

TITLE

**Your Local Account – Annual report for Adult
Social Care 2011/12-2012/13**

FOR CONSIDERATION BY

Health Overview and Scrutiny Committee on
26 March 2013

WARD

None Specific

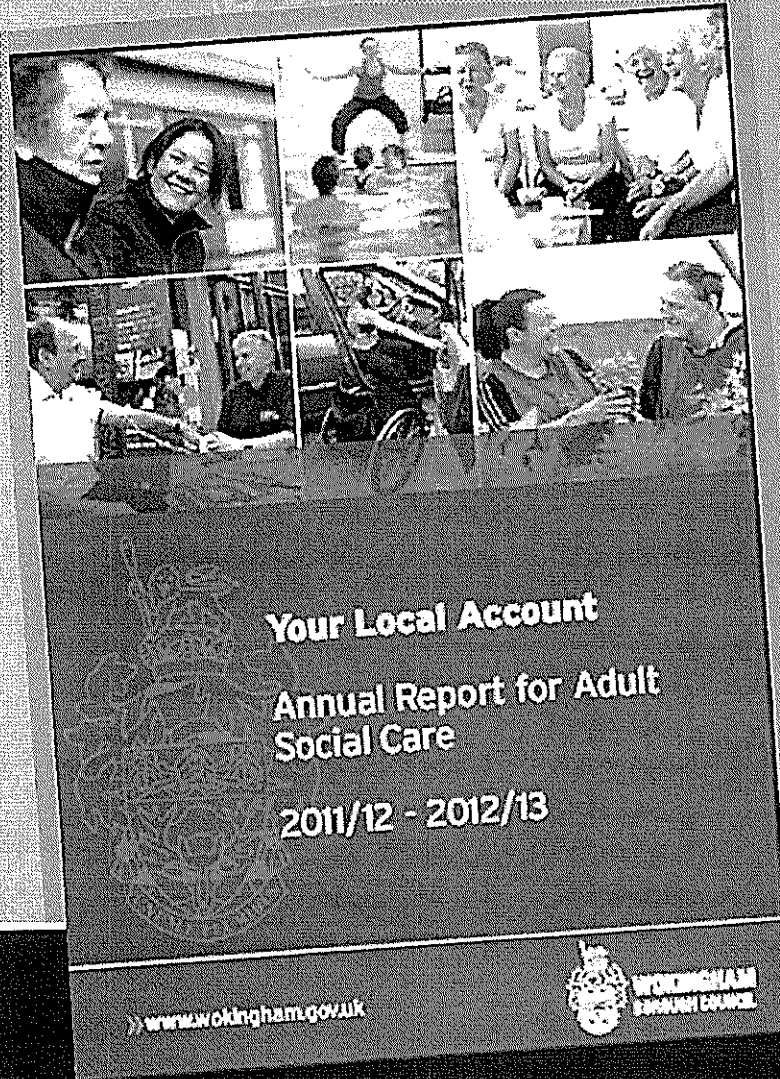
Local Account for Adult Social Care

Mike Wooldridge



WOKINGHAM
BOROUGH COUNCIL

Local Account for Adult Social Care



- What is a Local Account?
- How have we developed *Your Local Account*?
- What next?



What is a 'Local Account'?

- New approach to assessment in Adult Social Care
- Self assessment
 - Reflects local priorities
 - Keeps community well informed and will enable them to ask questions and demand change



What is a 'Local Account'?

- Governance and 'sign-off' arrangements should be agreed locally



How have we developed *Your Local Account?*

1. Agreed our key principles

- Reader defined as “an interested resident”
- First edition to cover 18 months
- Format and content to be based on feedback and suggestions collected through consultation
- Actively encourage feedback to develop future editions



How have we developed *Your Local Account?*

1. Agreed our key principles
2. Consultation with existing resident and social care customer/carer groups
3. Wrote Local Account based on feedback
4. Editorial Board



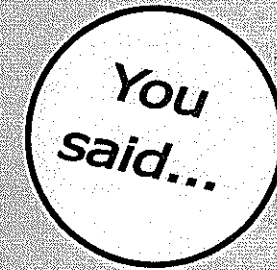
What next?

- Report published on WBC website
- Hard copies have been sent to GP surgeries, libraries and community centres/groups
- Publicised through local media and user/ community groups. Will also be in the next Borough News.



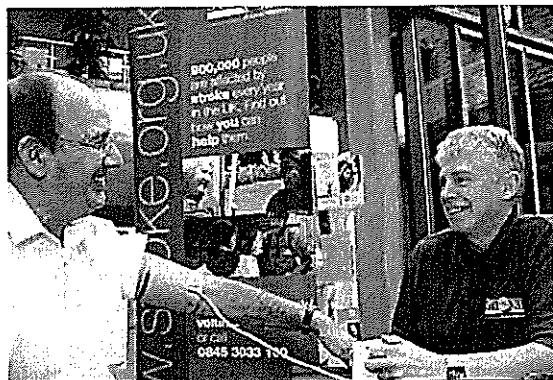
What next?

- Quarterly updates on 'You said' action plan to the Health & Wellbeing Board



- Develop next edition of ***Your Local Account*** based on feedback and evaluation of first report
- 2012/13 Local Account to be published in Aug/Sep 2013





Your Local Account

Annual Report for Adult Social Care

2011/12 - 2012/13



Foreword from Councillor Julian McGhee-Sumner, Lead Member for Health & Wellbeing



Dear Resident,

Welcome to this first edition of Wokingham Borough's Local Account for Adult Social Care Services.

Over the last 18 months, we have seen a big shift in the approach and policy of both health and social care in England. The introduction of the Health and Social Care Act brings about the most significant changes in our lifetime. Key to these reforms is the wish to put the views of the public closer to decision making and to ensure that people have a voice about how their local services are provided. There will be greater emphasis on providing preventative care and support at an earlier stage, which will be achieved by health and council services working more closely together under the direction of the Health and Wellbeing Board. This change also helps to ensure that the need for future services can be met in a way that is affordable and sustainable. It is therefore more important than ever that we identify and respond to local priorities and have an open discussion with you about what you need or expect from local services.

I would like to thank all those people who were involved in the development of the Local Account. It is very important to us that this has been created using feedback and suggestions from residents of the Borough and I am pleased that many of you were involved in these discussions. I hope that you find it interesting and informative. I'd also like to thank the Wokingham Local Information Network (LINK) for their contribution in supporting the development of this account and ensuring that it represents the views of local people and gives a balanced account.

Yours faithfully,

Julian McGhee-Sumner
Lead Member for Health & Wellbeing

Introduction

Welcome to Wokingham's first Local Account for Adult Social Care Services. This report provides information about what the service has achieved in the last 18 months, what the challenges have been and what our plans are for the future.

We have called this **Your Local Account** as it has been written to inform Wokingham residents about the Adult Social Care services that are provided in the Borough. Instead of reporting performance to Central Government, councils are now expected to report directly to their local communities through an annual Local Account. This enables people to understand, challenge and influence what their local council is doing.

Your Local Account has been shaped by the ideas and feedback received through a consultation, which included social care user groups, some community forums and other interested individuals. In total, 31 people gave individual feedback via a survey and over 100 people attended meetings that discussed the Local Account. We intend to expand the consultation process for future editions to ensure that we capture what really matters to Wokingham residents.

Your Local Account includes information that was requested through the consultation and answers some specific questions that were raised. These have been highlighted throughout the report with the yellow 'You said' button. A summary of the improvements we intend to make following your feedback has been included on page 31 in the report.



The report also focuses on our five key priorities that are fundamental to any Adult Social Care Service. These reflect the key objectives identified in the *Adult Social Care Outcomes Framework* and the new Health and Social Care White Paper *Caring for our future: Reforming care and support*.

- Improving quality of life
- Maintaining independence by delaying or reducing the need for care and support
- Improving the customer experience
- Ensuring that people have a positive experience of care and support
- Protecting vulnerable adults from harm

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What is Adult Social Care?

Wokingham Borough Council provides Adult Social Care services to people in a wide range of circumstances. The main aim of these services is to promote and maintain the health and wellbeing of vulnerable adults in the Borough by enabling them to live safely in their own homes. Some people will only need information and advice to do this, others may require short-term support to get them back on their feet and a smaller number will need more intensive, long-term services.

Our statutory services support vulnerable adults with specific needs, such as older people and adults with physical disabilities, learning disabilities, mental health problems or substance misuse problems. In addition, there are a range of more general prevention services available to help improve the health and wellbeing of all adults in the Borough.

Wokingham Information Network (WIN)

- Information, advice and signposting services about the range of services available in the Borough



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Adult Social Care Statutory Assessment Service

- Assessment of care and support needs for vulnerable adults living in the community and those that need to be discharged from hospital
- Calculation and allocation of personal budgets for individuals following their assessment. (A Personal Budget is an allocated amount of money that is spent on services to support the care needs identified in an assessment)
- Assessment and support services for carers
- Providing and arranging one-off, emergency or temporary services for vulnerable people who require support.
- Safeguarding services to protect adults from abuse or risk of abuse
- Providing small items of equipment
- Funding a range of prevention services that support people to maintain their independence and reduce the need for more intensive services

Mental Health Services

(delivered in partnership with Berkshire Healthcare Foundation Trust)

- Assessment services for people with a mental health need and an allocation of a personal budget where appropriate
- Providing and arranging services, including intensive support from a member of the team to regain or maintain their mental health, as well as specialist support in the community, in hospital or in residential care



Optalis is a Local Authority Traded Company, established in June 2011 to provide specialist and tailored social care services. Optalis support council-funded customers, as well as people who want to purchase their own care privately.

Planning support

- Helping people to develop support plans for their Personal Budgets
- Arranging services included in support plans
- Reviewing and amending existing support plans
- An assessment and support service for people with a hearing and/or visual impairment
- A community health team for people with learning disabilities

Community-based support

- Day services for older people and for adults with a physical or learning disability
- Supported employment and volunteering opportunities

Accommodation-based support

- Care homes for older people and for adults with learning disabilities

Support at home

- Extra Care Housing for older people
- Supported Housing for adults with a learning disability
- Specialist domiciliary care services for people with dementia

Eligibility and means testing

All councils have a limited budget for Adult Social Care, so it is essential that resources are targeted to those who are most in need and who cannot pay for services by themselves.

