

WE ARE CARING.

WE ARE NEWHAM.



**Newham Adult Social Care and Health Annual Report
(Formerly known as the Local Account)
2021-2022**

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FOREWORD

We are really pleased to share with you our Annual Report which details the work we have done to support the health and wellbeing of our residents across 2021-22.

We have two aims as a directorate:

- to support all of our residents to be as healthy as possible
- to enable all of our residents to be as independent for long as they can be

We work with residents, carers and families to design and deliver support that reflects an individual right to choice, builds on their strengths and assets, and reflects what they want to achieve and how they wish to live their lives. Sometimes we draw on the wider networks of support, such as the NHS, voluntary organisations, schools, and community groups across the borough to meet those needs. Sometimes people have additional needs around their care and support and that is when we are here to support. We have teams of Social Workers, Occupational Therapists and others, who work with our residents to understand what a good life looks to them, what they want to do in their life and how can we support them to do that.

2021-22 was a year like no other, we were still responding and recovering from the impact of the Coronavirus (COVID-19) pandemic and other variants that followed, such as Omicron. The national restrictions imposed to minimise the risk of infection added an additional challenge to older people, people with disabilities, their families and carers due to restricted access to community, family and other resources. In addition, the demand for Adult Social Care has grown as a result of pressures placed on Health services and the challenges and restrictions in accessing community support. Individuals, families and colleagues have had to navigate the impact of isolation, and concerns for their own health and wellbeing at a time when opportunities to seek support or safety had been reduced.

The pandemic did however provide us with an opportunity to review and refine how we use technology to enhance the way we undertake face-to-face work. Technology has allowed us to continue with assessments and reviews and stay connected with family and services virtually. It has also delivered efficiencies by reducing travel time and

facilitating the ability to undertake conference calling with multi-agencies. This, in part, has accelerated our ability to respond much faster to meet the needs of our people and build capacity to undertake more work with the same resources.

This report details all of that work, and shows how we're always developing and challenging ourselves to find the best way to support people to be as independent and healthy as possible. It gives an overview of our performance, shares some of our resident's experiences in how Adult Social Care has helped them and the progress we have made during 2021-2022. It also sets out our priorities and focus for the coming year.

We would like to thank you for reading this report and to everyone involved in the creation, including the people we support, carers, partners and of course, our brilliant workforce. If you would like to get in touch with any feedback or have any questions about this document, please email us at annualreport@newham.gov.uk



Jason Strelitz
Director of Adults
and Health



**Councillor
Neil Wilson**
Cabinet Member
for Health and
Adult Social Care

WHAT IS AN ANNUAL REPORT?

An Annual Report gives people an insight into how our services performed in 2021-2022 and the impact they had on our communities. It's a way for us to recognise and celebrate the amazing things Adult Social Care and Health in Newham have achieved over the past year, reflect on the challenges we've experienced and is an opportunity for us to look forward to setting out our priorities for 2022-2023.

The achievements we deliver require us to work collaboratively with our joint partnerships, these include the NHS, charity organisations, faith groups, community volunteers, providers, residents and many others, all of which are equally important and without them many of the accolades detailed in this report would not have been achievable.

What is the role of Adult Social Care?

Adult Social Care supports people aged 18 and over who have care and support needs arising from a disability or an illness. Assistance is also provided to carers who spend time providing necessary care to another adult. Many of our services are delivered in accordance with our primary legislation, the Care Act (2014).

We support people by providing information and advice and referring them to services. When required, we can also help to arrange the provision of support for personal care and other everyday tasks. We carry out a range of personalised assessments to determine the level of care and support required. This may include care and support at home, day services, provision or recommendations of aids and adaptations, supported accommodation or residential/nursing care.

We want to promote and improve wellbeing; this means supporting people to achieve the outcomes that are important to them. We recognise people as experts in their own lives and their wishes, feelings and beliefs are central to any decisions, as well as paying close consideration to the things they can do, and enjoy doing, and make sure we tap into their local networks of support.



Adults and Health

Adult Social Care has a long-established partnership with our Health and NHS colleagues. We work together to better support our residents who have health and social care needs. This ensures we give people the right information, remove duplication and make sure people can access seamless services in the community.

The health teams in Newham are responsible for improving the health and wellbeing of our residents, through a range of preventive approaches and ensuring that our public health services meet the needs of the communities. Our Social Care teams are responsible for empowering and promoting independence and assisting people to live the lives that they choose and helping them to access services and support they require.

Rough Sleeping Prevention

Our dedicated Rough Sleeping team engage and support people who are street homeless with rapid support services which address health and social care needs alongside accommodation.

The team also work very closely with the voluntary, faith and community sector, who provide support with food, clothing, mental health, drug and alcohol misuse and information to break the cycle of homelessness.

THE MAYOR'S MANIFESTO

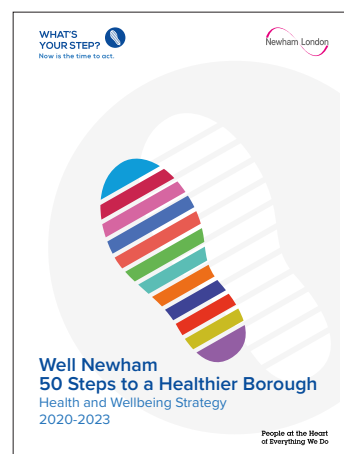
The **Building a Fairer Newham Corporate Plan** sets out how Newham Council will help people through tough times and live happily, healthily and well. It outlines how the Council will work with our community, providers and colleagues to deliver improved outcomes for our people over the next few years. You can read more about the plan [here](#).

