



Essex County Council

Adult Social Care

LOCAL ACCOUNT

2020-2021



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Foreword



In Essex our vision for social care is for people to be able to live their lives to the fullest whilst putting communities at the heart of what we do.

The Covid-19 pandemic has deeply affected people who depend on care and support, as well as those who provide it. We are proud of the work we are doing to support adults across Essex, and those people who work in social care have been heroic in how they have responded to the challenges of Covid. Working diligently to be more flexible in our approaches and building strong relationships with partners in the NHS, district and borough councils, and the voluntary sector.

I am particularly pleased with our rapid deployment of aid to vulnerable residents during the early months of the pandemic. Such as the Essex Wellbeing Service which supported people through periods of self-isolation and the Essex Rapid Care Technology Rollout which enabled people to stay in touch with others and tackle social isolation.

Lastly, I want to thank not just the staff, but everyone in our communities who helped to ensure those who were shielding were kept safe and looked after. COVID-19 has meant that an already tricky environment to manage has become even more complex, however as a council we are committed to maintaining our principals and working toward enabling Essex residents to live their lives to the fullest.

Nick Presmeg



Our context

Vision

Every year we support roughly 16,000 adults who need help with daily living tasks so that they can continue to live their lives to the fullest. In order to achieve this, we have set out a vision for our work.

Our vision for social care is:

Putting communities at the heart of Adult Social Care: enabling people to live their lives to the fullest

We have defined seven specific outcomes that we want to see for adults and their carers:



1. **Independence and wellbeing is maximised**



2. **Choice and control over health and care**



3. **Access to social and employment opportunities**



4. **Positive experience of health and social care system**



5. **Access to a place to call home**



6. **Reduced inequalities and increased inclusion**



7. **Kept safe from harm**

Our context

We will achieve our vision by adopting six key Principles –

and the over-arching principle that co-production with our citizens and partners is key to informing everything we do:



Collaborate

We will work with a range of organisations and individuals to break down boundaries of collaboration, identify shared goals and tackle common problems.



Continuous Improvement

We will strive to always do better, embracing innovation and change where it can continuously improve outcomes.



Person-centred

We will work alongside people to ensure that wherever possible they plan their care and support and achieve their aspirations.



Evidence-based

Our decision-making will be deeply rooted in the evidence and insights we collect.



Place-based

We will do all we can to enable decisions to be made as close to residents as possible, trusting and empowering communities and individuals to play an active role, take on responsibility and use their expertise and resources creatively.



Early Intervention and prevention

Prevention will be at the heart of everything we do: we will seek, identify and maximise every opportunity to prevent, reduce or delay the need for care.

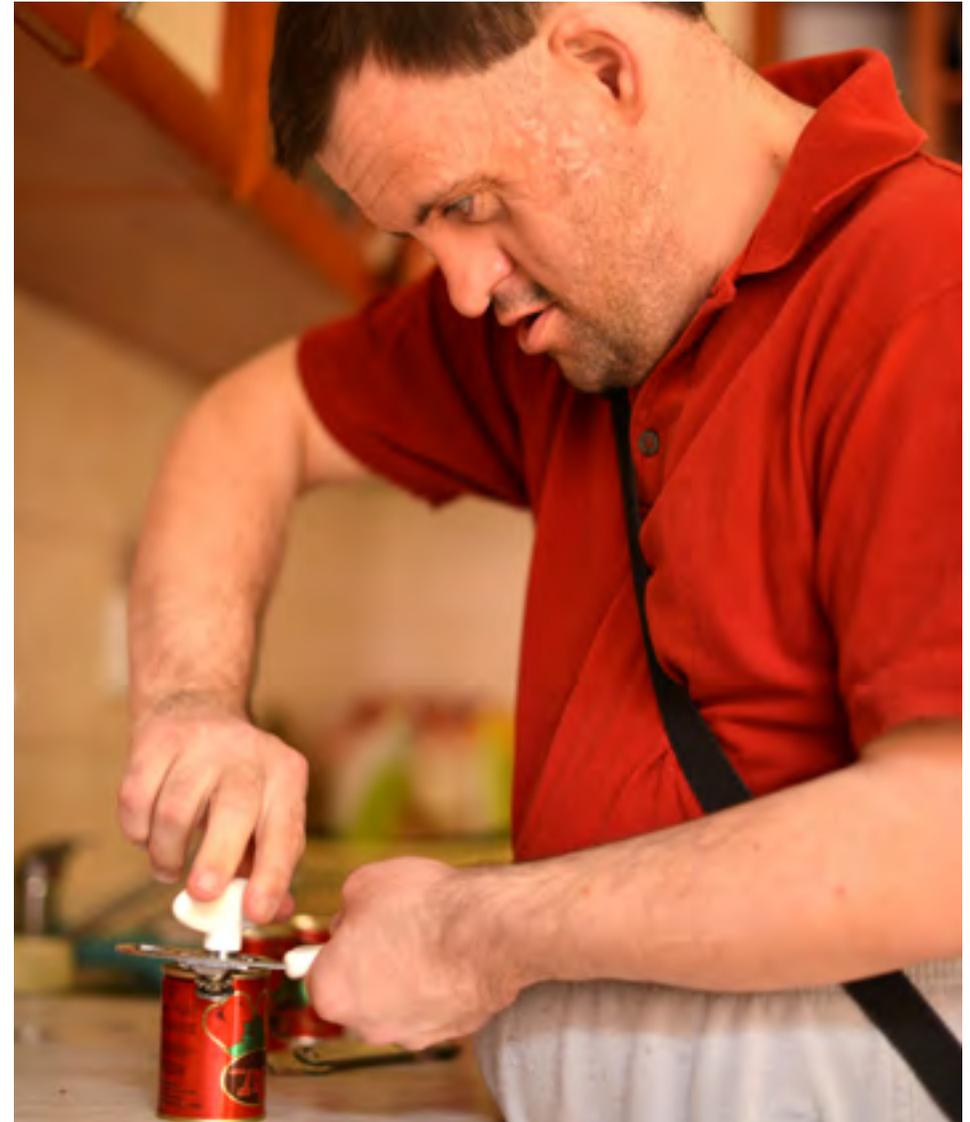
Our context

About Essex: some key facts

- Essex is one of the largest counties in the UK with a population of 1.5 million, which is growing by around 10,000 people a year
- **1 in 5** adults are 65+. This is a higher proportion than the UK average