We only provide statutory social care services to people who are assessed as having a **critical** need for care (for example, they are unable to carry out vital personal care tasks). We use the national Fair Access to Care Services (FACS) criteria in our assessments and will look at and discuss different aspects of care to identify current and potential risks to people's independence and wellbeing. The criteria ensures that we are fair and transparent in our decisions. People who do not have an eligible need will still receive information, advice and signposting to services that could support them, as well as access to our prevention and short-term services when needed.

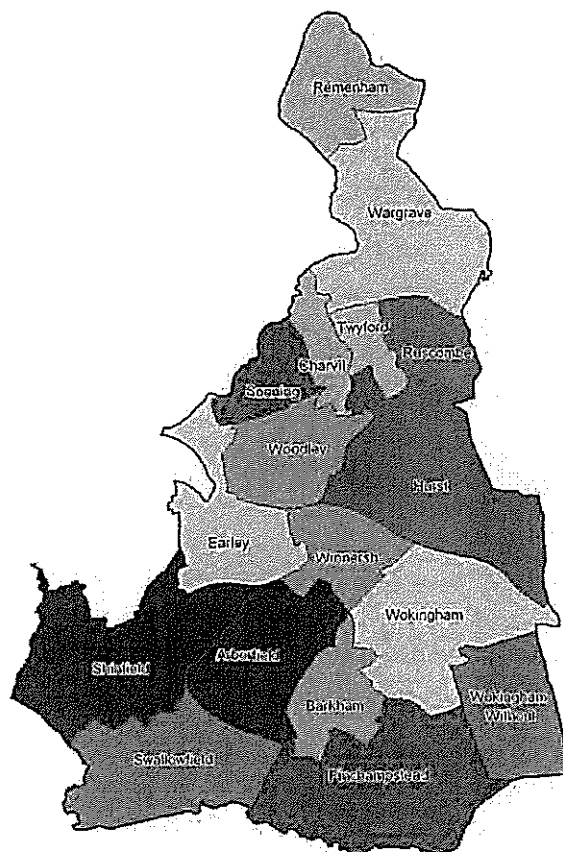
People may need to contribute to the cost of all, or part, of their services. The calculation of people's contributions is determined by the national Fairer Charging policy. The Welfare Benefit Team assess people's ability to pay and this information is used to determine any contributions. For more information, see our Charging Policy on our website or contact the Welfare Benefit Team on (0118) 974 6585 or email: WelfareBenefitTeam@wokingham.gov.uk

Key facts and figures about the Wokingham Borough

Wokingham Borough is one of six unitary authorities in Berkshire. The Borough covers nearly 70 square miles and has a diverse make up with one-fifth of the population living in the market town of Wokingham, two-fifths living in the urban areas of Woodley and Earley, and the remaining population living in smaller, more rural, areas to the north and south of the Borough.

The Wokingham Borough is recognised as one of the most affluent areas in the United Kingdom with higher than average earnings and low levels of unemployment. However, there are small areas where economic, social and health prospects are noticeably worse than the rest of the Borough's population.

The recent census has given us some up to date information about how the Borough is changing and helps to illustrate Wokingham's key challenges for the future.



Population and households

The population of the Wokingham Borough has increased by almost 3% in the last 10 years. This increase has been most considerable for people aged 65 and over, as there are now nearly 6,000 more Older People living in the Borough than there were in 2001. This is expected to increase by another 30% by 2020. The average age of a Wokingham resident has also risen from 37 to 40.

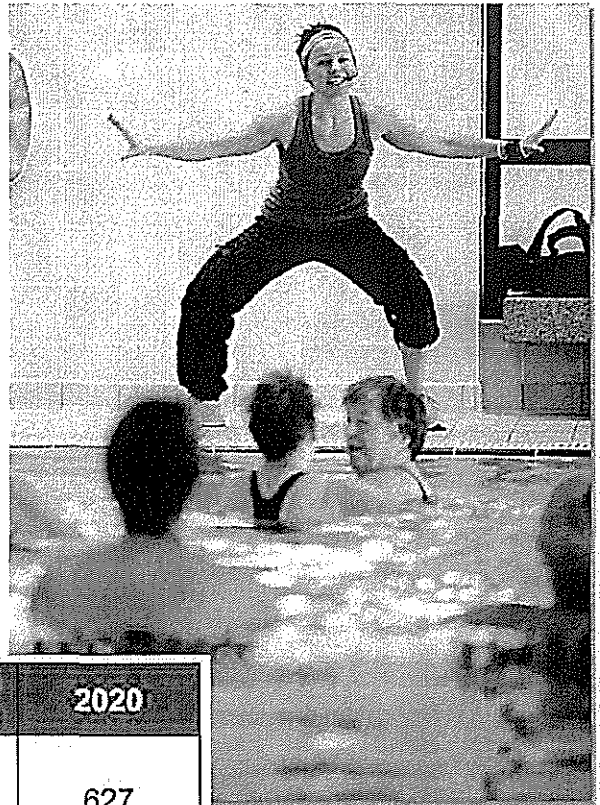
	2001	Change	2011
Total population	150,229 people	↑ 2.8%	154,380 people 4,151 more people
Children (Under 18)	35,295 people	↑ 0.5%	35,460 people 165 more people
Working-age adults (18 to 64)	97,017 people	↓ 1.9%	95,131 people 1,886 fewer people
Older People (65 and over)	17,917 people	↑ 32.8%	23,789 people 5,872 more people

The 2011 census also shows a 6% increase in the total number of households across the Borough over the last 10 years. The number of Older People living on their own has also increased and these now make up 14% of all households in the Borough.

Health

Wokingham Borough is one of the healthiest places in the UK, with high life expectancy, low levels of obesity and fewer smokers than other places. However, the expected increase in the older population will also increase the number of people living with conditions that are affected by age. This includes a steep rise in the number of older people with dementia and poor mental health, as well as a rise in the number of people unable to carry out at least one domestic or personal care activity on their own.

Recent estimations also show that the number of working age adults with complex health needs will increase over the next 10 years.



	2011	Expected increase	2020
Adults with moderate or severe learning disabilities	577	9%	627
Adults with moderate physical disabilities	8135	7%	8708
Adults with severe physical disabilities	2394	7%	2564

The 2001 census identified approximately 12,000 Wokingham residents who defined themselves as carers. These carers were from all different age, ethnicity and gender groups and provided a substantial amount of unpaid support to a partner, family member or friend. The estimated increase in the age of the Borough's population and the impact this will have on people's health and care needs, will mean that the number of carers will also continue to increase.

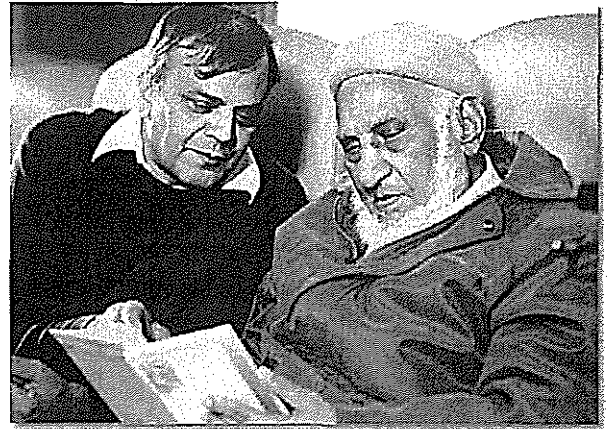
Our Key Challenges

Our growing and ageing population - The expected population increase will also mean a greater number of people requiring adult social care support. For example, the increase in the numbers of older people with dementia or mental health problems will have a huge impact on our resources as the support needed is often more intensive and expensive.

Economic climate and financial pressures - The national recession has impacted on the funding that local councils receive from central government. This means that while the need for our services is increasing, the budget to provide these services is remaining the same or reducing. It is therefore vital that we find the most cost effective ways to provide social care support and help keep people healthy and independent wherever possible.

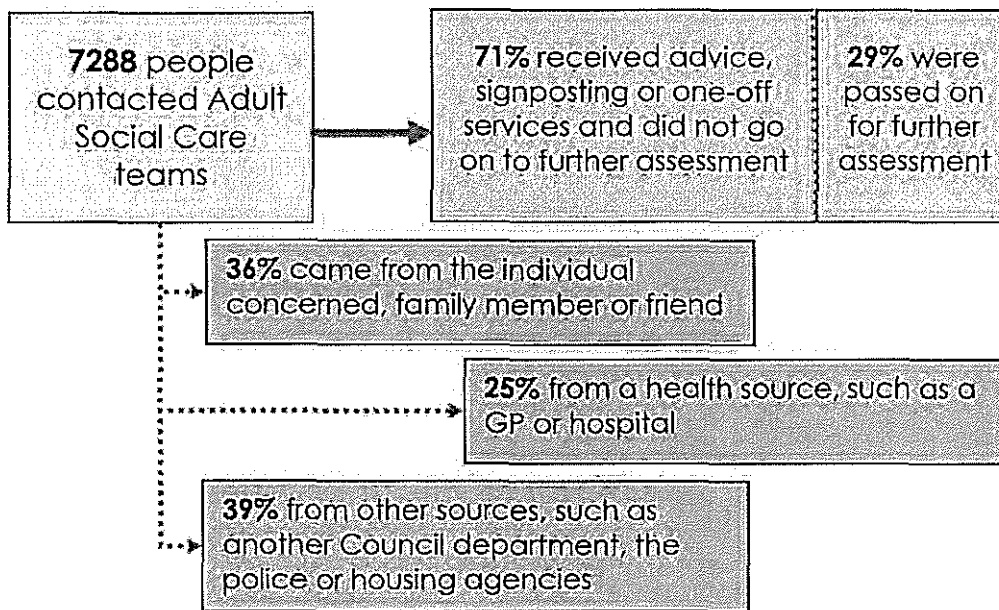
Key facts and figures about Adult Social Care in Wokingham

The Borough's Adult Social Care services support thousands of people each year. Some people will have specifically contacted one of our Social Care teams for an assessment or advice, while others will have received a service from a group or organisation that are funded by the Council to provide support.



People contacting Adult Social Care Services

Our Adult Social Care teams were contacted by **7,288** people in 2011/12.