Our focus in Health and Adult Social Care is to deliver on priority number 1 – a healthier Newham and ageing well. We are determined to make Newham the best place to age well. We continually review and redesign the way we work, the services we offer, and how we deliver care and support. This ensures we are providing high quality, value for money services, to the people that need them most in a sustainable and equitable way.

Our Core Strategies

Over the past year, we have launched numerous strategies which set out how exactly we are going to support our most vulnerable people during these challenging times.

- Our **Ageing Well Strategy** sets out to improve the health and wellbeing of Newham people aged 50+ and reduce health inequalities. This strategy was co-designed and produced through engaging with people and partners, including the local NHS and community, faith and voluntary sector, to understand what is working well and areas we need to improve. Read more about our Ageing Well Strategy [here](#).
- Our **Carers Strategy** sets out a single, integrated plan for how we will holistically work with and support our Carers across key outcome areas. The strategy has been shaped by feedback collected from over 500 carers to understand more about how we can improve carers' support services in Newham. Read more about the Carers Strategy [here](#).
- Our **Homelessness and Rough Sleeping Strategy** sets out an intelligence-led, public health approach to tackling street homelessness, and improving access to, and the quality of, housing within the borough. Prevention will be a golden thread woven through everything we do, ensuring people have access to the support they need, when they require it. Read more about the strategy [here](#).
- Our **50 Steps Towards a Healthier Newham**, sets out our health and wellbeing strategy. It was developed in collaboration with several partners to tackle the health inequalities that exist within Newham. Read more about the strategy [here](#).



ADULT SOCIAL CARE REFORMS

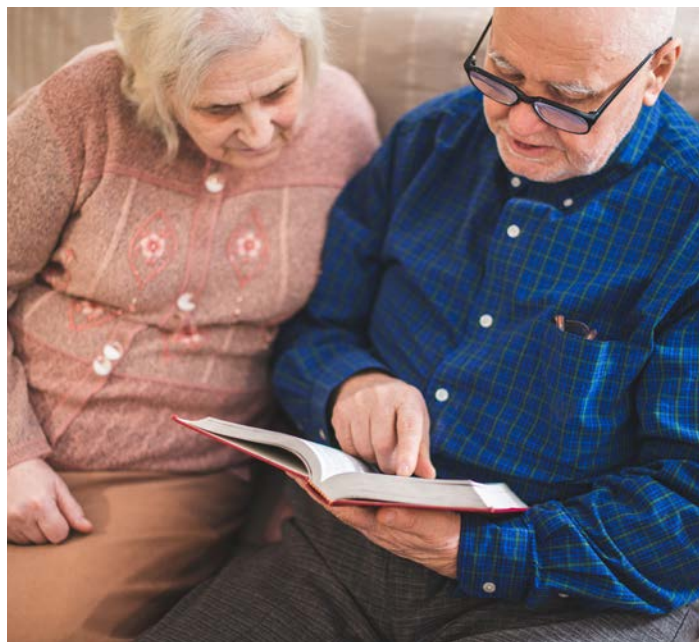
The Government White Paper, People at the Heart of Care: Adult Social Care Reform, was released on 1st December 2021. It emphasises the need for high-quality personalised care that is available to people across the country.

The 3 main objectives are to provide people with:

- 1. More choice, control, and support to live independent lives**
- 2. Access outstanding quality and tailored care and support**
- 3. Fair and accessible adult social care support**

In Newham, our Strategies are already aligned to meet these objectives. We aim to enhance our offer by:

- Providing accessible high-quality, early advice and information.
- Offer a variety of support options to assist people to remain independent in a way that they choose.
- Ensure that people have choice and control over the care and support they receive, through increasing the number of Direct Payments
- Deploy Assistive Technology, equipment and aids to maximise independence
- Work closely with our partners to provide solutions that enable people to live independently.



The announcement for funding linked to the White Paper includes investment in:

1. A workforce to enable a thriving and sustainable social care workforce
2. Housing and home adaptations, integrating housing into new local health and care strategies
3. Better access and use of technology and digital support
4. Support for unpaid carers

We will continue to work closely with our partners and gather the views of our residents and those who use our services to understand the necessary changes to further enhance our offer. This Local Account highlights the activity we have already undertaken in these areas.



OUR VISION

Our vision for Health and Adult Social Care in Newham is to promote independence and wellbeing, maximise improved physical and mental health, and enable choice and control, by ensuring all adults in our borough have access to the right support, at the right time, in the right place, if they need it. In this way, we can ensure that all adults in Newham live healthy and fulfilling lives, with dignity, staying active and connected to their communities.

People will have choice and control over the care and support they receive and will have access to person-centred, high quality and safe services which deliver value for money. We will work with partners in health and the voluntary, community and faith sectors to provide joined-up services to people close to where they live.

OUR PRINCIPLES

Our approach is underpinned by five principles that are woven through every single action that we take and put Newham residents at the heart of everything we do.

PERSON-CENTRED CARE AND SUPPORT

We provide care and support that is tailored to our residents so they can achieve the things that matter most to them. This means putting the resident at the centre of everything we do, supporting them to choose and control what care and support they receive. We will treat every resident with respect and dignity.



STRENGTHS-BASED AND OUTCOMES-FOCUSED

We will work with individuals in a way that recognises that they are experts in their own lives, will have hopes and aspirations and have a range of strengths and assets (including personal strengths and social and community networks and including carers, families and friends). We put the individual and their well-being at the heart of everything we do and we will support residents to achieve person-centred outcomes.



PREVENTATIVE AND SUPPORTS INDEPENDENCE AND WELLBEING

We will support our residents to improve their health, wellbeing and quality of life through access to a range of information, advice, activities and more targeted support. We will work with partners to improve wider determinants of health. Our commitment to improving health and wellbeing aims to support residents to live independent, fulfilled lives within their communities and neighbourhoods.