Population projection by age

Location	18-64	65+
Essex 2020	57.9%	20.9%
Essex 2030	55.4%	23.8%
England 2020	59.9%	18.6%
England 2030	57.6%	21.7%



Our context

Our older population is growing nearly twice as fast as our working age population.

Adults 65+ 0.8% growth
Adults 18-64 0.4% growth



10.6% of adults 65+ are still in employment in the UK.



Life expectancy is stalling due to Covid-19 but there is a significant gap between the most deprived and the least deprived areas in Essex.

8 years for men
6.5 years for women

82% of residents are in good health according to the last published Census.

This is slightly better than the UK average (81%)



29% more adults will be over 85 in the next ten years in Essex.

Research shows this group tends to have more complex needs and need more care.



17% of adults in Essex report that they have a long-term health problem or disability.

Dementia is common and increasing.

14.9% of the population aged 16 and over across Essex have a common mental health disorder.

With an estimated 9.5% of people aged 65 and over

0.7 per 1000 people are statutory homeless in Essex

This group contains some of the most vulnerable people in our community.



3,860 adults 75+ in Essex are registered blind or partially sighted



63.8% of adults in Essex are overweight or obese

Compared to the England average of 62.8%



21.4% adults in Essex undertake less than 30 minutes physical activity per week.



All data correct at time of publication.

Our context

Challenges facing adult social care in Essex

An ageing population and more people with long term conditions

20% of our population are currently over 65, which increases to 25% by 2039



Demand for adult social care is growing each year

Demand from people with learning disabilities & autism is expected to grow by 8% by 2025 and people with some sensory impairments are set to grow from 240,000 (2020) to 310,000 (2030)

Higher than average spend on Learning Disabilities & Autism

There are an estimated 31,466 adult residents in Essex with a learning disability and autism. In the past, we have been spending more per person than other councils on this group



Uncertainty in funding

Funding for adult social care in the UK has been a key topic of debate for the government during 2020/21. Despite the announcement of the new Health and Social Care Levy there is still uncertainty on the changes and exact amount of funding for the sector

The gap between deprived and less deprived areas of the county is getting bigger



The proportion of Essex people living in the 20% most deprived areas of the country increased from 6% in 2010 to 8.6% in 2019

The Workforce is under pressure

Recruitment and retention of all care staff is difficult and will get increasingly more difficult. Vacancy rates in Essex Adult Social Care for 20/21 averaged at 19% and all sectors in the provider market averaged at 8.5%

Our context

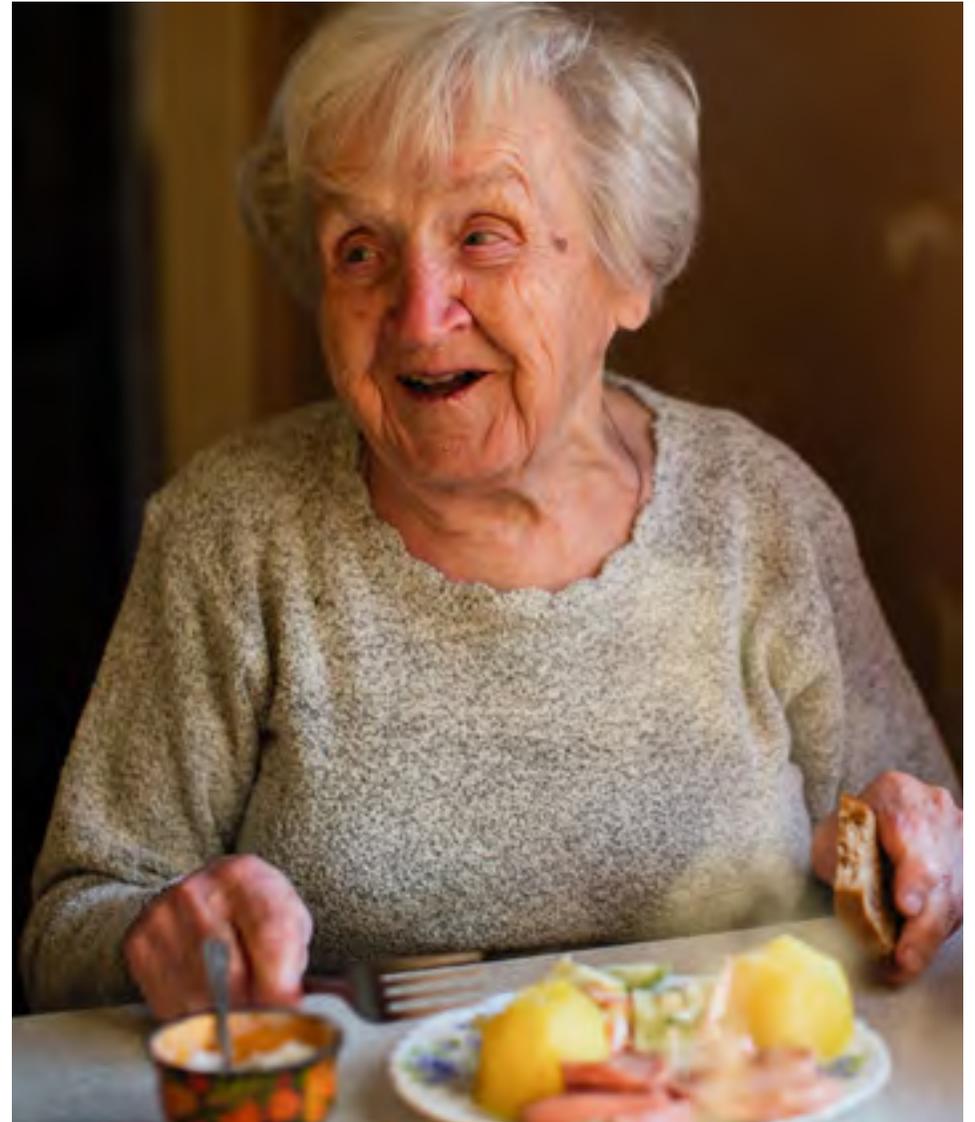
Adult Social Care across the nation is facing rising financial pressures. The government and wider stakeholders have acknowledged the pressure this has placed on social care and are working to find a solution that should alleviate some of the issues faced by our sector. Changes such as further integration with the health sector and a new health and care levy have been announced by the Government and ECC are working on how to implement them.