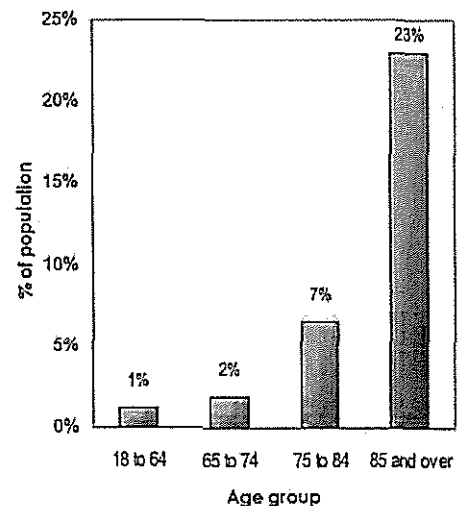


1194 people received an assessment from one of our Adult Social Care teams and 80% of these assessments led to a service being provided or arranged.

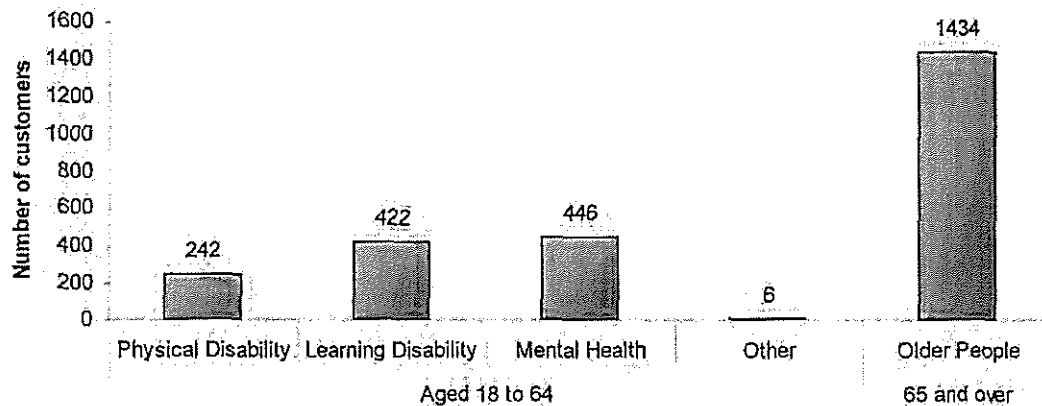
People receiving statutory Adult Social Care Services

In 2011/12, **2550** people received a service for a long-term need that was funded by the Council. This is 2% of the Borough's adult population. The proportion of people aged 85 and over who received a service was significantly more at 23%.

Over 200 additional people also received support to arrange their own care, which they paid for themselves.



Age and category of social care customers in 2011/12



Gender and ethnicity of social care customers in 2011/12



Types of Statutory Social Care Services

Social Care services should meet the needs that are identified in people's assessments, such as support to maintain personal hygiene, to maintain relationships or to keep people safe. While traditional social care services are still used to do this, such as domiciliary care, day care and meals on wheels, there are now far more options for people to choose from. During 2011/12 our social care customers chose to use a wide variety of services and providers to meet their needs. These have included attending college courses and gaining qualifications, continuing hobbies, going to social clubs and the cinema with friends, visiting family and taking part in community work.

Personal Budgets and Direct Payments

What is a Personal Budget?

A Personal Budget is an amount of money allocated to pay for an individual's social care and support services, which they can use to choose how their support is provided.

A person will be assessed to identify whether they have eligible needs. We then use a Resource Allocation System (RAS) to work out how much money the person needs for their support based on the outcome of the assessment. This ensures that money is allocated fairly to everyone who is eligible and that it is based on need.

The take-up of Personal Budgets and Direct Payments has increased significantly over the last four years. In 2011/12, 861 people received a personal budget following a detailed assessment of their needs. 16% of these people chose to receive all or part of their budget through a Direct Payment.

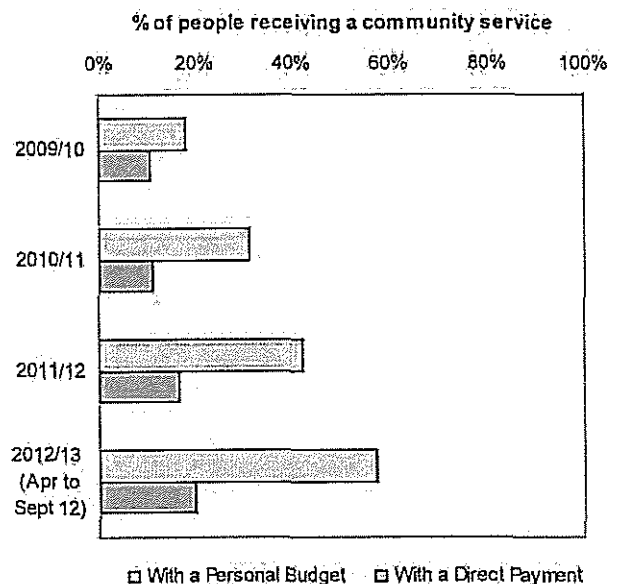
Figures from September 2012 show that nearly 60% of people receiving a community-based service now have a Personal Budget. We aim to have assessed and allocated a Personal Budget to all our customers who receive a long-term service by the end of 2012/13.

Carers are also able to receive direct payments. 92 carers have received one already this year (Apr to Sept 2012) and the majority of these are being used to access more flexible carer breaks.

What is a Direct Payment?

People can receive all, or part, of their Personal Budget through a Direct Payment. This means that they will receive the money allocated to them to pay for their services as they wish. This gives more flexibility and choice about the type of service and provider people want, as well as when and where they receive their support. They may even choose to hire and employ their own support staff.

Services should meet the identified need in the individual's assessment.



Residential and Nursing Care

In 2011/12:

401 residential care placements:	253 Older People, 148 people aged 18-64
220 nursing care placements:	213 Older People, 7 people aged 18-64
23,197 weeks provided	148 registered care homes

602 people were in permanent residential or nursing care placements in 2011/12. This is 24% of all social care customers.

The total number of older people in residential and nursing care has risen slightly over the last 2 years, although the overall number of people placed has reduced. This shows that people in residential and nursing care are living longer.

Domiciliary Care (also called Home Care)

Domiciliary and personal care services continue to be one of the main types of support commissioned by Adult Social Care. Although the total number of people receiving Council-arranged domiciliary care has dropped in the last couple of years, partly due to the take up of direct payments, 23% of our social care customers still receive this service.

20% of Older People receiving domiciliary care now require two carers to visit them at the same time, due to their complex level of need. This high-level support helps to ensure that people can live at home for as long as possible.

In 2011/12:

580 people supported
(+ 79 people funded through other budgets)

214,632 hours of care provided
(+ 25,410 hours funded through other budgets)

29 registered organisations used



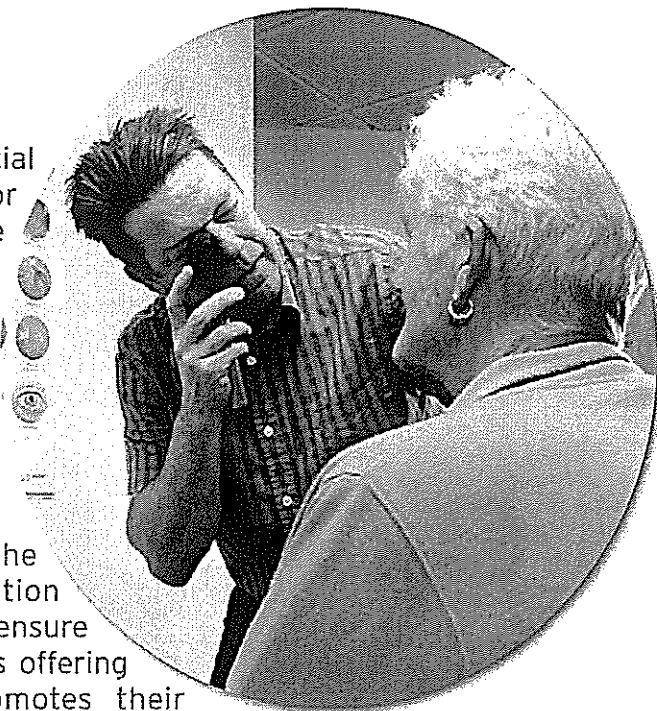
Carers

People who provide a substantial amount of care to a vulnerable adult can also be entitled to support from Adult Social Care. Carers have a right to receive an assessment of their own needs and may be eligible for services to support them in their caring role.

In 2011/12, we reported that 488 carers had been assessed by Adult Social Care teams and that 108 of these carers had received a service. We know that this is an under-representation of the number of carers supported by the council and have improved our recording systems to be able to identify these assessments and services more easily. From April to September 2012, we completed 300 carer assessments.

People accessing prevention or rehabilitation services

Prevention services are a vital part of Adult Social Care in the Borough, as they help to prevent or minimise people's needs for ongoing and more intensive social care services. These ensure that people are able to maintain or maximise their independence, health and wellbeing. Prevention services are available for adults that do not have any specific care needs, as well as those that have eligible needs and want to maximise the independence that they have.



Adult Social Care allocated £2.5 million to the commissioning and development of prevention services in 2011/12. The aim of our approach is to ensure that we have a variety of easy to access services offering people a wide range of support which promotes their independence. Some examples of services offered directly from the Council and Optalis are:

START

283 people supported in 2011/12

35% people did not require a further service

The Short Term Assessment and Reablement Team (START) provides support to enable people to maintain their independence in their own home. This service provides personal care for a limited time and focuses on helping and encouraging people to regain daily living skills as far as possible. This is often required after a fall, hospital stay or other change in circumstances.

The Deaf Services Team and Visual Impairment Team provide specialist services to both children and adults who have sensory loss or sensory impairment. These services cover people living in the Wokingham Borough, as well as those living in three other Berkshire authorities. The Teams support people by giving advice, guidance and assistance on a wide range of issues and provide essential equipment to assist daily living.