PREVENT HARM AND REDUCE THE RISK OF ABUSE, NEGLECT AND SELF-NEGLECT

We will work collaboratively to prevent abuse, neglect and self-neglect from occurring and to raise awareness of what abuse and neglect is. Our response to concerns will be timely, coordinated and effective in managing risks. We will support residents to make choices and remain in control about how they want to live, to optimise residents' safety, wellbeing and quality of life.



HIGH QUALITY, VALUE FOR MONEY SERVICES

We aim to deliver a high-quality offer to our residents, which provides value for money and is outcomes-focused. We will work closely with our partners and providers to ensure that we are continuously evaluating and improving services, to ensure that they are meeting the needs of our residents both now and in the future. We will work with our residents to co-produce, co-design and shape services.

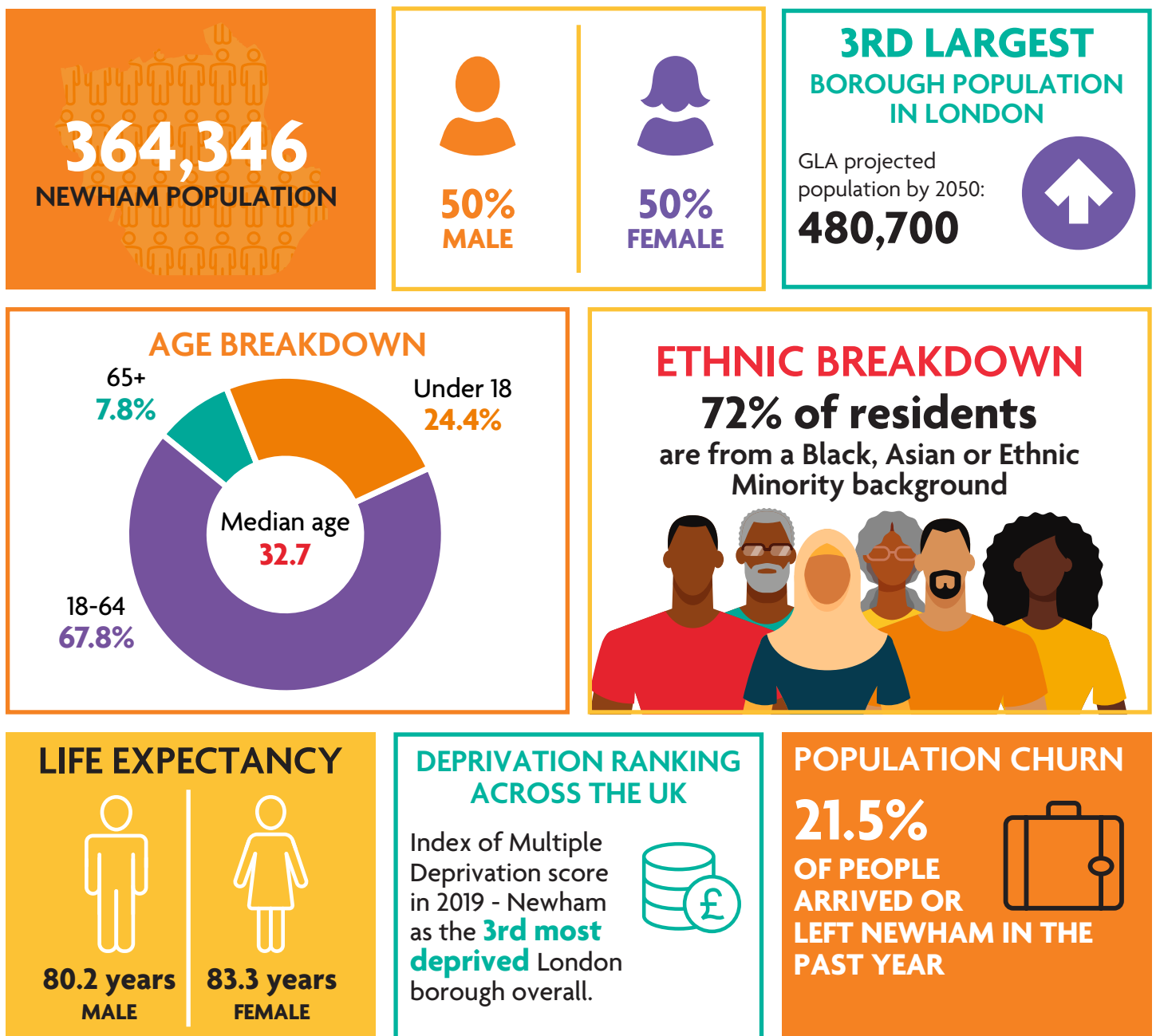


ABOUT NEWHAM

The demand for Adult Social Care rises every year as people are living longer with more complex needs and our population continues to grow. The illustrations on the next few pages give you an indication of the position for Adult Social Care during 2020/21 in respect of:

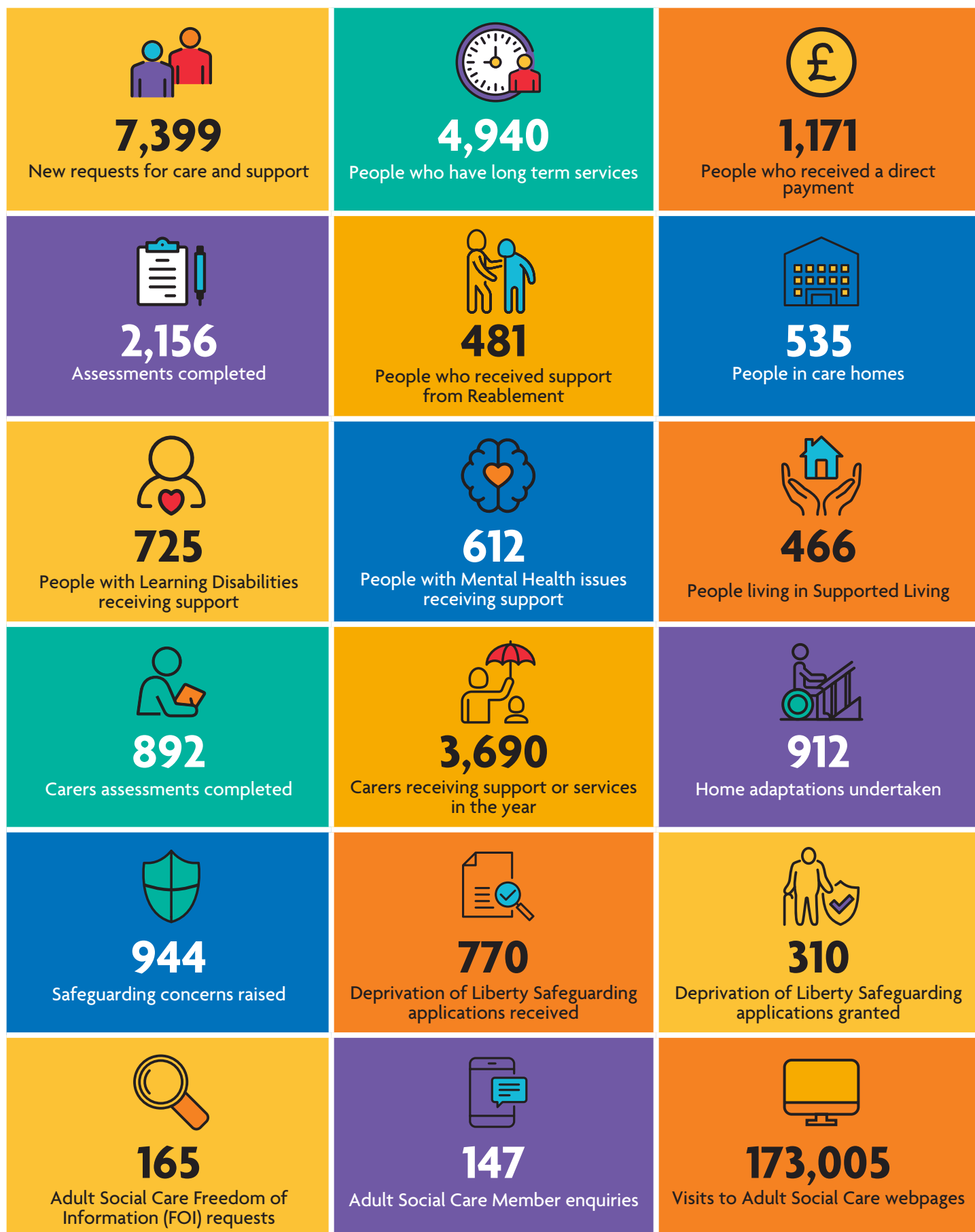
- Population and Demographics – **Who lives in our borough**
- Adult Social Care Figures – **Who used our services**
- Budget – **How we spend the Adult Social Care funds**

Population and Demographics



Adult Social Care in Numbers: People who used our services across 21-22

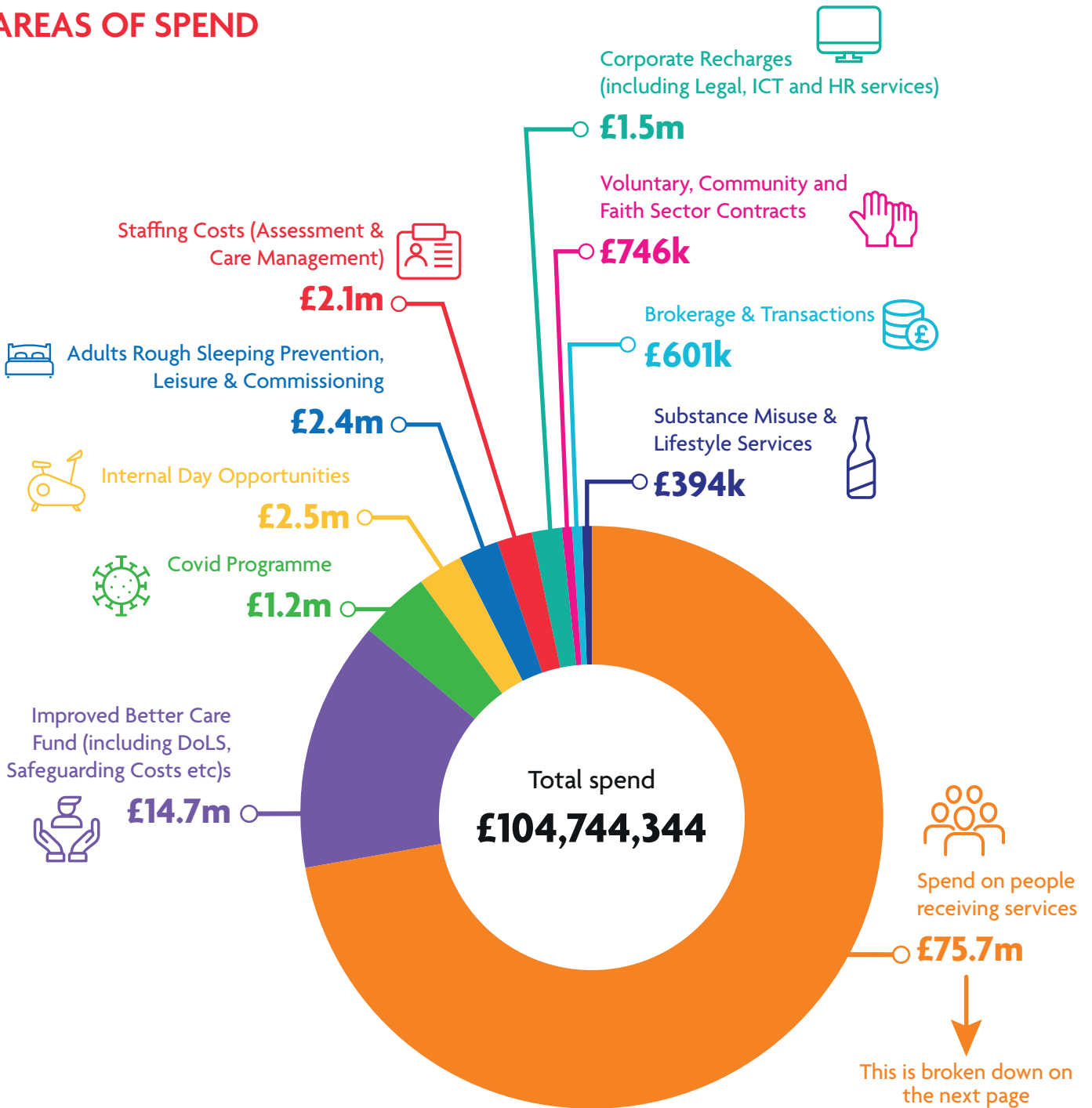
Here is an overview of who uses our services and the wide range of needs we support across the borough.