As the percentage of our population living with some form of learning disability and/or autism continues to grow, and our population as a whole continues to age, our services will continue to see a rise in demand.

In order to match this increasing demand on our services we need a strong and steady workforce. However, this has also been an area of challenge for us as a county and nationally. Despite a committed staff of social workers and ECC being a previous winner of Best Social Care Employer of the Year, it is challenging to recruit into the sector and there can often be a high turnover.

There are also the obvious ramifications of COVID-19 that has had a damaging impact on social care services since early 2020. COVID-19 proved to be a test of everyone, but there were particular challenges that it brought for social care, such as outbreaks in care homes, fluctuating demand, and workforce pressures which we will still be dealing with over the coming year.

These challenges weren't just impacting on health, but also our economy. For example, the economic impacts of COVID-19 are likely to result in unemployment rising highest in areas of greater deprivation.



Our context

Adult Social Care in numbers*

The impact of COVID-19 meant that our ways of working were severely impacted during 2020-21. This has in turn seen some changes in our data, particularly as it pertains to the demand for support and how ECC was best placed to provide it if necessary.



*A change in reporting methodologies for 2020-21 shows increased numbers. This makes it difficult to compare year on year numbers and should be considered in any analysis.

In 2020-21 we received **72,431** new requests for support. (32,976 in 2019-20)

19,905 (27.5%)

went on to receive some form of support from the council

(17,314 [52.5%]
in 2019-20)



5,759

were resolved with information, advice or were directed to sources of support in the community (8,628 in 2019-20)



11,764

people used reablement services to help them regain their independence

68% of adults following reablement no longer require services.



7,157

went on to receive other forms of short term, or ongoing low-level support

(8,760 in 2018-19)



4,094 people went on to receive a long-term service



(2,878 in 2019-20) of that, 3,265 received community care (1,691 in 2019-20) 829 went on to nursing or residential care (1,183 in 2019-20)

Our context

How people are supported

68% of all adults

who receive an ongoing service are supported in their own home

Slightly up from **67%** last year



Just under 38.5%

of older adults (65+) receive residential or nursing care

Slightly less than last year



15.5% of all adults

decided to take their Personal Budget as a Direct Payment

Down from **18%** last year



27.6%

of working age adults have a full direct payment

Similar to last year (**27.1%**)

Only **4.8%** of older adults (65+) have a full direct payment



Our context

In 2020-21 we supported **20,377** Adults with long-term support needs during the year (20,923 in 2019-20)

13,868

people who were aged over 65

(13,988 in 2019-20)

4,039

adults with a learning disability

(4,295 in 2019-20)

2,199

adults of working age with physical or sensory impairments were supported

(2,299 in 2019-20)

1,293

adults with mental health needs

(1,320 in 2019-20)

9,332

Carers supported

Up from 4,877 last year

6.8%

of Carers received a Direct Payment

Up from 2.5% last year

6,454

people in nursing/residential care

(6,864 in 2019-20)

1,738

adults with dementia, memory or cognition needs

(1,791 in 2019-20)

13,923

people were cared for at home or through Direct Payments

(14,059 in 2019-20)



COVID-19

No sector in the country has gone untouched by the COVID-19 pandemic. However, the adult social care sector was not only part of the frontline of the pandemic but has also faced challenges that will not be easy or quick to fix. During the early months of the pandemic residents who would normally have come forward to have their needs assessed were not doing so. Whilst most residents saw their needs met during the pandemic, others reported feeling cut-off due to isolation and adjustments in their care and support provisions has created unmet needs, and new challenges. Amongst these new challenges, ECC was responsible for co-ordinating the mass vaccination programme within the care market for Essex, as well as working with the NHS and partners to navigate the logistics for the vaccinations of our citizens in general.

COVID-19 changed the way we work. Maintaining safe distancing meant that we could no longer perform many of our face-to-face services and the sector acted quickly to put in place virtual replacements where we could and to introduce new care technology that would assist many people.