Sensory Needs Teams

161 Wokingham residents received support in 2011/12

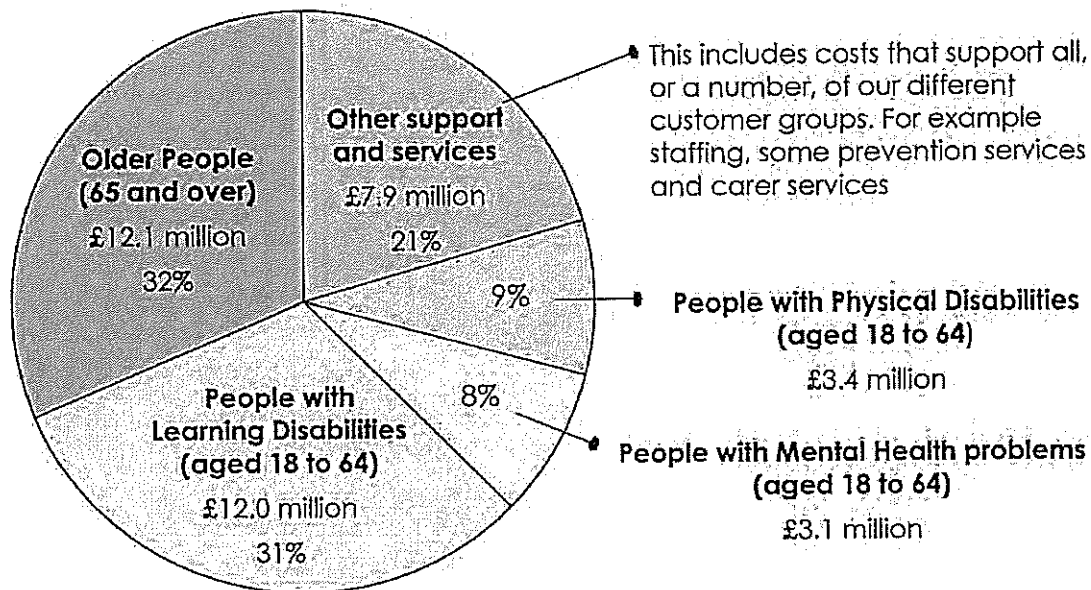
One-off and short-term services

People can be assessed to receive specific one-off services which will help them to stay independent. Items of equipment can be provided and fitted, such as hand rails. There is also a service providing hot meals for a limited time whilst someone regains their independence.

Prevention funding also supports local community groups and charities who provide a range of services. 50 separate prevention services were funded by the Council in 2011/12 and these in turn supported approximately 7,500 residents. Examples include information and advice services, carers support, a handy-person service, physical activity groups and a gardening service. Some examples of these are included on page 19.

Finance and Budgets

Wokingham Borough Council spent £38.5 million on Adult Social Care Services in 2011/12. This can be split down by the customer groups that were supported.



In 2012/13, the Adult Social Care budget is £39 million. This is just under 40% of the Council's total budget of £103 million.



What is Self Directed Support and the Social Care Pathway?

In 2011 we introduced a system of Self Directed Support which changed the way people access and receive adult social care services in Wokingham. We call this process our 'Social Care Pathway'. The aim is to provide people with more choice and control over the support they receive and focuses on preventing or minimising the support they might require in the future.

During the Local Account consultation, we received several different questions about the Social Care Pathway and how it works. The next 3 pages provide a brief summary of the pathway and answer some of your specific questions.

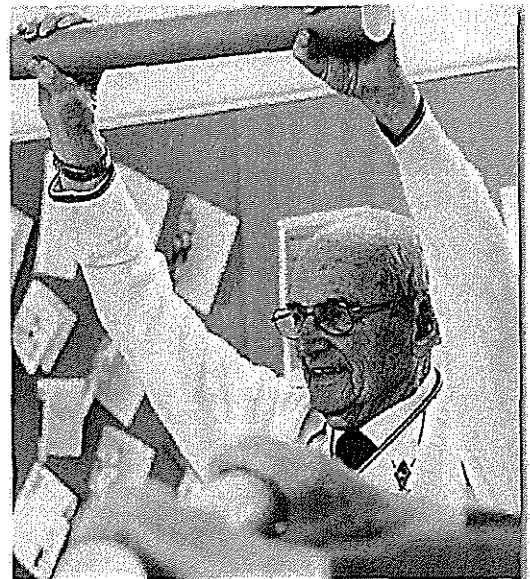
A simple flowchart of the key steps to our Adult Social Care Pathway has also been included on page 16.

You asked...

Why did you set up the SCP?

The Social Care Pathway enables us to implement key aspects of the national social care policy called Putting People First. This focuses on providing people with the support they need to take control of their own care and support needs.

We separated the role within our statutory assessment services from the new role of brokerage which involves helping customers put together their support plans and set up the support they need. This gives customers greater choice and control in how to use their personal budget and to get the support that works best for them. This often means a move from more traditional care services to support that is personal to the individual.



Why did you create another company to run part of the service? Will this affect my care?

Optalis, who are a wholly council-owned company, took control of Adult Social Care provided services in June 2011. This includes our day centres, residential care homes, supported housing services, Brokerage & Support team and Sensory Needs Service.

The council decided to set up this separate company for two main policy reasons:

- locally - we have made a clear decision to become a commissioning authority, which means that we will not directly provide some Council services to our residents, but will arrange for these to be delivered by other providers in a more cost-effective way.
- nationally - the Putting People First policy focuses on individuals choosing who provides their social care, rather than being told by social services.

The creation of Optalis means that our customers have more choice and control about how they spend their personal budget. Moving to a separate company allows the services to manage their costs better and respond to customer requirements more effectively, as they have reduced operating costs and overheads. They also have freedom to deliver services that would not be possible as part of a council set up.



Does everyone go through the SCP?

The SCP ensures that everyone who has a long-term need that is likely to require social care funding will be assessed and supported in the same way. This ensures that the resources allocated to our customers are fair.

The SCP flowchart shown on page 16 covers most of our customers, including older people, people with physical disabilities and people with learning disabilities. There are some other teams that work alongside the pathway for specific customer groups, such as:

- Our Community Mental Health Team (CMHT) works in partnership with the Berkshire Healthcare Foundation Trust and supports adults with severe and enduring mental health problems. CMHT do allocate personal budgets and develop support plans for people who need to have long-term access to social care funding, but this is a small proportion of their customers.
- Our Community Older Adults Mental Health Service receives referrals directly from GPs and other health professionals. The team work with Optalis brokers to develop support plans if they are required.
- The Sensory Needs Service, which is managed by Optalis, offer specialist assessments and support for people with a visual and/or hearing impairment. Often this is short term, but if a customer has ongoing eligible needs they could be supported through a personal budget too.

Do I have to have a Personal Budget?

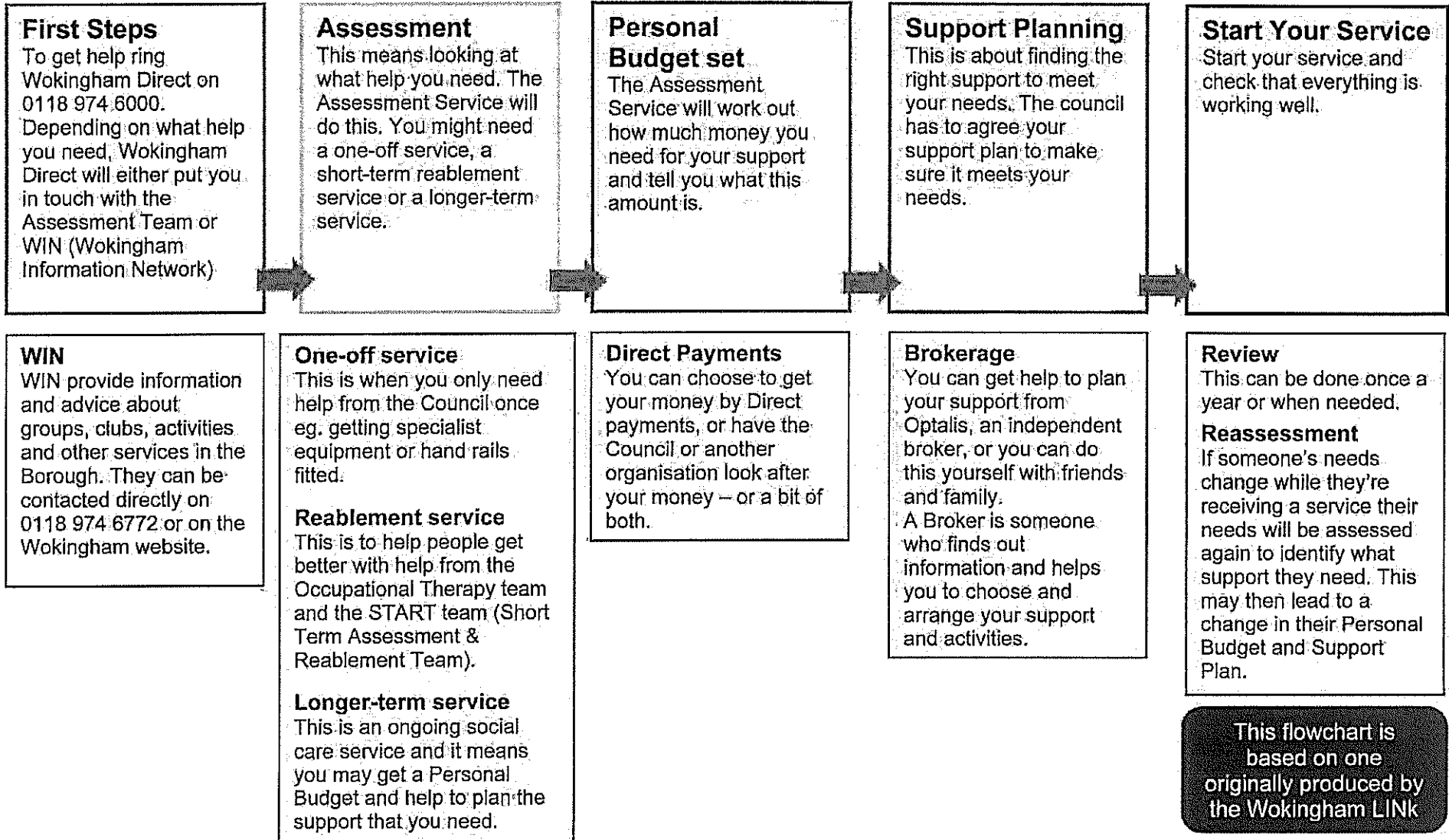
Everyone who is eligible for social care funding for ongoing needs will have a personal budget. This identifies the amount of money required to meet their needs and ensures that these resources are allocated fairly.