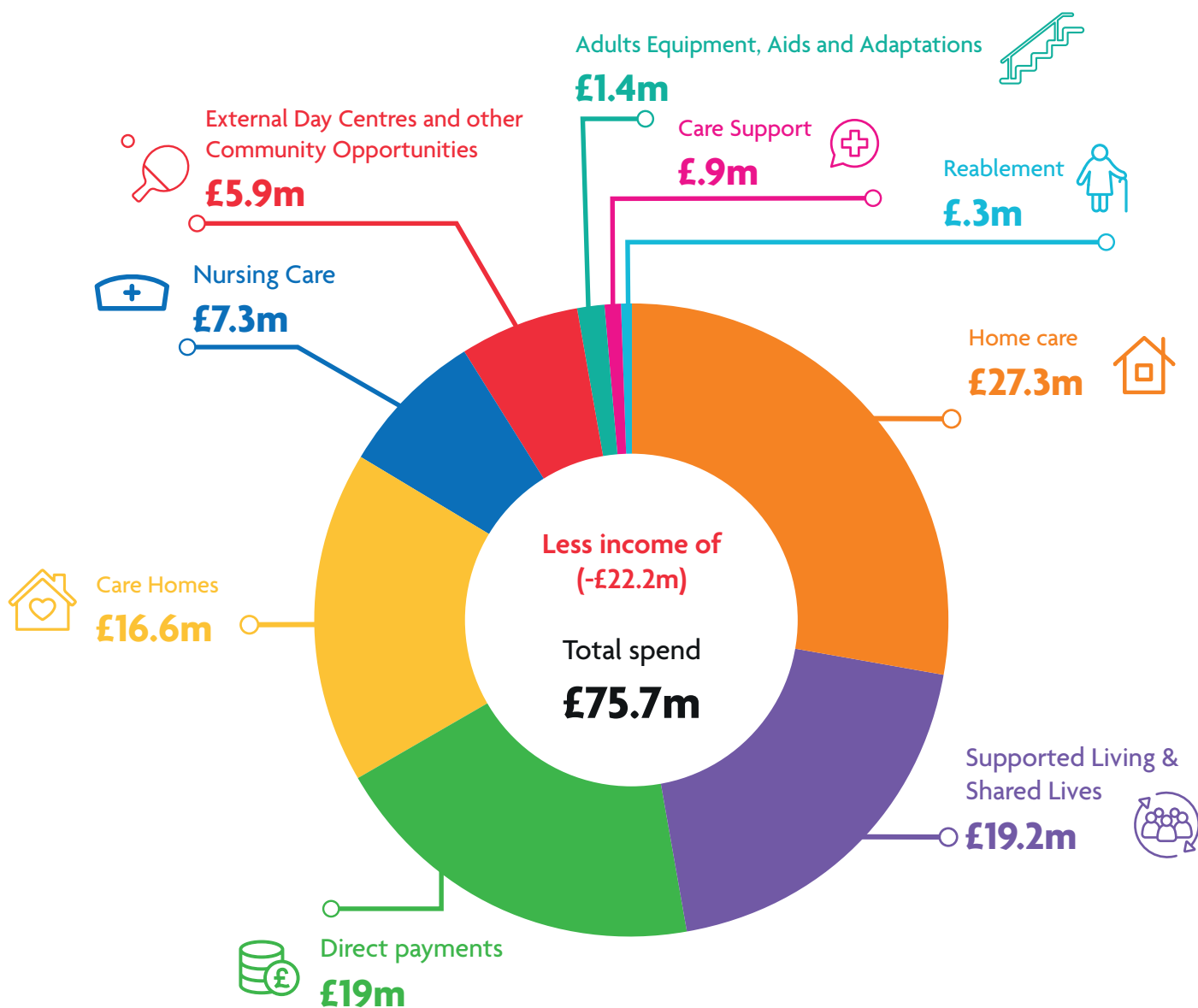
HOW WE SPENT OUR BUDGET

The chart below shows how we spent our money across 2021-2022 in Adult Social Care and Health to deliver services for our residents.

