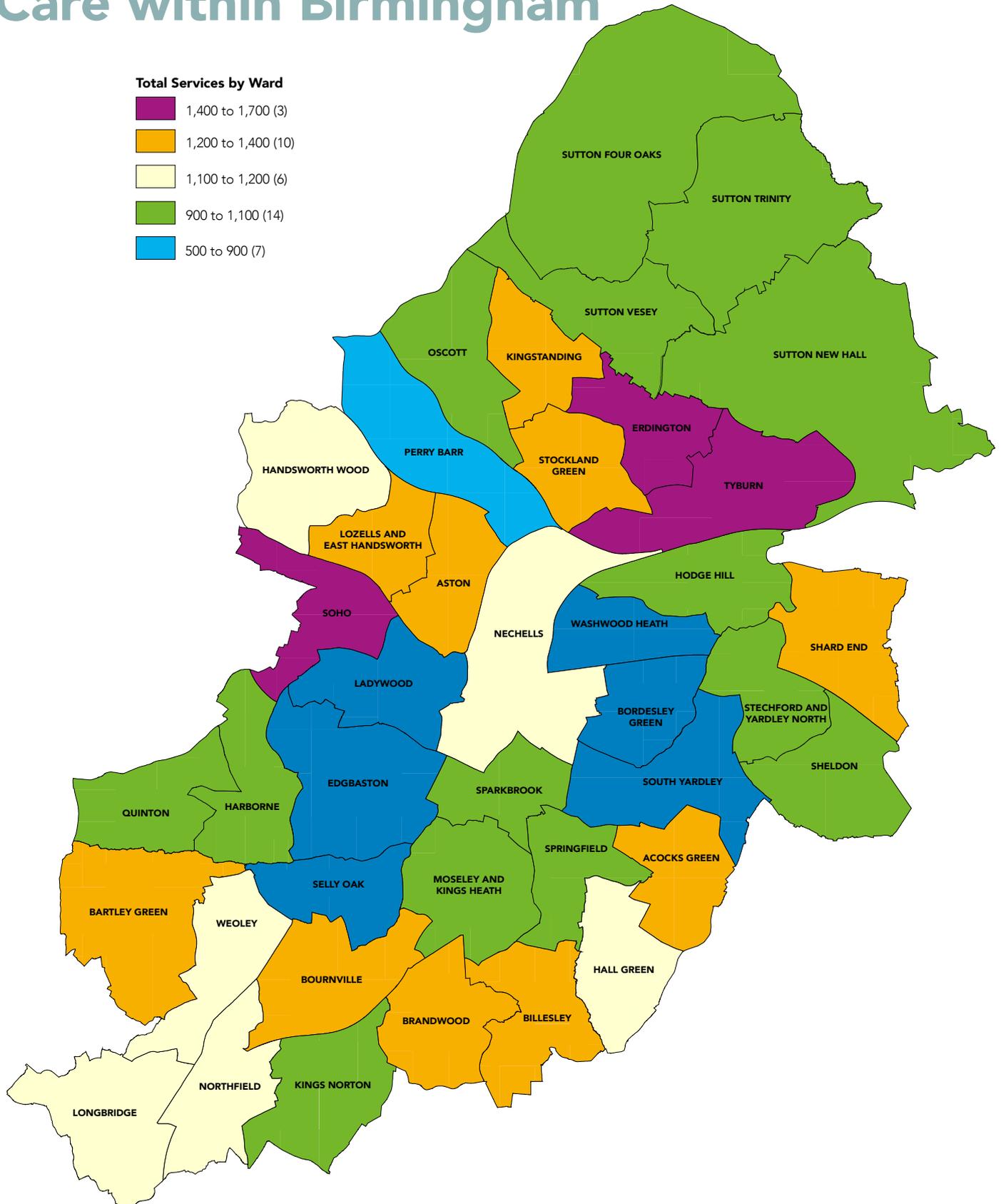
People aged 65 and over

6.9%
received long term care

67.7%
received short term and
universal services

25.4%
received no services

Overview of Adult Social Care within Birmingham



What does it all mean?

The council is responsible for a wide range of services, from housing to leisure centres, recycling to parks, schools to street lights, to name a few. But, one of the most important things we do is provide social care for adults who need help and support.

Most people lead independent lives, some with the support of family and friends. Others may need some short term or longer term support with daily activities, so that they can live their lives the way they want to.

As a council we are always looking to improve what we do and find new and better ways of doing things. When it comes to making changes to social care for adults, our primary reason is always to make the services better and to make sure services are available in local communities.