You can have as little or as much control over your Personal Budget as you like. If you decide that you do not want to take your Personal Budget through a Direct Payment, the council can continue to manage your services for you but will try to personalise this as much as possible.



One of the main questions asked during the Local Account consultation was about how the Social Care Pathway fitted together and what different roles the Council and Optalis took on. To explain this in a bit more detail, the next page includes a flowchart to show the key steps of the Social Care Pathway. The following page then includes a case study of one of our Assessors in the Statutory Assessment Team and a Brokerage and Support Worker. These illustrate the difference between these roles and a Brokerage and Support Worker in Optalis.

The 5 steps to the Adult Social Care Pathway





My name is Laura and I am an Assessor in the Statutory Assessment Service.

We receive referrals for people in a wide variety of circumstances. Some people will need help immediately, whereas others will have more long-term but stable needs. My managers continually reprioritise our caseloads to ensure that we see people who are most in need and that everyone who contacts us receives the support they need to be kept safe.

When I am allocated a customer to work with, they will have already discussed their needs with the Wokingham Information Network or the duty desk of the Assessment Service. These initial discussions will have indicated that the customer has a need for social care support and that they require further assessment to identify the level of support they need. I will complete this assessment with them and establish whether a reablement service, such as the Short Term Assessment and Reablement Team (START), would help them to regain or improve their level of independence. For more information on START see page 12.

If a customer is likely to have long-term needs, I will work with them to complete the Self Directed Assessment. The aim of this assessment is to get a full picture of the things they can manage and the support that they get from others, before deciding what support they may be eligible for from adult social care services. This assessment is scored against our Resource Allocation System (RAS) to determine the amount of money that is required to meet the individual's needs. This figure is checked against other customers' budgets and also the local market to ensure that it is fair, before it is authorised by my manager.

Once a Personal Budget has been agreed, the customer will be transferred to Optalis to start support planning. I will also ensure that services are put in place to support the customer on an interim basis, while they are waiting for their support plan to be completed.



Laura

My name is Patsy and I am a Brokerage & Support Worker for Optalis.

I work with our customers to help them develop their support plans, which explain how they want to spend their personal budget. I give people as much information, support and advice as they need, depending on whether they want to lead the process themselves or want me to manage it for them.



I start by contacting the customer to discuss what type of support they would like to receive, so that we can work together to tailor their care to their individual needs. I can provide information about the local services available and will help people to decide whether a Direct Payment may be a good option for them. These have been an excellent option for some of my customers, as it has given them the opportunity to continue a hobby or do something completely different. We will then write the support plan in a format that suits the customer. This could be on paper, in pictures or even as a video.

Once someone's support plan has been written and agreed, I arrange for the services and support arrangements to be put in place. I then keep in touch with the customer to make sure that they are happy with the care they're receiving and to check that the needs identified in the assessment are being met. I review the services after about 6 weeks and if everything is OK the support plan will be reviewed annually or earlier if required.



Our customers can contact Optalis at any point, if they have issues about their care. We pick up any safeguarding concerns that may have been raised and also reassess people if their needs change.

Patsy

Improving Quality of Life

- Providing up to date, accurate and accessible information and support
- Supporting carers to balance their caring role while maintaining their own quality of life
- Supporting people to contribute to family and community life and avoid loneliness

Summary of our performance: Achievements and challenges

- The **Wokingham Information Network (WIN)** provides up to date information about a broad range of services, clubs and activities available in the Borough. WIN can be accessed online (info.wokingham.gov.uk) or through Wokingham Direct on (0118) 974 6772.
- The latest annual survey of social care customers stated that 77% of people found it very or fairly **easy to access information** about services. This is a relatively high percentage, compared to other councils.



However, feedback from recent consultations about the Social Care Pathway and the Local Account have indicated that our social care customers do not always know where to go for information or receive the support they expected.

- The Learning Disability Partnership Board ran an **Easy Read workshop** for local organisations. They shared tips and general advice about how to create easy read documents and how to effectively engage with people with a learning disability. Council staff also attended this session to improve publications.
- The **Support Plans** developed by Optalis' Brokerage & Support Team do not have a set format and are produced uniquely for each customer. During the last year these have included easy read versions and photo books to ensure that our customers receive information in a way that is accessible to them.






- Approximately £430k was spent on **carers services** in 2011/12 and the number and types of services available continued to increase. For example, following feedback from carers we funded additional physical activity sessions with our Sports Development Team. These were specific to carers and gave them an opportunity to take a break from their caring role and meet with other people in similar circumstances.

- The **Link Visiting Scheme** provides a befriending service for older people who live alone. For more information, see page 20.
- In 2011/12, the **Supported Employment Service** helped 164 vulnerable adults to gain the necessary skills to access paid or voluntary work, education and training.
- Two of the national performance indicators look at how specific vulnerable groups access **employment**. Both of these indicators were above the national average in 2011/12.

11% of people in contact with mental health services were in paid employment

13% of people with learning disabilities were in paid employment

Plans for 2012/13 onwards

- Following your feedback, we will be reviewing how easy it is to **access information** about social care and whether the current support is sufficient. This review will include the Wokingham Information Network (WIN) and also the information and advice provided by our Social Care teams. The results and actions from this review will be included in the next Local Account. 
- You asked us to provide your assessments and reviews in an **easy read summary** when required. We agree that information should be accessible to all our customers and will ensure that easy read summaries are available in 2013/14. 
- We have secured an additional £120k for **carers services** for 2013/14, which has come from our Health partners. This additional funding will provide more breaks for carers and will also enable us to develop and extend other services. These include a stroke worker, emergency care for those looking after people with dementia and more support for individuals with young onset dementia and their families.
- You asked us to let you know what services were available for carers in Wokingham. A carers guide is being developed and will be published in 2013/14. This will cover the types of services available and how to access them. 

In the Spotlight...developing a Dementia Friendly Community

We have been successful in our bid for funding from the Prime Minister's Dementia challenge. This challenge is for at least 20 Local Authorities to sign up and be working towards being dementia friendly communities by 2015.

To kick start this, we have been awarded £34,000, which we will use to employ two part time workers - one to work with schools, colleges and youth groups to help them understand more about dementia and one to establish a local Dementia Alliance in partnership with the Alzheimer's Society. Both workers will start focus initially on working with individuals with dementia and their carers. The focus will then shift to direct work with schools and local businesses.

Local businesses will be encouraged to commit themselves to looking at how they run their business to make them more dementia friendly. Simple changes could be to make sure that there is good signage in shops or training staff to offer help to people with dementia. The Government are also consulting on a logo that shops could display that would show that they have signed up to being dementia friendly. Businesses would also be expected to examine how they support their staff - in particular those who have family members with dementia that need their support. The businesses that are approached to join the Alliance initially will be those which people with dementia and their carers say are the most important to them.

Maintaining independence by delaying and reducing the need for care and support

- Regaining independence through early intervention and reablement
- Supporting people to live independently in their own homes wherever possible
- Maintaining a low level of delayed transfers of care from hospital

Summary of our performance: Achievements and challenges

- The Service allocated £2.5 million to the commissioning and development of **prevention services** in 2011/12. The aim of our approach is to ensure that we have a variety of easy to access services offering people a wide range of support which promotes their independence. Some services are designed for a broad range of people and needs, whereas others are aimed at more specific groups. Examples of the prevention services available in 2011/12 include:

The Link Visiting Scheme - targeting older people who live alone (www.linkvisiting.org)

The Link provides a befriending service throughout the Borough. The scheme focuses on socially isolated, usually elderly, people who benefit from somebody spending a couple of hours with them in their homes. The people visited enjoy the opportunity to chat with somebody who they come to regard as a friend. This core activity is enriched with a variety of clubs and social gatherings. The scheme is staffed by carefully vetted and trained volunteers and provides an opportunity to people in the borough who wish to make a genuine contribution to their local communities. In 2011/12 volunteers in the scheme were regularly visiting 138 people.



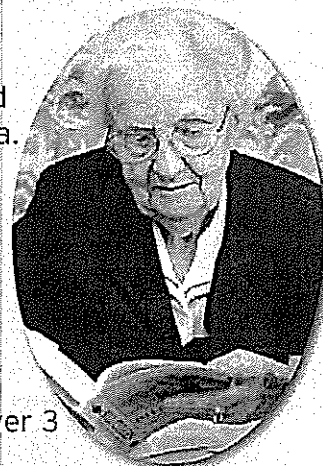
Transform Floating Support Service - housing related support service (www.transformhousing.org.uk)

Transform Housing and Support operate two floating support services within the Borough. The services provide housing related support to vulnerable adults and help them to develop or maintain their ability to live in independent accommodation. This may be by supporting them with financial matters, such as claiming benefits and budgeting, or by developing domestic skills, such as cleaning, cooking and shopping. 181 people were supported by Transform in 2011/12.

- A new **Extra Care Housing** development opened in August 2011, called Alexandra Place, which has 64 apartments. This, together with similar schemes such as Beeches Manor and Cockayne Court, enables older people to live in their own homes and provides them with the support they need to stay independent. This type of housing can support people with high level of needs and offers an alternative to residential and nursing homes.
- We continued to keep the **number of people delayed in hospital** at a very low figure. On average 5 people were delayed per week, which means that they were ready to leave hospital but were still occupying a bed. Delays can be for a number of reasons, such as a lack of beds in local residential homes. The Health Liaison Team work closely with hospitals to ensure that Wokingham residents are discharged from hospital as soon as they are ready. The main objective for the team is to facilitate a safe return back home and they arrange support and services to support this goal. The Team also assess people who require ongoing care after their hospital admission, which could be in their own home or in a permanent residential or nursing placement.

In the Spotlight.... Moving into my own home

Mrs W is in her 70s and has moderate dementia. In 2011 she moved into her new apartment in Cockayne Court, which is an Extra Care housing development in Finchampstead. Mrs W had lived in a local residential home for over 3 years, but her review highlighted that she was keen and able to move into her own home with support. She initially spent a week in Cockayne Court to see if she liked it and then moved in a few months later.