AREAS OF SPEND



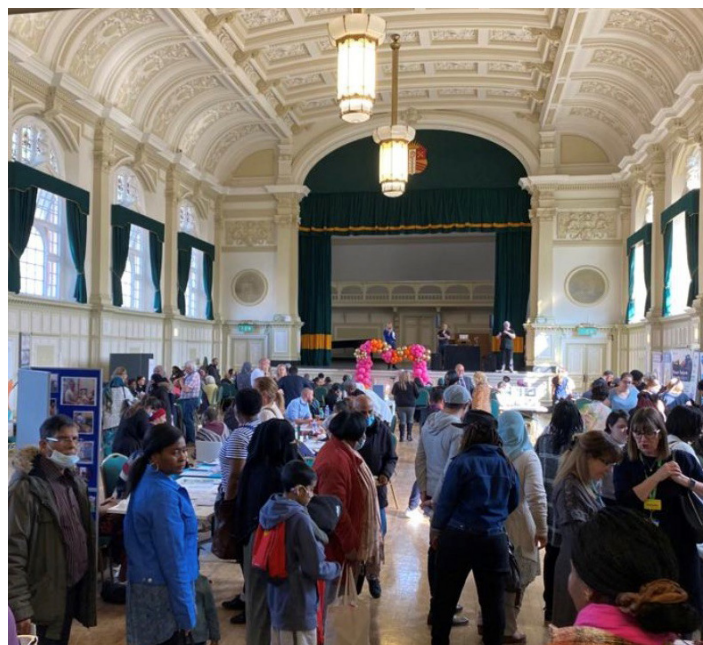
SPEND ON PEOPLE RECEIVING SERVICES



ADULT SOCIAL CARE JOURNEY



WORKING WITH PEOPLE IN OUR COMMUNITY



We work with people and their families to provide care and support where needed. Our social workers do this by carrying out initial social care assessments and then by developing support plans with residents and their families.

Support for Carers

It's estimated there are over 24,500 people in Newham providing care for a relative or friend. We believe every one of those people deserves the support necessary for them to thrive and be able to continue in their role.

We recognise the invaluable 'expert by experience' role carers provide for Health and Social Care. Not only in providing the care and support required for the cared for person, but also in coordinating their care, articulating their needs and advocating for them (where appropriate), and advising professionals on what works well for the cared for person and areas for improvement.

Each carer lives a different caring experience, although many have similar needs that can be met through universal and targeted support. We acknowledge that more can and must be done to support carers of all ages in a personalised, flexible and prevention-based way; and to improve how Health and Social Care work in partnership with carers to deliver care and support for the cared for person.

Newham launched its multi-agency **Carers Strategy** in June 2021. This strategy and the associated action plan set out a single, ambitious approach to improving the identification and support to Newham Carers from the age of 5 upwards. 85% of the Year 1 actions were either completed or well progressed by the end of the first year – this included the delivery of a new Respite Policy for Carers and a review and refresh of Carer's awareness training in partnership with Carers for professionals.

Newham held its first ever Carers Festival which was attended by 174 Carers and 90 professionals in March 2022, and a pilot with an online Carers Support service enabled us to engage with over 7,000 local Carers, many from traditionally under-represented groups, in three months between December 2021 and February 2022. In addition, Newham has undertaken significant engagement with local Carers and the Market to co-produce a new Carers Support Service design which is currently out for tender and due to be published in 2023.

We are also hoping to launch the Working Carers Support Policy in 2023, which we did not previously have in Newham. We have also created a brand-new Carers Charter, working alongside our NHS partners and will be launching this 2023.

Community Opportunities

The service provides community resources to support and promote individuals' wellbeing and aims to identify community resource activities which enable individuals to choose and access a variety of opportunities, for example, training, employment and leisure activities. Accessing our Community Opportunities can also provide respite for families and their loved ones. Between 2021-2022, we have supported approximately 250 families across older people and learning disability day services.

Additionally, we have supported numerous older residents at our resource centre who experience both physical and cognitive health difficulties. These interventions were successful in reducing the risk of our residents becoming

lonely and or isolated. Residents were supported to engage in creative art classes, attend a range of activities which support cognition, enjoy a range of music and films and partake in chair-based exercises.

We have also supported adults who have a wide range of learning disabilities to access our services. These interventions included employment and education opportunities as well as community activities such as photography, art sessions, cooking, walking and music sessions. Furthermore, the day service provided and delivered person-centred care plans for our residents with profound and multiple complex needs, which provided respite to approximately 50 families.



MARK'S* STORY

Mark is 21 and has autism. He struggled at college and was badly bullied. This left him with very low self-esteem and lacking confidence in himself. His parents were very cautious about him attending another service due to the bad experiences in the past so they wanted to ensure that Mark was supported to move at his own pace.

He was referred to Tuck by Truck, an enterprise offering work skills and development as he wanted to develop skills and make friends. He started 1 day a week, was very nervous and struggled to interact with the other people in the group. He slowly started to settle in and make friends and we could see his confidence and self-esteem grow.

He now attends 3 days a week and his parents have said they have never seen him happier! He has made lots of friends, goes out on deliveries and is making really great steps towards gaining some form of paid employment. We expect Mark to be applying for permanent jobs in the coming months.



SHARON'S* STORY

Sharon is in her 70s and was a child minder to her grandchildren and played an active role in her church and community until she suffered a stroke and had to use a wheelchair. She had very limited movement and limited speech so she was referred to Community Opportunities to find a solution that would best fit her lifestyle.

When we visited her to complete a home assessment, she said she felt like a burden to her family and wanted to give them respite as well as wanting to be involved in the community again.

Sharon's keyworker created a support plan with her that included outcomes such as making friends, exercise, walking therapy, taking part in activities that made her feel useful like helping around the centre, setting tables and clearing tables with staff.