That's why this plan brings together 6 areas of change that we want to make. We believe that these areas will make the most positive improvements in our services for citizens between now and 2021. We are starting with providing **better information** to you, so you know what's available, where it's available from and when you can get it. Then we want to improve the **local services** that are available in your area, so that you can get the best out of where you live. If you do find that you need some support with some daily activities, or to stop you from getting ill, we are looking to improve those services that provide you with **early help**. But if it's a longer term service that you need from the council, then we're going to make sure that those **services are delivered the way you want them** to.

But this is just a starting point. This plan can change too, as what people need and want changes over time and as new examples of better ways of doing things are found. But also because of what you tell us. Across everything we want to do, we want to **work better, together** with you.

Finally, we want to make sure we spend **your money** wisely on social care. Every penny is important, so as all those people who need support from the council can get it, when they need it and where they need it. With your help we can make sure that we get the best value for every penny that the council spends.



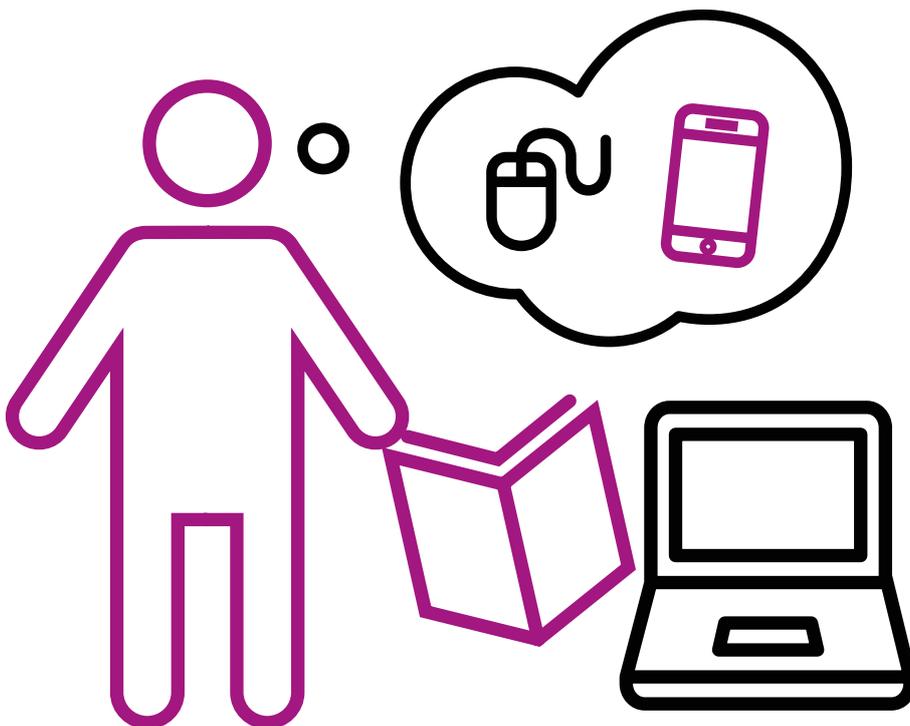
Better information

Knowing what is available to you, where you can get it from, if you have to pay for it or not, and what you need to do to get it, are all things that are important to people. And things may change. So having good quality, readily accessible and up to date information, advice and guidance from the council, is one of the key themes in our improvement plan.

You should be able to choose and control what services you receive, decide what you can do for yourself, your family and those that you care for, and shape what is needed and available in your local community.

To support this, the council is going to:

- get better at promoting the services that are locally available to you;
- use more and better ways of sharing this information, such as through the internet and mobile devices;
- improve the way you can get access to services that the council and other organisations offer;
- get better at sharing information on public health; and
- introduce a better way to give citizens choice and control over the service which affect them.



Local services

There are a lot of services and activities that take place in local areas, that aren't always known to everyone who lives there or known to the council.

We want to provide you with the best advice and guidance on what you might need, when you need it and where you need it. We also want to help local areas to develop new services and activities, where you have told us they are needed.

To do this, the council will:

- Gather all the details and information about what services and activities are available in local areas, what might be needed and what local people might want, and make resources available for local groups to set them up;
- Launch a new Neighbourhood Networks Service to help do this;
- Look at what's readily available to you in your local area when we are working out what services we might be able to provide to you;
- Put in place a new "Positive Pathway" that looks to support local services and activities that prevent young people from becoming homeless; and
- Work in a new way to support local volunteering activities.



Early help

We know you would rather not get ill or need to rely on services that interfere with your usual daily life, So the council wants to improve the way you can access products and services that might stop you from getting ill in the first place, or help you to recover from an illness and stop you from getting worse.