Nursing and residential care dropped throughout 2020/21 as the sector navigated its way through the continually changing landscape of the pandemic. The number of carers ECC supported increased, serving to further highlight the importance of our voluntary sector and communities. This has meant that as a sector, much like the health sector, as we begin to work through the fallout of the pandemic, we are dealing with a backlog of care needs that we must meet.

In addition, the care sector faces workforce pressures due to competition from other sectors, low pay, and the challenges of mandatory vaccination in care homes and managing staff absences due to self-isolation requirements. We rapidly assessed the risk for both those with care and support needs and the workforce at the start of the pandemic, including employed personal assistants. We also set out a range of advice and guidance about how people could keep themselves and their PAs safe including how they could access support to find alternative care including from volunteers.



Our performance

How we are performing compared with other councils

The Adult Social Care Outcomes Framework is a national data base that monitors the quality and impact of adult social care services. NHS Digital collects data from all councils every year. This table shows how well we performed in 2020-21 compared to last year. It also shows how we performed in comparison with the national average.

Due to the impact of Covid-19, many measures were not recorded and so are not published and those that have been published may have been directly affected by the strains on Adult Social care and the NHS and behavioural changes as a result of national lockdowns.

Enhancing the quality of life for people with care and support needs

Measure*	Essex 2019-20	Essex 2020-21	CIPFA 10**** 2020-21	England 2020-21	How well did we do?
Social care users receiving self-directed support	63.8%	65.6%	90.6%	92.2%	Slightly better than last year  Worse than the national and comparator averages
Carers receiving self-directed support	100%**	100%**	97.6%	87.1%	Same as last year 
Proportion of people who use services who receive direct payments	25.4%	25.7%	29.7%	26.6%	Similar to last year with a slight increase  Similar to the national average and worse than comparators
Proportion of carers who receive direct payments	100%**	100%**	92.7%	75.3%	Same as last year 

Our performance

Measure*	Essex 2019-20	Essex 2020-21	CIPFA 10**** 2020-21	England 2020-21	How well did we do?
Proportion of adults with a learning disability in paid employment	4.9%	4.6%	3.2%	5.1%	Slightly less than last year ↓ Slightly worse than the national average but better than comparators
Proportion of adults with mental health needs in full time employment (%)	31%	21%	10%	9%	Not as well as last year ↓ However, better than the national and comparator averages
Proportion of adults with a learning disability who live in their own home or with their family	57.7%	45.4%	73.8%	78.3%	Not as well as last year ↓ Significantly worse than the national and comparator average Measure only includes individuals reviewed in 20-21 and due to Covid-19, reviews were reduced causing this drop
Proportion of adults of working age with secondary mental health needs living independently	30%	25%	52%	58%	Not as well as last year ↓ Significantly worse than the national and comparator average Measure only includes individuals reviewed in 20-21 and relies on external systems data input

Our performance

Delaying and reducing the need for care and support

Measure*	Essex 2019-20	Essex 2020-21	CIPFA 10**** 2020-21	England 2020-21	How well did we do?
Long term support needs of working-age adults (18-64) met by admission to residential and nursing care homes, per 100,000 population	7.0	10.5	14.7	13.3	Not as well as last year  However, better than the national and comparator averages
Long term support needs of older adults (65+) met by admission to residential and nursing care homes, per 100,000 population	510.5	449.2	459.7	498.2	Better than last year  Better than the national and comparator averages
Proportion of older adults (65+) who were still at home 91 days after discharge from hospital into reablement or rehabilitation services.	90.1%	83.4%	81.1%	79.1%	Not as well as last year  However, better than the national and comparator averages
Proportion of older adults who received reablement or rehabilitation services after discharge from hospital.	2.9%	4.1%	2.5%	2.6%	Better than last year  Better than the national and comparator averages

Our performance

Measure*	Essex 2019-20	Essex 2020-21	CIPFA 10**** 2020-21	England 2020-21	How well did we do?
Proportion of those receiving a short-term service who were discharged successfully (no further care, or to a lower level of care)	57.6%	44.7%	79.5%	74.9%	<p>Not as well as last year </p> <p>Significantly worse than the national and comparator average</p> <p>Due to system changes, this reported measure highlights inaccuracies and so will be amended in future reporting</p>

*Due to the impact of Covid-19, the 2020-21 Adult Social Care survey was voluntary for councils and so data is omitted. Due to both the pandemic and the need to release capacity across the NHS to support the response, the DToC collection was paused, and so outcomes were not published. The Survey of Adult Carers in England was due to take place in 2020-21 but was paused until 2021-22 and so outcomes were not published.

**Direct payments are the only form of service counted for a carer. Other services to support carers counted against the service to the user. “self-directed support” includes other services which ECC do not count against the carer.

***CIPFA 10 – Our closest 10 authorities based on CIPFA’s comparator analysis as an average. This matches authorities on a number of criteria, including population make-up, household size, population density, unemployment and mortality.

Compliments and complaints

During 2020-21 a total of 82 compliments and positive comments were recorded by the Complaints Team in relation to Adult Social Care. Recording compliments received highlights the good work being carried out across all teams within Adult Social Care. Positive feedback is reviewed alongside complaints to achieve a balanced understanding of service performance.

Below are just a few examples of some of the positive feedback received from service users and their families expressing their thanks and appreciation to members of staff within Adult Social Care:

“

I just wanted to add my heartfelt thanks to you for taking on X case and really making a difference, not only to X but to my parents. The weight has been taken from my 82-year-old parents, not only mentally but physically. They have their own health problems that the situation exacerbated, and I can now feel easier knowing that some of the responsibility that they were having to deal with has gone.