She now no longer uses her wheelchair and is able to walk around the centre freely, going over to meet people and is always keen to help. Her English language skills have improved and she is able to hold a conversation. She has made some close friends and they keep in touch outside the centre.



***Names have been changed**

Community Neighbourhood Link Workers

We have a dedicated Community Neighbourhood Link Workers (CNLW) who support people for up to six weeks on a one-to-one basis to help build confidence in seeking out and/or rediscovering hobbies and interests. Part of the work undertaken by CNLW is to coproduce a live action plan with people to find creative ways to keep people active, connected and healthy. CNLW's also offer information, advice and guidance on how to access local activities and services.

In 2021/22, CNLWs had 1,007 referrals and 917 residents were supported.

Here are some of the ways the team have supported people to remain independent and connected to their community:

*Names have been changed

Margaret*

Margaret is 80, lives alone; and has arthritis and diabetes. Margaret was referred to the CNLW for a Befriender by a Care Navigator following a hospital admission for a fall at home. Our CNLW explored with Margaret the areas of her life she would like to improve and discovered that she did not want a Befriender, but would like to go out and about in her local area. Margaret's great passion is meeting new people, chatting and embroidery, as she did this in her youth. We supported Margaret to attend the Embroidery Group in East Ham - taking time to settle her in and introduce her to Group and gave her the encouragement to explore other social activities in the community. Margaret's time spent with the Embroidery Group was a turning point, as she went on to attend Chair Based Yoga and Knit and Natter sessions - increasing her network of friends, who all recently went to the Christmas Lunches organised by the Neighbourhoods. Margaret told us "I feel really happy. I am much more connected in the community and my days are busy all week meeting new people. Thank you for the encouragement".

Jayanti*

Jayanti is a 68-year-old widower living on his own. He has the onsets of Alzheimer's but physically mobile. A neighbour referred Jayanti to the CNLW after he had a fall. Apart from his son who visits on weekends to help with shopping and a cleaner visiting once a week he had no other visitors. He would go for walks to his local shops several times a day just for something to do. Jayanti met with one of our CNLW, who encouraged him to join 'Singing for the brain' and 'Frames of mind' - he tried his first group and liked it and now regularly attends. We also found Jayanti a volunteer befriender, who takes him to visit the temple he used to go to with his late wife. Jayanti said at the end of the six weeks intervention that he "no longer feels so alone".

Angel*

Angel was keen to get out of the house. She recognised that living alone and not seeing people for long periods of time, was making her feelings of loneliness and her health worse. She wanted to meet new people, lose weight and feel healthier. Angel met one of our CNLW at her local Library and together they agreed an action plan to try new activities together. After six weeks, Angel had joined Atherton Leisure Centre, was undertaking Xyla Live Well 12 week weight loss Programme and had become a regular at Forest Gate Library get active, get healthy events. Angel said taking those first steps was the "boost I needed to get out again and I have never felt better".



It's Time to Talk

In response to the isolation experienced by many of our Newham people as a result of the pandemic, the CNLW team ran weekly information sessions called 'It's Time to Talk' to update and connect lonely people. The group now alternates between online and in-person meetings and is co-run by people who have accessed the service. The team oversee and connects with various organisations and providers including Talking Therapies, who run monthly sessions across the borough.

IT'S TIME TO TALK

Join Newham's Community Neighbourhood Link Worker team to find out what's happening in your area, to meet new friends and to stay connected.

For more information or if you need help accessing a device or logging on contact Email: Noreen.Mukalazi@newham.gov.uk Tel: 07814 615 350

ONLINE
Every Friday at 2pm
Zoom link:
<https://zoom.us/j/97859064196>
Meeting ID: 978 5906 4196
Passcode: 318572

FACE-TO-FACE
Last Friday of each month
Custom House and Canning Town
Community Neighbourhood Centre and
Library, 18 Rathbone Road, E16 1EH

WE ARE NEWHAM.



WE ARE EASING LONELINESS.



CONNECTING NEWHAM TO REDUCE LONELINESS IN OUR COMMUNITIES

People at the Heart of Everything We Do

ROUGH SLEEPING AND HOMELESSNESS PREVENTION

Homelessness in Newham

- Newham has one of the highest rates of homelessness in England
- It is estimated that one in 22 people in Newham are currently homeless, living in temporary accommodation or on the street
- Low incomes and high housing costs are important factors driving the high rate of homelessness – in Newham, two in five people are living in poverty
- Since 2019, Newham has achieved the greatest proportionate reduction in rough sleeping numbers of any local authority in the country

Newham Integrated Rough Sleeper Service (IRSS)

Our partnership with **Change Grow Live** supports rough sleepers across Newham, helping them to move away from the streets and access services that can support them, as well as providing ongoing support to help people reduce their chance of repeat homelessness.

The service provides 7-day outreach provision, ensuring continuity of service during weekends and offers visits to vulnerable residents in accommodation. They also respond to local and central government directives such as the Severe Weather Emergency Protocol (SWEP) which aims to prevent rough sleeping during extreme cold weather.

We also have a dedicated multi-functional daycentre, where rough sleepers and those threatened with homelessness can access services such as immigration advice, DWP advisors, employment advice, food, showers, laundry services, befriending service and much more.

There is also a dedicated Senior Social Worker who can visit and assess rough sleepers at their sleep site and accelerate services through Social Services or the Rough Sleeper Mental Health Project (RAMHP).