Whether short term, such as some support at home after a stay in hospital, or long term, such as technology products that help you with daily tasks, the council wants to make these things available to you quickly, whenever you might need them in your lives.

So the council will:

- Launch an improved enablement service (a service that will provide practical help and support in the form of services and equipment) that will provide short term support in your own home especially following a stay in hospital;
 - Put in place new ways of giving you the chance to meet with other people in your local area, take part in activities that you are interested in, and support whatever you may need to have a good day, this will include things like direct payments;
 - Make sure that young people who receive a service from the council and then become adults, are always supported following a life journey approach that enables them to follow their aspirations for learning, working and living;
 - Create a new way of providing you with information on, and in some cases access to, equipment and technology products that might help you with daily living and stop you from needing other people to do things for you;
 - Use the information the council has, and the information that other organisations have, to spot and do something about issues that cause accidents, like slips, trips and falls; and
 - Look after you if you care for someone else, making sure that you are given support and resources to choose and control whatever you might need, to take care of your daily life.
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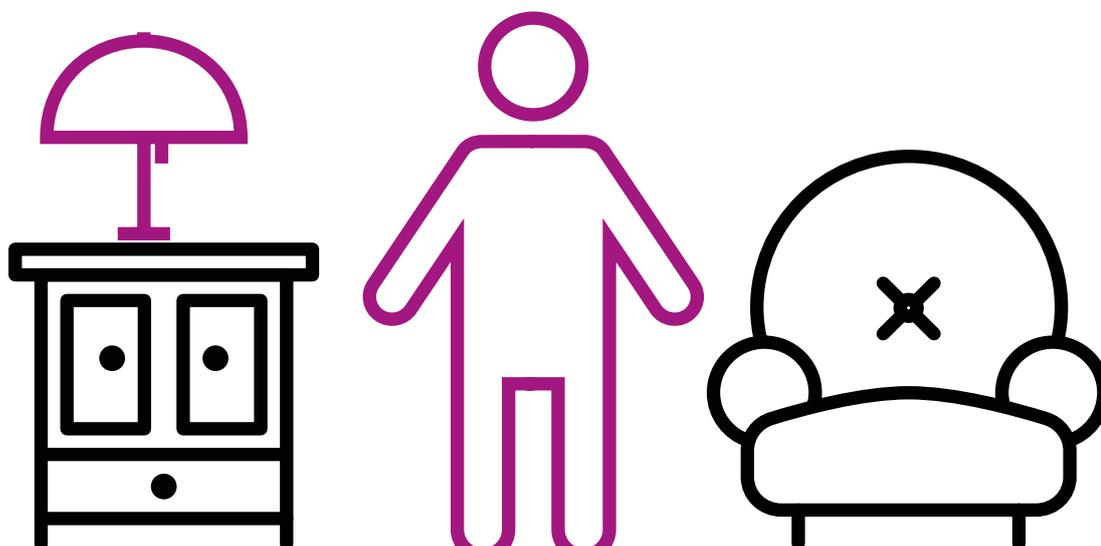
Services delivered in the way you want them

Everyone is different. What you like, what you dislike, how you do things, when you do things; your life is unique to you. So, if you do need a service from the council we will try to design services that put you at the centre.

You are the expert on you. You know what you can do yourself, and you know your family, and those you care for, the best.

Therefore, the council is going to:

- Change where our social work teams work so that they are closer to local areas and communities, including those teams that support people with learning disabilities and mental health needs;
- Listen to you, we will take into account what you tell us you need, what you are able to do yourself, look at what support is available from your family, friends and in your local area, and look at what you want to achieve;
- Recruit people who are able to navigate through council systems in order to make sure that services that are available to you locally;
- Change the way our social work teams support people with mental health needs, to make sure they work better with the other expert organisations that also provide services, such as doctors or other health professionals;
- Increase the control you have over the way your care needs are met by always offering a direct payment where appropriate.



Working better, together

No one wants to have to go to several different places or speak to a number of different people, to sort out one particular issue. We know that becoming ill or needing support can already be a burden on your daily life, so not getting the answer or help you need first time is an unnecessary additional problem.

The council and partner organisations that work in Health and Social Care are in agreement that we need to work better together, share our resources and skills and shape our joint services around your individual needs. You shouldn't need to know where the help comes from, just so long as you get it, quickly and when you need it.

We must change our work and services so that we improve things that aren't working as well as they could be, and keep up to date with new ideas and ways of working. These changes will not be done to you, but with you. You are the expert users of the services we provide, so we must make sure that we work with you, to shape how and what changes we make.