”

“

My family and I would like to say a big thank you for all your extremely hard work going over and beyond to help our father to be placed in a nursing home. You have been so kind, supportive, and caring especially to me during this very difficult time. We are truly grateful to have had you working on X's case, Many, many thanks.

”

“

I wanted to say a huge thank you and your team for all your efforts and at the final moment over the weekend finding X a suitable placement. It has taken a lot of hard work I am sure. He was with us a long time and we were extremely worried about him. But you did it so thank you.

”

“

I have been dealing with X for some time while we are waiting to move I have bipolar and sometimes I am difficult to deal with he has been calm and assuring listening to me rant get upset be sad be inpatient. I cannot always help these things because of my mental health. He has been so professional and kind. I feel like he is doing everything he can to move us within his power I just want to say thanks for putting up with me and for listening to me.

”

Compliments and complaints

In 2020-21 a total of 377 complaints cases were considered through the Adult Statutory Complaints process compared to 467 for 2019-20, with the following outcomes:

Case Outcome	Total 2019/20	% of Total 2019/20	Total 2020/21	% of Total 2020/21
Not relevant*	54	11.56%	12	3.18%
Non ECC	2	0.42%	7	1.85%
Not Upheld	148	31.69%	157	41.64%
Partially Upheld	76	16.27%	19	5.03%
Upheld	177	37.90%	136	36.07%
Withdrawn	10	2.14%	9	2.38%
Outcome currently unknown	0	-	37	9.81%
Grand Total	467	100%	377	100%

*The recorded outcome of 'not relevant' refers to those cases where it has not been possible to consider under the complaints process for reasons such as active court proceedings or no informed consent.

During 2020-21 we received 25 informal enquiries from the Local Government and Social Care Ombudsman in relation to Adult Social Care with a total of 6 escalating to formal investigation. On 26 March 2020 the Ombudsman suspended all casework activity due to COVID and resumed all their existing casework and receipt of new complaints on 29 June 2020.

A summary of outcomes received with comparisons for previous periods are as follows:

LGO Investigation Outcome	2018-19	2019-20	2020-21
Not Upheld – No Maladministration or Injustice	4	8	1
Upheld, where either maladministration and/or injustice was found	7	7	3

The complaints process provides us with the opportunity to monitor performance, improve service quality and learn from complaints made by our service users. We achieve this by capturing a range of complaint information including the nature of the complaint, the action we took, the outcome of the complaint, and whether we responded to the complaint on time.

For more information, please see the

[Annual Complaints Report for Adult Social Care 2020-21.](#)

Community voice

The COVID-19 pandemic has been a particularly difficult time for vulnerable residents. Our lived experience research found that periods of lockdown were most challenging, but some were feeling worse as time went on, even when restrictions were eased.



To change systems overnight, to keep people safe was the priority. I think what they have forgotten was all the little vulnerable groups of people.

[Hearing Impaired Focus Group, Aug 2020]



Some reported a loss of confidence, increased loneliness and isolation, and a decline in physical, emotional, and financial wellbeing.



...I'm so frightened of going out on my own, seeing how people were behaving during lockdown, so much aggression.

[Carer, 80s, Interview]



Many vulnerable and disabled people have experienced extraordinary care and support, from professionals and community groups.



I was really surprised that I could get that help. Essex Wellbeing Service were great they called me every Friday to see if I was ok... It was a lifeline.

[Mike, 50s, ECV, Mental Health, Interview]



Through improved collaboration and sharing across the whole system, we've built on the good practice and listened to the concerns of our residents to implement interventions and change practice. For example, we're now making better use of social media to share advice and answer questions, supporting vulnerable groups to navigate care.

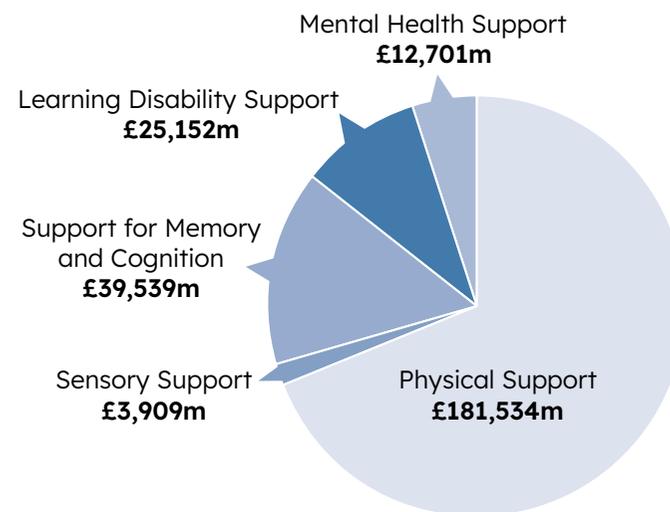
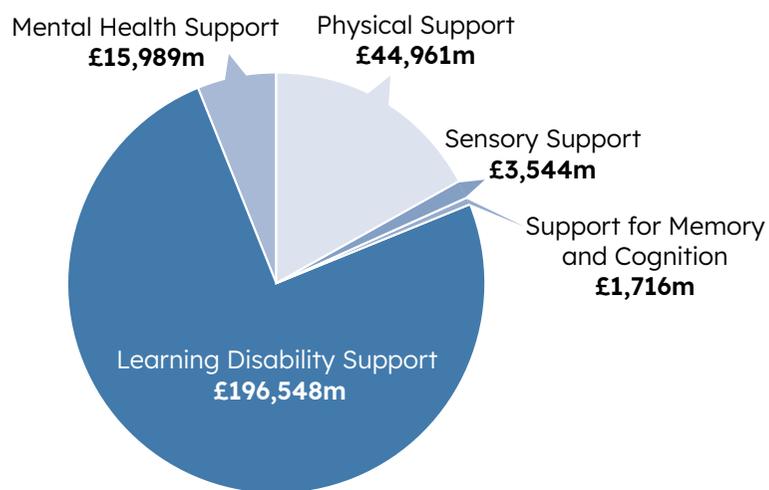
To support our ambitions in our business plan and further our co-production and engagement with people in Essex we will continue to work alongside Healthwatch, Summit Services, and other local partners. We will also continue to ensure our internal teams are confident in delivering the approaches needed to enable those with lived experiences of accessing health and care to design and deliver solutions alongside us in a meaningful way.