Mrs W is much happier living in her own house. She has more space, as her apartment has its own bedroom, bathroom, kitchen and sitting area. This has given her more freedom to do what she wants, when she wants. Mrs W also receives support for personal care and daily living tasks, such as bathing, laundry and shopping, which enables her to live independently in her own home. Mrs W and her family also have the reassurance that there is support on hand, should she need it.

Plans for 2012/13 onwards

- We will continue to keep **hospital delays** as low as possible and have set a target of less than 5 delays a week.
- The Older People's Housing Strategy will be published in 2013, which identifies the aspiration to see more **Extra Care Housing** developed in the Borough. We hope through this to encourage and work in partnership with developers to build this type of housing that enables older people to live in their own home.
- A new **Telecare team** will be developed in 2013 which will offer specialist assessments and assist in the selection and installation of appropriate equipment. Telecare involves the use of sensors and emergency alarm buttons to raise an alert when help is needed. Our Telecare Development Officer will continue to raise the profile of Telecare over the next year, as it is an excellent way to keep people safe, both in the home and when they are out and about.



Improving the customer experience

- Ensuring that all people are given the opportunity to manage their own social care support as much as they wish
- Supporting and informing the local market, so that they can cater for a wide variety of service provision

Summary of our performance: Achievements and challenges

- The Department of Health made a commitment that everyone eligible for on-going support from Adult Social Care Services would get a Personal Budget, a support plan and choice over how their allocated budget was managed.

We implemented the new Social Care Pathway in 2011 to make it easier for people to access **Personal Budgets** and give them more choice and control. The take-up of Personal Budgets and Direct Payments has increased each month since then and we expect to achieve the national target of 70% by March 2013.

40% of eligible service users received a Personal Budget in 2011/12

Nearly **60%** received a Personal Budget from Apr-Sept '12

- We completed a review of the **Social Care Pathway** experience in August 2012, which involved over 100 social care customers. This review found that customers benefited greatly from the flexibility of the new approach and that some found this "empowering" and "life changing". However, a number of people said that they found the whole process time consuming, confusing and that there was a general lack of clarity about what to expect. Similar comments were also made during the Local Account consultation. An improvement plan will be agreed using the recommendations of this report.



In the Spotlight.... Twin brothers, James and Thomas spending time together

(written by Josephine, their Mum)

We really enjoy spending time together and Direct Payments have made it possible. We are supported by different companies and live a few miles from each other. We like going swimming on Sunday nights and Club Marmalade once a month. We eat out together on a Wednesday, enjoy going to 'Two Left Feet' in Woodley every other week and go to a music session together on a Friday.

Fred and Steven are our Personal Assistants and they provide us with the support we need. Neither of us has much speech and we need lots of support in everything we do. When we visit Mum, who lives a long way away, Fred and Steven are able to take us there.

- Our **Choice Champions Mentoring Scheme** continued to support customers and carers in 2011/12, both on a one-to-one level and through drop-in sessions. The Choice Champions are a local group of social care customers and carers who have been fully trained to provide support to people who are new to Personal Budgets and Direct Payments. They help people to understand what is involved, offer advice and give reassurance based on their own experiences.



In the Spotlight.... Kevin, Direct Payments user

"I use my direct payment to employ personal assistants. I have also used my direct payment for a day out. I arranged for my personal assistant to come with my daughter (aged 9) and I to an archaeological dig. The PA was able to help me in my wheelchair and keep an eye on my daughter as well.

Direct Payments allow me to be a dad and have fun with my daughter in a way that I choose."

Choice and control are also promoted through Services that are not directly part of the Social Care Pathway.

- Our Community Mental Health Team (CMHT) use a **Wellness Recovery Plan** to give more control to people who are in crisis. The Plans are completed when the person is well and help to identify what care and support they want to receive when they are in crisis and unable to explain. This has given the social care customer a voice and ensured that staff, their carers and other agencies are aware of their wishes.



Plans for 2012/13 onwards

- We want to have at least 70% of all community-based service users on **Personal Budgets** by March 2013. This is in line with the national target and our local priorities.
- We have made big changes in the last year and as a result there have been some difficulties with the new **Social Care Pathway**. We will develop a plan to improve the speed of the process and help people better understand the process. The actions and outcomes for this will be included in the next Local Account.
- The **Choice Champions** will continue to provide drop-in sessions and support people who are new to Self Directed Support.



Ensuring people have a positive experience of care and support

- High satisfaction with care and support services
- Being transparent about services and care available, so that people know what choices are available and what they are entitled to
- Ensuring that people are treated with dignity and respect by people making decisions about their care
- Involving carers to ensure that they feel like equal partners throughout the care process

Summary of our performance: Achievements and challenges

- The majority of our national performance indicators now come from the **results of surveys** that we send out to our Social Care Customers and Carers. These capture how people feel about the care and support they receive, as well as how these have impacted on their quality of life. Our performance in the 2012 User Satisfaction indicator was better than previous years and also good compared to the national average.

68% of people said that they were extremely or very satisfied with the way staff helped them during the year.

"The support I have received has been like a lifeline. I cannot thank you enough".
(Domiciliary Care customer)

"My assessor was really friendly and made me feel more confident that I will get the help I need"
(new Personal Budget user)

We did receive some negative feedback and this information has been passed onto the different teams and providers quoted so that they can make the necessary improvements.

- The Borough has a number of **Partnership Boards** and customer/carers groups that provide additional support and information to vulnerable adults within Wokingham. We ensure that these groups are informed about proposed changes or new initiatives and they are regularly asked for their feedback on service developments.

We have also worked closely with the Wokingham Local Involvement Network (LINK) to provide an independent eye to the review of some of our services, such as the review of the Social Care Pathway and the consultation for this Local Account.

- In February 2012 we worked with Reading and West Berkshire councils to award a contract to Berkshire Carers Service to provide **information and advice to carers**. The service requirements were based on the feedback that we received directly from carers.



Plans for 2012/13 onwards

In the Spotlight.... Healthwatch

Healthwatch is the new independent consumer champion for both health and social care. There is a national body, Healthwatch England, as well as local Healthwatch organisations based within every local authority. The aim of the local Healthwatch is to give residents and communities a stronger voice to influence and challenge how health and social care services are provided. Local Healthwatch will also provide or signpost people to information to help them make choices about health and care services. It will gain views about people's need for, and experience of, those local services and represent those views to groups involved in commissioning, provision or scrutiny of care services. Our local Healthwatch will represent residents of the Borough at the Health and Wellbeing Board.

healthwatch
Wokingham Borough

- You said that you wanted to know **what our social care customers and carers thought** of the service that they received from us. The results from the 2012 and 2013 user surveys will be published on the Council's website and will be used to identify whether different service, age, gender and ethnic groups have a similar experience of the services they receive from the Council. This analysis will enable us to agree an action plan for improvements, which will be presented to the Health & Wellbeing Board. The first Carers survey will also be completed in late 2012 and the results of this will be used to inform service improvements for carers.



In the Spotlight.... Dignity in Care Programme

Over the last two years, we have identified patterns and trends that arise in care homes which affect the quality of care provided. To tackle this, we have recently launched a Dignity in Care programme to look at these issues and prevent or minimise them from happening. The programme will work pro-actively with care homes to put steps in place to promote best practice and to prevent issues.

We will shortly be recruiting to a Dignity in Care Coordinator to take this work forward. This post will be funded by the Council, but will be managed by the Berkshire Care Association to ensure that they are independent. A Dignity in Care Board will also be set up to monitor the outcomes achieved.

- An event will be run for users of Wokingham's **Mental Health Services**, in early 2013. This will focus on service development and how service users want to be involved and consulted with about future plans for the Service.
- You said that people need to know whether they will have to **pay for their care** much earlier in the process. We will ensure that you are informed about likely contributions at the time of your assessment and provided with the relevant leaflet.



Protecting vulnerable adults from abuse and risk of abuse

- Responding to concerns raised around care and support of vulnerable adults
- Working to prevent abuse occurring
- Ensuring good quality services are provided in registered care settings

Summary of our performance: Achievements and challenges

Protecting vulnerable adults from abuse is an essential part of the role of Adult Social Care Services. The Council has a responsibility to assess and respond to concerns about possible abuse or risk of abuse and there are agreed Berkshire multi-agency procedures in place to do this.

- 493 **safeguarding referrals** were completed in 2011/12, which is nearly double the number received in 2010/11. This increase is largely due to the training and awareness that we provide to Council staff, providers, health organisations, social care customers and carers. The sharp increase has not continued this year and referrals have remained at similar levels.
- 82% of social care customers said that their services had helped them to feel **"safe and secure"** in the 2012 user survey. Although this figure is good compared to other authorities, we will be looking at the results in detail to identify particular groups who feel less safe.
- In July 2012 we undertook an **independent review** of our safeguarding practices to ensure that they were effective and in-line with the Berkshire-wide procedures. The review found that there were no significant concerns about our practice and confirmed that our response to alerts was "effective, robust and proportionate". However, the review did recommend that we improve the recording of manager decisions.

We also work to prevent abuse and improve the feeling of safety within the local community.

In the Spotlight... Safer Places Scheme

The Safer Places Scheme has been set up to help people who are feeling vulnerable or scared when they go out. It was developed as a response to an idea raised by CLASP - a local self advocacy group for people with learning disabilities.

The 'Safer Places' stickers have been put in the windows of shops and businesses that are taking part in the scheme and who will offer help to people who feel scared. There are 45 Safer Places at any one time and the latest list can be found on the Wokingham Borough Council website.

3 Safer Places Champions were recruited in 2011/12. The Champions are all social care customers and work to promote the scheme. We have been contacted by other councils for advice on how to set up similar schemes in their areas and have also been identified as a Good Practice Example by the Department of Health.

"The scheme gives me and others like me peace of mind when we go out".
(Social Care Customer)



- **Support with Confidence** scheme was introduced in April 2011, as part of a joint initiative between Trading Standards in Wokingham and West Berkshire. This Scheme provides people with a list of checked, accredited and trained providers of personal care or support, and enables people to have peace of mind when they are organising their own care. For more information go to <http://www.supportwithconfidence.co.uk> Accredited services are also listed on the Wokingham Information Network.
- The **Safeguarding Adults Forum** met regularly in 2011/12 and had a good attendance from social care customers, their representatives and other agencies. In 2012 there was a presentation from two members of the Learning Disability Partnership Board who were part of the Department of Health's review group for Winterbourne View (the residential care home found guilty of abuse).