And we know that protecting some people is a key part of our job, and we need to make sure we continue to do this as part of our day to day job, whilst still meeting people's individual needs and wishes. We will show you what we're doing, how we're doing it and answering the questions people want answered.

These things are important across everything we do, and everything we are talking about in this plan.

Therefore the council will:

- Make sure we are working with our partner organisations properly and efficiently, looking at where other places have done this well, combined their services and joining together to provide services in the way you want;
- Put extra services in place to make sure that you are not waiting in hospital when you don't need to be;
- Work with the people who use our services and the organisations that work with us, to make sure that the actions we take to look after people who need our protection, are shaped around their individual needs and agreed with the people who are helping them; and
- Change the way we work so that we properly involve the people who use our services, in the planning and design of the changes we want to make to their services.



Better spending of the £'s

As budgets have reduced we have needed to ensure that every pound that the council spends on care services, must deliver better outcomes for citizens. We must only spend money on the right things, at the right time, in the right place.

We must make the service changes that we need to make quickly and properly, using examples of national best practice, and not spend time and money trying to 'reinvent the wheel'.

To do even better, the council will:

- Make sure that the services that the council provides are well aligned and that we are not duplicating what we offer to you;
- Make changes quickly and efficiently, making sure that the change agreed offers the best value for the cost involved;
- Put in place a timetable of regular reviews and reports on how we are using our resources, and ensure that actions are taken quickly when we see that things aren't working the way they should;
- Make sure that it collects all the money it is owed, for example from people who can afford to pay for the services they receive, and make sure that people who are due to receive financial support, get what they are entitled to;
- Look at all parts of our business, our people, our systems, our processes, and make sure we have the most cost effective arrangements possible; and
- Work with our partner organisations, such as health services, to make sure that we are all doing our part properly, in supporting your health and care needs.



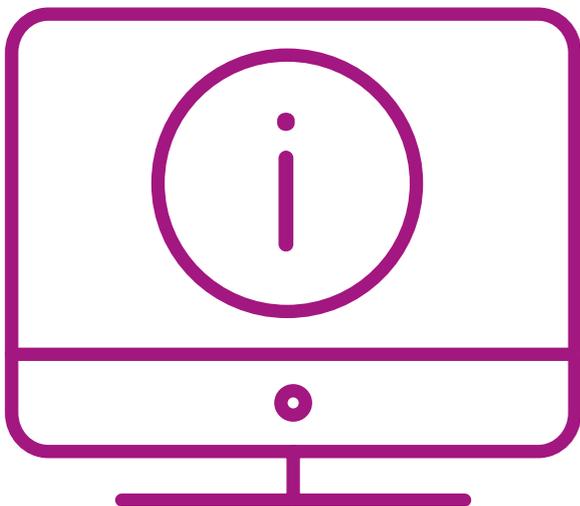
The technical information

Unlike health services, which are free at the point of delivery, formal social care services for adults are restricted to those who are 'eligible' and sometimes have to be paid for.

The rules around who is 'eligible' to receive formal social care services are set in law, not by the council. More information can be found on www.gov.uk website, search for The Care and Support (Eligibility Criteria) Regulations 2014.

The rules around who has to pay for adult social care services are also directed by law In the Care Act 2014. That also features on the www.gov.uk.

When we mention social care services in this plan, we are talking about formal social care services, that are included in the laws mentioned above and also informal social care services, which may be available to anyone, with or without a cost.



Usually, a formal social care service is one that is organised and paid for by the council, based upon a person's social care needs that have been identified by a social care assessment and production of an individualised 'Care Plan'. This includes services that people might arrange for themselves, but pay for with money provided by the council, under a 'Direct Payment'.

The council's aim is to prevent people from needing a formal service in the first place where possible. We believe that people want to live their lives in the way they want, as independently as they can, and we know formal social care services can interfere with that. Therefore, we can provide information on other services available locally, that can offer support and assistance, or where the council can provide short term products or services that offer help for daily living tasks. This will always be our first action to make sure we minimise the disruption that maybe be caused to someone's daily life.

This doesn't mean we won't provide an assessment for formal services when requested by citizens in Birmingham including carers. We must respond to anyone who requests an assessment for social care promptly and efficiently. When we do, we will look to discuss all options available to you for help and support with your social care needs, including local services and products not provided by the council. Full details on how we work and what you can expect from the council can be found on the website at: www.birmingham.gov.uk searching for adult social care and health.

Making a positive difference every day to people's lives

Email

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[birmingham.gov.uk/adultsocialcare](https://www.birmingham.gov.uk/adultsocialcare)