What we spent in 2020-21

2020-21 our gross spend on Adult Social Care was £700 million, which includes Covid-19 funding. The following graphs show how the money was spent:

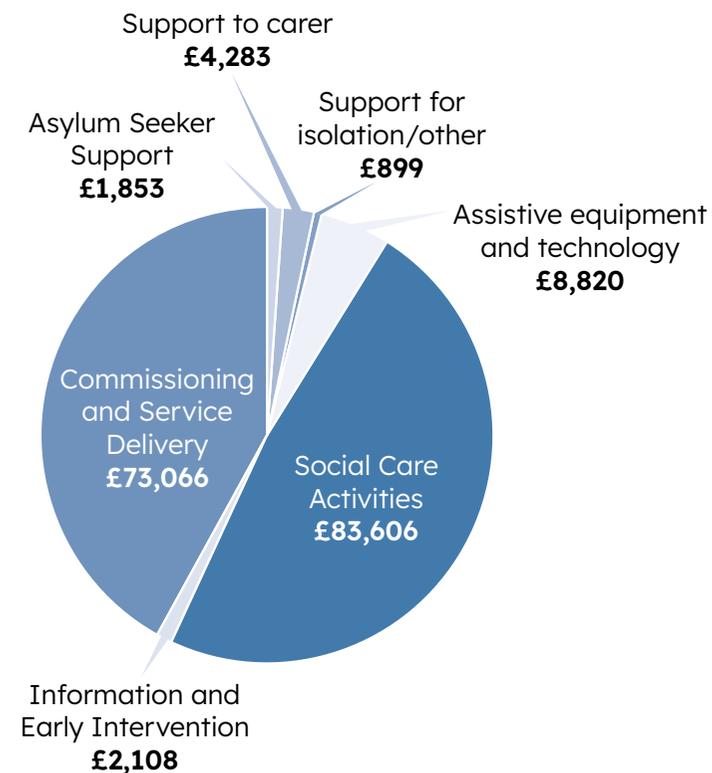
Area of spend - Working age Adults 18-64	Amount 'mill'	% of total
Physical Support	£44,961	17%
Sensory Support	£3,544	1%
Support for Memory and Cognition	£1,716	1%
Learning Disability Support	£196,548	75%
Mental Health Support	£15,989	6%

Area of spend - Older People 65+	Amount 'mill'	% of total
Physical Support	£181,534	69%
Sensory Support	£3,909	1%
Support for Memory and Cognition	£39,539	15%
Learning Disability Support	£25,152	10%
Mental Health Support	£12,701	5%



What we spent in 2020-21

Area of spend - Other Activities	Amount 'mill'	% of total
Substance Misuse Support	£122	0%
Asylum Seeker Support	£1,853	1%
Support to Carer	£4,283	2%
Support for Isolation/Other	£899	1%
Assistive Equipment and Technology	£8,820	5%
Social Care Activities	£83,606	48%
Information and Early Intervention	£2,108	1%
Commissioning and Service Delivery	£73,066	42%



Savings

Adult Social Care has an outstanding track record both in terms of delivering savings, generating income and delivering value to residents. In 2020-21 Adult Social Care made savings of nearly £22.5 million and have saved £403 million since 2010.

Our improvement priorities

We are committed to improving outcomes for our residents and transforming our service offer. We have identified seven priority areas of change focus. To deliver this change we work in partnership with health, providers and service users.

Our seven key priority areas of change focus:

1. Develop a prevention and early intervention offer
2. Improve support offer to carers
3. Improve access to housing, employment and meaningful opportunities
4. Implement place-based working and integration
5. Support and shape the care market
6. Improve quality of practice
7. Improve digital and technology infrastructure

These priorities are dependent upon six enablers that will require support from across the Council and from our partners:



1. **People Strategy:** Improving recruitment and retention and making the care sector an attractive sector to work in.



2. **Market Shaping Strategy:** to stimulate innovation and address gaps in market offers.



3. **Data, Analytics & Insight Strategy:** With improved data quality we can develop new approaches to population health management and listen to, and use, Citizen Insight and Lived Experience.



4. **Digital Strategy:** By working toward the development of a 4-year pipeline of digital and technology priorities we can maximise opportunities to support the workforce, market, the people we support and carers.



5. **Financial Strategy:** Essex County Council is always looking to achieve sustainability and shift spend toward early intervention and prevention. We will also invest to save and look to develop place-based budgets to empower communities and help work toward our vision for care.



6. **Operational Delivery Plan:** As a result of COVID-19 we will need to address operational backlogs and pressures, but we will also look to develop in areas such as joint place-based working.

Key achievements

We are proud of some of the work we did with partners and communities to respond to the pandemic.

The Essex Wellbeing Service

Within 10 days in March 2020, Essex County Council and partners quickly mobilised the Essex Wellbeing Service (EWS) to ensure the most vulnerable across the county were provided with practical and emotional support to stay healthy and well through the extended periods of self-isolation and shielding as a result of COVID-19.

