

What people have told us

Instead of the government inspecting our performance, we are now reviewed by other local Councils in the Yorkshire and Humber region and we have received some good comments about how we do things and also about areas where we need to improve.

Receiving a complaint is a sign that something has gone wrong and our aim is always to resolve these quickly and to learn lessons where we can. Between April 2013 and March 2014 there were 96 complaints compared with 129 complaints in the previous year.

We still need to get better at reporting back the progress on actions following complaints, and we are now working on this.

Some things that we will be doing next

Looking at how well we include customers and communities in designing and providing services, and how we can improve self-directed support and increase choice and control for people.

Helping people to use their personal budget more effectively to get the right help and support.

Working with our new Home Care Providers in a way that promotes reablement and self-resilience so that people can stay at home longer and live the way they want to.

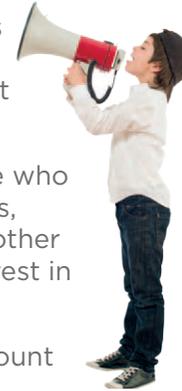
Tell us what you think

What you think about our services and priorities for the future is an important part of the development of social care in Calderdale.

We would like to hear from people who have had care and support from us, their carers, family members and other people/organisations with an interest in adult social care.

In relation to this year's Local Account we would like to know:

- **Have we got the balance right in terms of the types of things you think are important?**
- **Have we set the right priorities for the things we will be doing next?**
- **Are there other areas of adult care and support that we should be looking at?**
- **Has this Local Account been easy to understand?**
- **How can we improve this document in the future?**

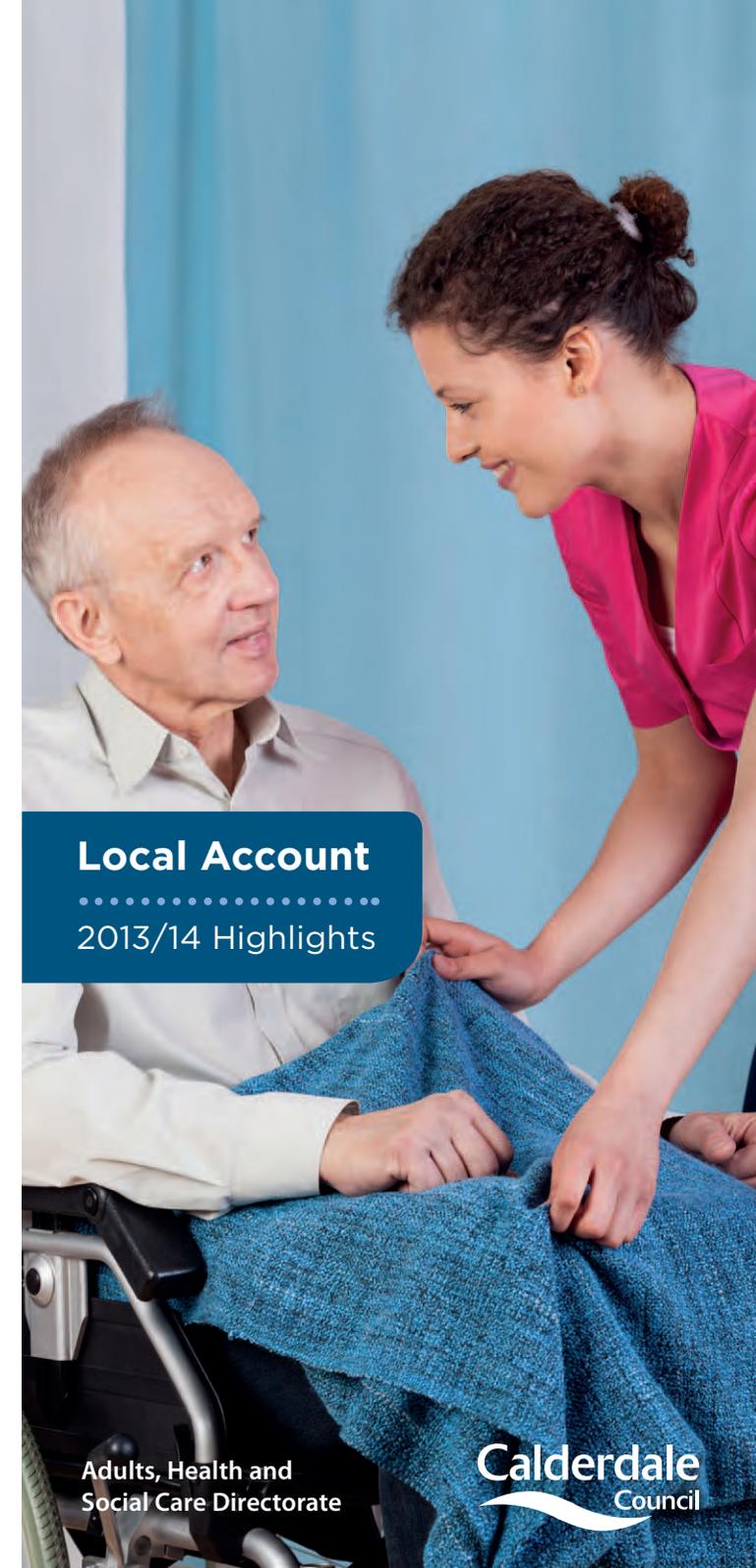


If you would like to provide feedback please:

 Visit our website www.calderdale.gov.uk

 Email gatewaytocare@calderdale.gov.uk

 Or phone Gateway to Care on **01422 393000**



Local Account

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2013/14 Highlights

Adults, Health and
Social Care Directorate

Calderdale
Council

What is most important to us

This is the fourth Local Account we have produced and it explains how well we are doing and where we need to improve.

Our aim is to help people to make the best use of their own support networks to meet their needs and get the best outcomes they can. So we have been developing new services that help people be as independent as possible, supporting them to take positive risks whilst staying safe.

Our vision has two elements:

- Support for individuals and communities will focus on building their resilience and independence.
- Adults at risk of abuse will be safeguarded.



Some things we have done

Spending our money £71 million was spent in 2013/14 on social care - just over a third on care home places but much more was spent on services to help people live at home.

Keeping people safe We have acted quickly when people tell us that someone might not be safe (alerts), but we need to get better at processing and completing investigations.

Trusted Assessors We are training qualified assessors to reduce the time people need to wait for assessments for equipment to make their lives easier.

Dementia Services Dementia Advisers, work with people living with dementia including their carers and families, to help them get information and advice.

Hospital Discharge We are working to improve this and have developed a new facility to support people coming out of hospital (Heatherstones).

Equality and Diversity We have recently funded bespoke projects around a range of diverse issues. Examples include a Mental Health & Wellbeing awareness programme, a peer support project focusing on bereavement and single parents, creative arts work with South Asian Elders and a community resilience project for women from Black Minority Ethnic Communities (BME).

A more personalised assessment process The number of people who control their own personal budget has gone down this year so we are starting to monitor progress much more carefully to try and understand why this is. We are also reviewing our Direct Payments scheme to make it simpler for people to use.

Performance highlights 2013/14

Safeguarding We have produced the Annual Report on behalf of the Board and have supported Board members to understand the requirement of the Care Act 2014 in keeping people safe.

92% (this was 94% in 2012/13) of people asked said that the services they receive enable them to have a better quality of life, and 37% (29% in 2012/13) of people stated they had as much control of their daily lives as they would like.

We are accepting more people for reablement 84.5% (it was 59% in 2012/13) but the number of people fully reabled has remained fairly constant, and lower than we would like at 38%. We are looking into this and improvements are now starting to happen.