In the Spotlight.... Care Governance processes

The Council need to ensure that providers of Adult Social Care deliver safe services to Wokingham residents and this is achieved through our Care Governance processes.

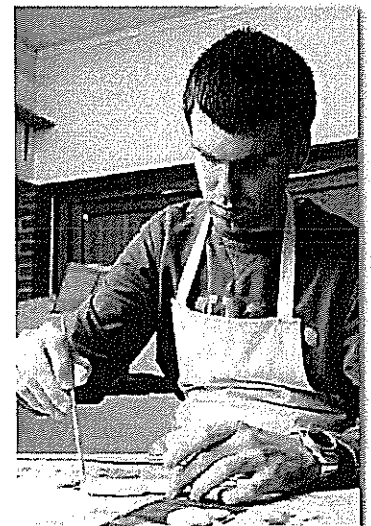
We keep information about provider quality in one central place, so that any problems can be picked up quickly. Information can come in from a variety of people, such as staff feedback, complaints and service reviews, so it is important to keep a track of any ongoing problems or trends. Care Governance also ensures that providers pass important checks before we purchase services from them (for example, they have the right insurance, references and are credit-worthy).

We make sure that we take appropriate action to address concerns. A provider can be placed on the 'Cautions List' if there is a high level of risk or concern. This means that they will have an action plan in place to improve and that placements may not be made with them while they are on the list. We work closely with providers to support and facilitate improvements and try to achieve these without having to place a service on the Cautions List.

Issues that were raised about specific providers or services during the Local Account consultation were fed back to the Commissioning and Care Governance Team.

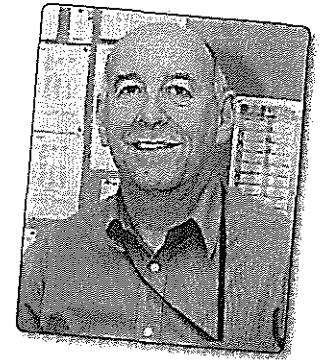
Plans for 2012/13 onwards

- The **Safer Places Scheme** will continue to support more shops and business to join the scheme, with a focus on pubs and business that are open in the evenings. A Safer Places webpage will also be developed to show a map of businesses involved.
- We will implement the recommendations included in the **independent review** of our safeguarding processes. These include improvements to the way safeguarding decisions are recorded and also providing greater transparency in the Care Governance process.
- Our Adult Safeguarding Prevention Advisor will continue to **raise awareness** of how to prevent abuse in the community particularly with hard to reach groups such as the deaf community.
- We will analyse the findings of the 2012 and 2013 user and carer surveys to identify specific groups who say they feel 'unsafe'.

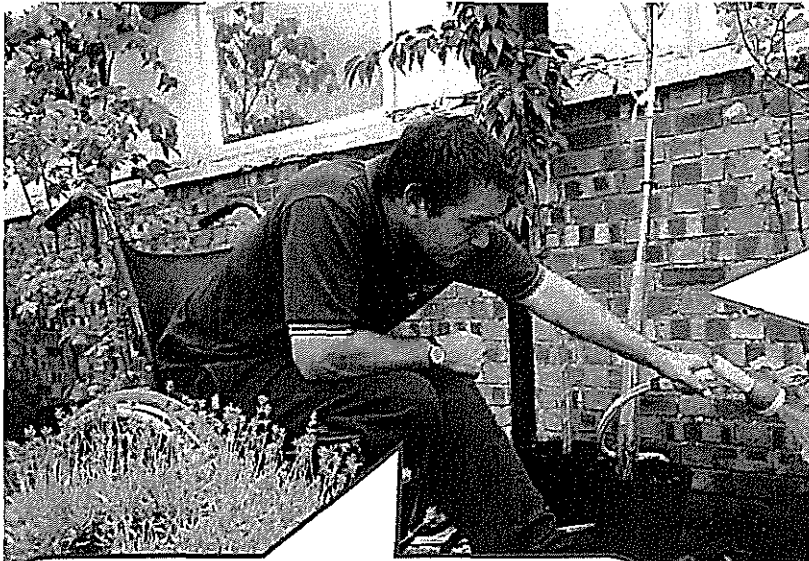


Your questions answered...

Stuart Rowbotham, Strategic Director for Health & Wellbeing



We put some of your specific questions to Stuart Rowbotham, who is our Strategic Director for Health & Wellbeing and also the Director of Adult Social Services.



I am currently looking at nursing homes for my Mother, but I don't know how to choose the right one. Where can I go for advice?

The Berkshire Care Homes Directory gives a comprehensive list of all the registered care homes across the county and is a good place to start. The guide is available online but copies are also available from the Council's contracts team.

You can then get in touch with a few of the care homes that appeal to you and ask them to send a brochure and arrange to go and visit. You can then meet some of the staff and speak to some of the residents who live there. You can also read care home inspection reports on the Care Quality Commission website (www.cqc.org.uk)

Age UK provide a very useful Care Home Checklist and Care Home Guide giving you some areas to consider when choosing.

What are the plans for Westmead?

Discussions as to the future of Westmead have taken place over a number of years.

Following consultation, plans have been drawn up to move to another location and to include rehabilitation in the service. Subject to funding being agreed, an extension is planned to a building in Woodley which will provide a centre that offers both a base for Westmead and a resource for the local community.

The Council closed Fosters Residential Home this year. Can you tell me what happened to the residents of this home?

As many of you will now know Fosters care home in Woodley has now closed and everyone who was resident at the home has now moved to other accommodation. There were meetings with each of the residents and their family members and we were able to offer a choice of options for them. The majority have moved to other residential care homes in the Borough, but there were a small number who moved out of the area to be closer to family or moved into nursing care. We are pleased that everyone's transfer from Fosters happened smoothly and that they are now settled in their new homes.

I am really happy with the support that my disabled daughter gets from Children's Services, but I'm worried that we won't get the same care package when she turns 18. Why are children's and adults care funded differently?

Care for children and young people and the funding they receive to support is substantially different from that for Adults as it comes from separate budgets with different eligibility criteria. Whilst physical care needs don't change once someone becomes an adult the context and legal framework does. Care and support arrangement for children and young people is built around supporting the child's development and educational needs whereas once a person becomes an adult the support tends to focus on achieving and maintaining independence, and having support to both live and fully participate in the community.



I know that I will have to fund my care in the future. Is there any point contacting the Council to help me arrange this or do I need to do it myself?

There certainly is. Firstly everyone is entitled to an assessment of their needs for which there is no charge and this can be the best starting point before contacting services who may be able to help. Many people who we assess may not meet the criteria for funded support from the Council, and even where they do they may still have to contribute or pay for their own care following a financial assessment (means test). Unfortunately we are not able to help everyone with arranging their care but can offer information or advice. Where people do have great difficulty and they have no one else to help them we do help with making and managing those arrangements through our Local Authority Traded Company, Optalis.

Looking forward - what next?

Our commitment to improvement



The issues you raised in the consultation for **Your Local Account** have been summarised in pages 31 and 32, along with our proposed actions. We are committed to making these improvements and will be reviewing our progress every 3 months. The Health & Wellbeing Board will receive regular updates and we will also publish these on the Local Account webpage www.wokingham.gov.uk/socialcare/wokingham/localaccount

A full review of our progress against our plans and priorities will be included in the 2012/13 edition of **Your Local Account**.

Local Account 2012/13

This first version of **Your Local Account** has included information about our achievements and challenges from April 2011 to September 2012. Future editions of the report will cover a full financial year and will be used to inform service and business plans for the following year.

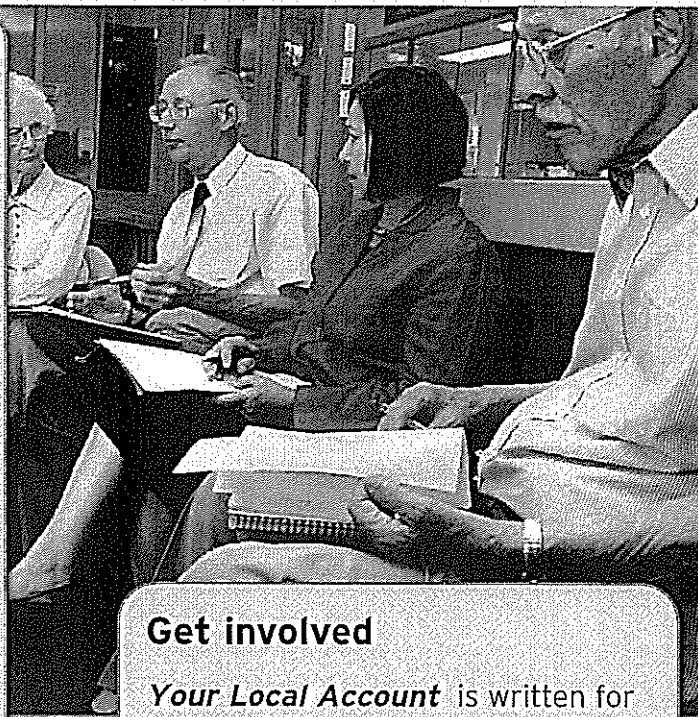
In order to fit in with the Council's Service planning cycle, future editions of **Your Local Account** will be published in **August / September**. This will ensure that the issues and concerns you raise can be addressed and included in the Service's improvement plans.

The 2012/13 edition of **Your Local Account** will be published in August/September 2013 and we will start consulting with community groups in June 2013.

Get involved

Your Local Account is written for Wokingham residents, so it is essential that it includes information that you want to know about. You can get involved in the development of the next edition of the report by completing the feedback form on page 30. This will give you the opportunity to let us know what you think of this edition, what you want to see in the future and whether you would like to be more involved in the development of **Your Local Account**.

Please contact the Improvement & Performance Team if you would like to find out more on (0118) 974 6794 or email: localaccount@wokingham.gov.uk



Please Post
Your
Comments
Here

A summary of our response to what you said



This page provides a summary of the actions that we will take, following the feedback you gave us in **Your Local Account** consultation. We will provide an update on our actions at the Health and Wellbeing Board every 3 months and will also include a summary in the 2012/13 Local Account.