The EWS initially supported with daily living tasks e.g., shopping and prescriptions and reducing social isolation, for those without support from family and friends, and quickly grew to encompass a social prescribing approach. This expanded to cover a whole range of wellbeing needs. Utilising existing capacity from across commissioned and other services and resources, Essex County Council onboarded community provider organisations onto EWS which provide holistic support to residents' wellbeing, from debt, housing, mental health & wellbeing, caring responsibilities, dementia, keeping physically active, sensory impairment, learning disability and autism and independent living skills. This reflects the evolution of the EWS to respond to the increased complexity coming through the system as a result of COVID19.

EWS has now developed into a single point of access for residents providing support with a range of health, wellbeing and day to day needs. It brings together a collaboration of multiple partners and providers across the system, working together to support people to access information and advice to stay healthy and well.

Sport for Confidence Stay Connected Service

As a result of the UK Government's effort to limit the spread of COVID-19, on Friday 20th March 2020 all leisure facilities were instructed to close. This included day centres for vulnerable residents in Essex including people with learning disabilities, autism and dementia. ECC commissioners worked with Sports for Confidence to quickly mobilise the Stay Connected Service to provide outreach activities to help support 1594 people at home to reduce loneliness, provide activities and connect people who were most vulnerable and self-isolating or shielding. A team of eight occupational therapists, supported by support workers and sports coaches worked with individual adults, carers and accommodation providers on the below:

1. How to establish a daily routine and provide structure and purpose including exercise and wellbeing sessions delivered via zoom, tailored to individuals
2. Balancing a weekly routine and the need for self-care, work, rest and leisure.
3. Identifying regular activities that hold importance for people and discuss ways to adapt, modify and compensate to allow for opportunities to participate.
4. Daily goal setting to provide purpose and a sense of achievement.
5. Identifying triggers that make people feel low and look for ways to reduce or manage them.
6. Identify support networks and alternative ways to engage with family, friends and neighbours.

Key achievements

7. Practicing self-care skills including importance of eating well, staying hydrated and techniques/ methods to encourage relaxation.

Family feedback:



My son has Down's syndrome and attends a Sport for Confidence session, the therapists have kept these going each week via Zoom. This has allowed him to keep in touch with everyone, which given his additional needs he would not have been able to do... the variety of activities is great... the care and attention put in by the therapists is outstanding.



Essex Rapid Care Technology Rollout

When lockdown hit in March 2020, Essex County Council quickly identified that residents were facing uncertainty and potential social isolation as a result of shielding so purchased 2,000 Alcove Carephones. These were smart tablet devices that enabled people to be connected by video or call at the touch of a button with their friends, family and care providers.

ECC issued them into the community to those shielding and/or without existing technology who were at risk of social isolation or unable to access their existing services. The devices were delivered free of charge and preloaded with personalised contacts for the individual.

- Within 4 months of lockdown, Essex had delivered 1,200 to those in need and by the start of the winter lockdown, all 2000 devices had been issued. Over the course a year, the Carephones:
- Provided in excess of 1 million life-changing minutes of video calls and conversations between users and their friends, family and carers
- More than 230,000 outbound calls were made to family and friends showing the confidence of users
- Over 175,000 inbound calls were made from family and friends and carers
- On Christmas Eve and Christmas Day, users made 466 hours – or 30,000 minutes - of video calls, bringing joy to so many people's lives
- Over 4,800 friends, family, care and support workers connected from across the world including 16 states in the USA, Asia, Africa and Europe

Essex County Council has seen the positive impact these devices have had on people's lives, therefore made an offer to gift the devices to the individual users so they can continue to use them. If the user had an eligible care need under the care act, ECC continued to fund the service, if not, the user had the option to self-fund the contract with Alcove or return their device.

The returned devices are being made available for Voluntary and community groups, charities, higher education institutes and not-for-profit groups to support; Digital inclusion, Digital skills, Prevent, reduce, delay social care need or tackle social isolation.

Working with health

There are five Clinical Commissioning Groups (CCGs), who are responsible for planning and commissioning health services for their local population. These are aligned to three NHS integrated care systems (ICS) whose boundaries extend into neighbouring local authorities.



The Essex Health and Wellbeing Board brings together all health and social care organisations to work to reduce health inequalities and improve outcomes for the people of Essex.

The Essex Joint Health & Wellbeing Strategy 2018-2022 identified four areas of focus:



Improving mental health and wellbeing



Addressing obesity, improving diet and increasing physical activity



Influencing conditions and behaviours linked to health inequalities



Enabling and supporting people with long-term conditions and disabilities

Information and support

How we support you

There is a wealth of information on our website www.essex.gov.uk/topic/adult-social-care-and-health about different kinds of support available to meet a range of needs including:

- Help with meals and shopping
- Adaptations for your home
- Equipment to stay independent
- Technology for independent living
- Walking and mobility aids
- Preparing for going into and leaving hospital
- Paying for care and support

If you are finding it difficult to look after yourself and manage everyday tasks, you can contact us to discuss your care and support needs. The discussion will identify:

- Whether you need care and support
- The level of care and support you need
- How these could be met
- Your family and social support networks

We might arrange for you to have a care needs assessment. This is when a social worker or occupational therapist will visit you to discuss your care and support needs further and advise you on the next steps.

If you're assessed as needing care and support, we will agree a care and support plan with you. The plan includes:

- How your support will be provided
- How much it costs
- Who will be paying for it

Help for Carers

If you regularly look after someone who is ill or disabled, you might be eligible for support in your own right.

Carers First helps carers and people who look after someone. They are your first point of contact for information, advice and guidance. They can offer emotional as well as practical support.

www.carersfirst.org.uk

You can call Adult Social Care to request a carer's assessment. This is a conversation to understand how caring affects your day-to-day life and whether we can support you. The kind of support that might be available includes a personal budget to use for your caring needs, free training or connecting to local support.

You can have an assessment on your own or with the person you care for. More details are available on our web site.

www.essex.gov.uk/request-carers-assessment/carers-assessments

Information and support

Keeping people safe

If you are concerned about the safety or wellbeing of someone or want to report concerns about neglect or abuse, you can call Adult Social Care. If you are not sure whether we need to be aware, you can still call, and we will decide whether we need to investigate.

Telephone: 0345 603 7630 Monday to Thursday, 8.45am to 5pm

Textphone: 0345 758 5592 Friday, 8.45am to 4.30pm

If you believe someone is in immediate danger, dial 999.

Neglect and abuse can take different forms, ranging from exploitation and disrespectful treatment to physical harm. It can be at a low level, taking place over a long time or be more extreme and take place over a short time.

Essex Safeguarding Adults Board

The Essex Safeguarding Adults Board is a statutory organisation that is committed to protecting an adult's right to live in safety, free from abuse and neglect. It is made up of a wide range of statutory and voluntary organisations, including local councils, health, emergency services and care providers.

The Board oversees arrangements for safeguarding adults and seeks to ensure that partners act to help and protect adults in Essex. It also leads work to raise awareness in the community, analyse and prevent abuse.

www.essexsab.org.uk

Domestic abuse

Domestic abuse is an issue that cuts across all social, geographical and cultural groups and contributes to causes of ill health and poor wellbeing in local communities. There were 43,073 domestic abuse-related incidents and crimes recorded by Essex Police in 2019-20.

Tackling domestic abuse remains a key priority within Essex. While the number of incidents remain high, evidence shows that the services delivered by partners are providing real impact in keeping victims safe and supporting those who have suffered abuse. The Southend, Essex and Thurrock Domestic Abuse Board (SETDAB) brings partners together to work towards a vision where everyone lives a life free from domestic abuse.

The Southend, Essex and Thurrock Domestic Abuse Partnership provides advice and information on services for those affected by domestic abuse; whether victims, perpetrators or professionals.

setdab.org

How to get help:

To make a disclosure of domestic violence, either for yourself or someone else, contact Essex Police's Domestic Abuse Central Referral Unit on **101, extension 180340**. Or call Essex Police's dedicated, non-emergency number: **0800 358 0351**

Call 999 if there is immediate risk

Information and support

COMPASS provides information, advice and guidance to victims of domestic abuse across Essex and, if required, can refer people to specialist services. COMPASS also provides information and advice to professionals and members of the public who have concerns about people who may be victims of domestic abuse.

Essex Domestic Abuse Helpline: 0330 333 7 444

www.essexcompass.org.uk

Hate Crime

All people deserve to live in safe and secure communities, where they are free to prosper and live rewarding lives that contribute to the general wellbeing of our county. Hate crime is defined as any incident which is perceived by the victim, or any other person, as being motivated by prejudice or hostility towards someone's race, religion, sexual orientation, gender identity or disability.

ECC chairs the Strategic Hate Crime Prevention Partnership, which has developed a 2018-2021 Hate Crime Prevention Strategy that sets out our commitment to tackling hate crime in Essex. The strategy will enable partners to coordinate their existing and future work to deliver a more effective response to support victims and perpetrators.

The Essex Hate Crime Prevention Strategy:

[Essex Hate Crime Prevention Strategy 2018-2021 0.pdf](#)

victimsupport.org.uk

The Hate Crime Prevention Action Plan:

[www.victimsupport.org.uk/wp-content/uploads/documents/files/Essex Hate Crime Prevention Strategy 2018-2021 0.pdf](http://www.victimsupport.org.uk/wp-content/uploads/documents/files/Essex_Hate_Crime_Prevention_Strategy_2018-2021_0.pdf)

Tell us what you think

If you would like to make a comment about adult social care services, or to make a compliment or a complaint, please visit:

[Complaints and compliments - Essex County Council](#)

Key contacts

Visit www.essex.gov.uk to:

- Report abuse or neglect (but call 999 if someone is in immediate danger)
- Get help from adult social care
- Find out if you need to pay for your care
- Request a carers assessment
- Pay a care invoice

Or call Adult Social Care:

Telephone: 0345 603 7630

Textphone: 0345 758 5592

Monday to Thursday, 8.45am to 5pm; Friday, 8.45am to 4.30pm

Healthwatch runs an independent and confidential information service to help you understand and navigate health and social care in Essex.

www.healthwatchessex.org.uk

Email: info@healthwatchessex.org.uk

Telephone: 0300 500 1895

Monday to Friday, 9am to 4.30pm

All data/estimates in this report were taken directly from the following sources as of 21st October 2021 and were correct at the time of publication:

Office of National Statistics Population Estimates mid 2018

Office for National Statistics; 2011 Census aggregate data. UK Data Service (Edition: June 2016). DOI:

<http://dx.doi.org/10.5257/census/aggregate-2011-1>

Department for Work and Pensions

Projecting Older People Population Information (POPPI)

Projecting Adult Needs and Service Information (PANSI)

Public Health Profiles – Fingertips

[Digital.NHS.uk](https://digital.nhs.uk)

Adult Social Care Activity and Finance Report (NHS Digital)

Measures from the Adult Social Care Outcomes Framework (NHS Digital)

This information is issued by:
Essex County Council
Adult Social Care

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The information contained in this document can be translated, and/or made available in alternative formats, on request.

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