You said...	We will...	Date
<p>...that you don't know where to go for information</p> <p>...that you have not been impressed with the information you have received from the Wokingham Information Network (WIN)</p>	<p>We will review how easy it is to access information about social care and whether the current support is sufficient. This will include the service provided by the Wokingham information Network (WIN) and also the information and advice provided by our Social Care Teams. This will form part of a larger review of the Social Care Pathway.</p> <p>The actions and proposed outcomes of this review will be included in the next Local Account.</p>	Sep 2013
<p>...that you would like your assessments and reviews to be available in easy read formats</p>	<p>We agree that this would be a very good idea and will introduce easy read summaries where required.</p>	By Mar 2014
<p>...that you would like to know more about the Social Care Pathway</p>	<p>We have included 3 pages in Your Local Account to explain the Social Care Pathway and answer some of your specific questions.</p>	✓
<p>...that you have found the Social Care Pathway confusing and slow at times</p>	<p>We acknowledge that there have been some initial problems with the Social Care Pathway and are completing a review to improve the speed of the process and people's understanding of it. The actions and proposed outcomes of this review will be included in the next edition of Your Local Account.</p>	Sep 2013
<p>...that you want to know what our social care customers and carers think about the support and services that they have received from us</p>	<p>We will publish the results of our 2012 and 2013 user and carer surveys on the Council's website. This will also include an action plan to improve areas of our service that have been highlighted as possible weaknesses.</p> <p>A summary of the results will be included in the next edition of Your Local Account.</p>	June 2013

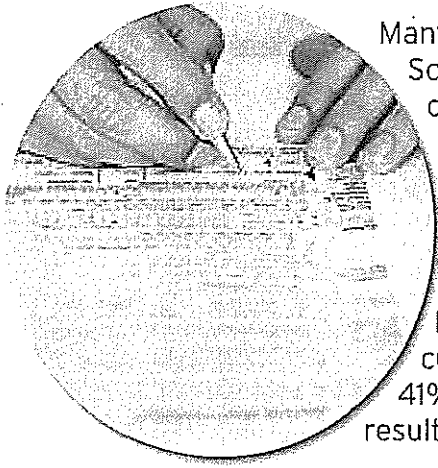
You said...	We will...	Date
...that people need to know whether they will have to pay for their care much earlier in the process.	We will ensure that you are informed about likely contributions at the time of your assessment and provided with the relevant leaflet.	Ongoing
...that you would like to know what services are available for carers in Wokingham	We will produce a carers guide in 2013/14 and this will cover the types of services available and how to access them.	By Mar 2014
...that carers need to be made more aware of their right to an assessment of their own needs	We will ensure that carers are made aware of their right to a separate assessment when we assess or review the person they support. This will also be added into staff training and guidance documents.	Ongoing



Summary of our key national performance indicators 2011/12

Indicators	2011/12 performance	Improvement on 2012/11?	2011/12 national average	2012/13 target
% of people who received a Personal Budget or Direct Payment in year	41%	Yes	43%	70%
% of people who received a Direct Payment in year	16.6%	Yes	13.7%	35%
% of adults with Learning Disabilities in employment in year	12.6%	No	7.2%	12.6%
% of adults with Learning Disabilities in settled accommodation in year	71.0%	Yes	70.2%	72%
% of adults receiving Mental Health services in employment in year	10.8%	Yes	8.0%	10.8%
% of adults receiving Mental Health services in settled accommodation in year	Being verified	-	57.8%	Maintain 2011/12 performance
Permanent admissions into residential and nursing homes	158 admissions	No	Equivalent of 206 admissions	Less than 150 admissions
% of people who are living at home 91 days after hospital discharge into a reablement service	85%	Yes	82.6%	85%
Average number of delayed transfers of care per week (<i>people still in hospital who are ready to leave</i>)	4 delays	New definition	Equivalent of 12.5 delays	5 delays or less





Many of the national performance indicators and measures for Adult Social Care now come from the surveys that we are required to complete each year. These surveys are sent to a random sample of people who have received support from us during the year and will ask for feedback about their experience. The questions, format and timescales of these surveys are set nationally to ensure that all councils complete them in the same way.

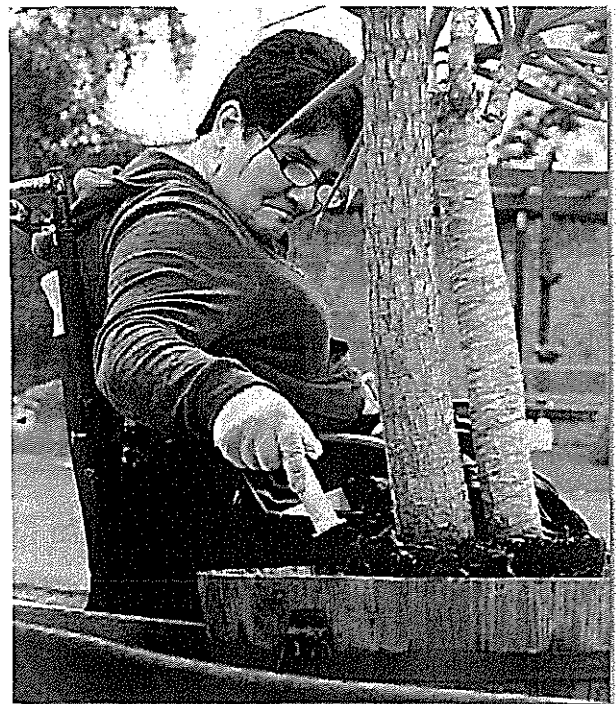
In 2011/12, we sent the user experience survey to over 800 customers who had received a service from us in the previous year. 41% responded and our performance has been taken from the results of this survey.

Indicators from User Experience Survey	2011/12 performance	Improvement on 2010/11	2011/12 national average
Overall satisfaction of people who use services for their care and support	67.6%	Yes	62.8%
% of people who find it easy to access information about the support available to them	76.8%	Yes	73.9%
% of people who feel 'as safe as they want'	67.8%	Yes	63.8%
% of people who say that services have helped them to feel safe	81.7%	Yes	75.3%

In 2012/13 we will complete two national surveys:

- **Carers survey** - this was sent out to nearly 400 carers in October 2012
- **User Experience survey** - this will be sent to approximately 850 social care customers in January 2013

We do not set targets for our survey indicators. Instead, we analyse the results to identify areas for improvement and any significant changes from previous years. We will publish the results of these surveys, and the action plans developed from them, on the Council website. A brief summary of the results will also be included in the next edition of *Your Local Account*.



Feedback form

We would like to know your views about Your Local Account, so that we can make improvements to next year's report. We would therefore be grateful if you could take a few minutes to fill in this feedback form and return to:

Improvement & Performance Team, Health & Wellbeing, Wokingham Borough Council, PO Box 154, Shute End, Wokingham, Berkshire. RG40 1WN

Alternatively, you can access an online version of this form at:
www.wokingham.gov.uk/socialcare/wokingham/localaccount

1. How did you find out about Your Local Account?

- Newspaper WBC website Letter from Council
 GP surgery Library Via community group
 Other (please specify).....

2. Was *Your Local Account* laid out in a way that was easy to read?

- Yes Partly No

3. Was *Your Local Account* easy to understand?

- Yes Partly No

4. Was *Your Local Account* interesting to read?

- Yes Partly No

5. Did you find the following informative?:

	Yes	Partly	No
The overall report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus on Social Care Pathway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Key facts and figures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spotlights and case studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'You said...'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of our response to what 'you said'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. What would you like to see in future editions of **Your Local Account**

7. Do you have any other comments about **Your Local Account**

If you would like to get involved in developing future editions of **Your Local Account**, please provide your contact details below:

Name:

Address:

Email: Telephone:

For more information about **Your Local Account**, please contact the Improvement & Performance Team on: (0118) 974 6794 or email: localaccount@wokingham.gov.uk

Notes:

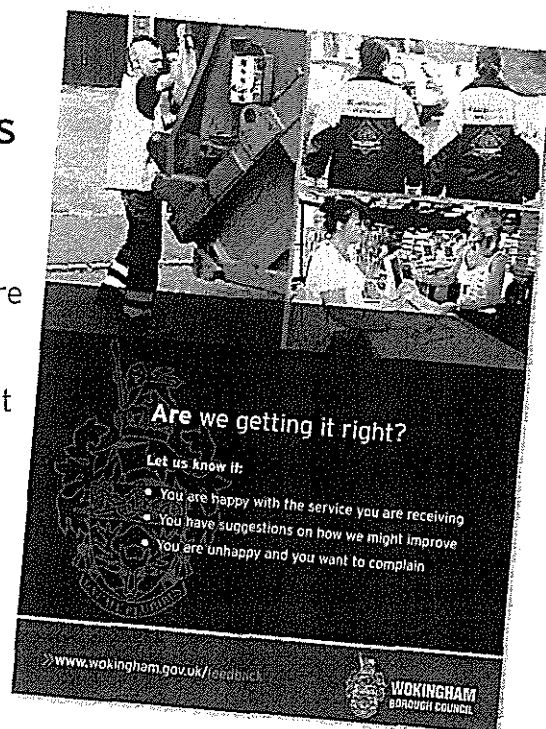
Notes:

Are we getting it right?

Giving us feedback about the services and support you receive

If you have specific feedback about the services and support that you have received, please let us know. If we're doing something well, your feedback will help us to focus on the things that are working. However, if something hasn't gone so well, we need to know so that we can put it right and learn from our mistakes.

When you tell us about a problem, the team concerned will try to put it right straight away. If this isn't possible, we will contact you to tell you who will be dealing with your complaint and will aim to resolve it within 10 working days. You can also contact our Complaints Team in Wokingham Direct to support and advise you.



How to give us your feedback

By telephone on: (0118) 974 6620 or (0118) 974 6350

By letter to: Complaints Team, Wokingham Direct, Wokingham Borough Council
Shute End, Wokingham, Berkshire. RG40 1WH

By email to: wokinghamdirect@wokingham.gov.uk

By filling in our **online contact us form** at www.wokingham.gov.uk/feedback