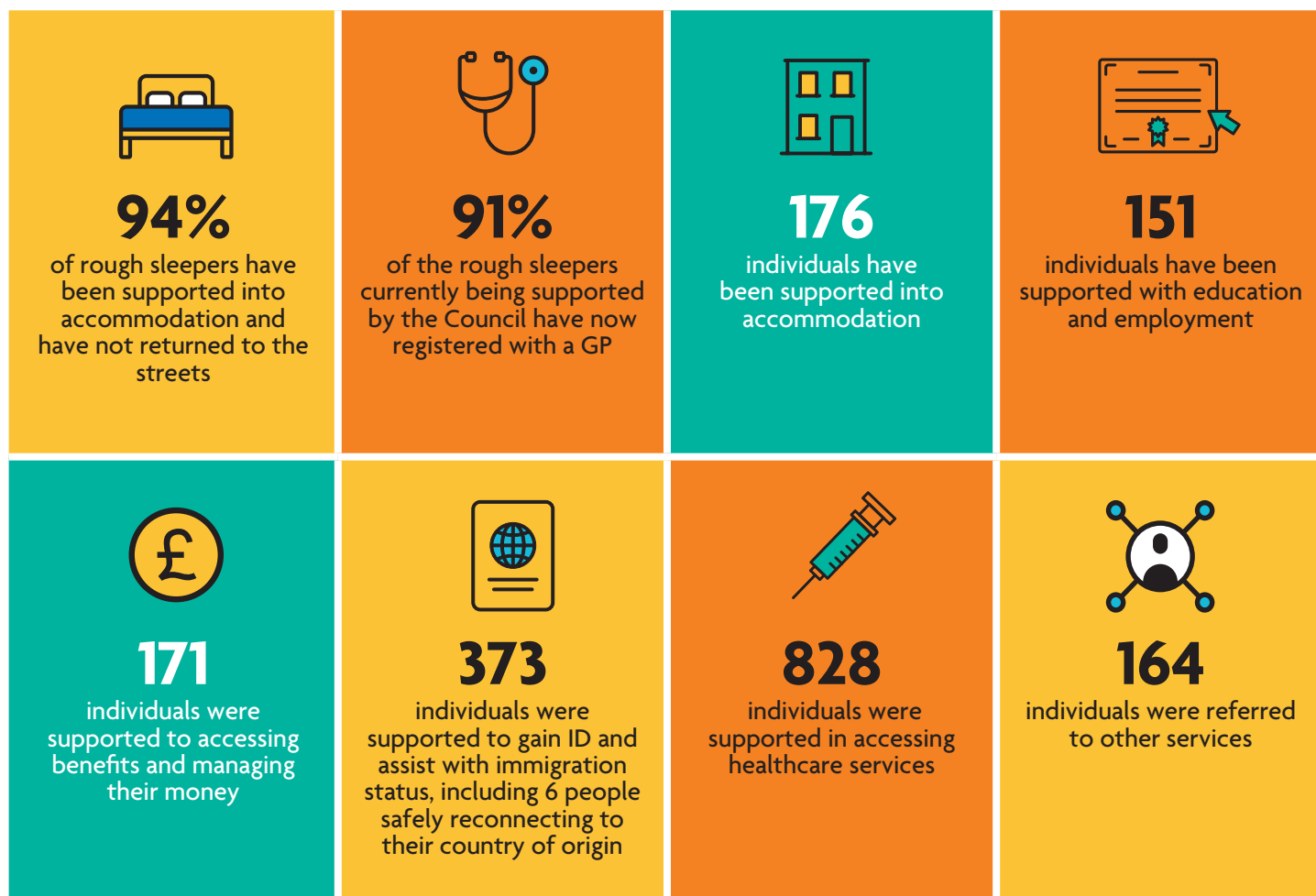
The partnership offer includes:

- Accommodation and move-on support from **Your Place**
- Education, training and employment opportunities from **Bounce Back** and **BEAM**
- ESOL classes provided by the **Renewal Project**
- A day centre in East Ham provided by NewDay
- Immigration advice provided by **Praxis**



www.youtube.com/watch?v=MYtAsFjZmMw

Here is a summary of the number of people we supported between April 2021 and March 2022 and how we supported them:

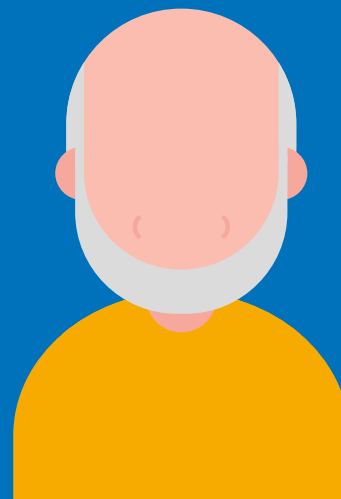


RAY'S STORY

Ray* is a 65-year-old man, who was first found sleeping rough in 2019, and later accommodated via the 'Everyone In' strategy during the pandemic. With no recourse to public funds, he was supported to apply for the EU Settlement Scheme (EUSS) by the Integrated Rough Sleeping Team. A Universal Credit (UC) claim was explored soon after he moved in however, this was rejected as he did not pass the Habitual Residency Test.

Due to concerns around his physical health and the fact he had a catheter fitted, the team supported him with medical appointments and explored whether he would be eligible for assistance from Adult Social Care. He was also tested for cancer during this period; fortunately, the results came back negative.

His time in the emergency accommodation allowed a safe environment whilst awaiting the outcome of his EUSS application. He was referred to ESOL classes, funded by Newham Council, and he was eventually granted Settled Status. A fresh UC claim was submitted and this time, it was successful. He has broken the cycle of homelessness and has settled and sustained a tenancy where he continues to receive floating support from staff every two weeks.



SONYA'S STORY

Sonya* is a 40-year-old woman, who first came to the attention of the Rough Sleeping outreach team after the Mayor of Newham found her on the steps of Westfield. Due to her presentation and concerns around her mental health, the team worked with the Homelessness Prevention and Advice Team to explore possible emergency accommodation via this pathway, in addition to the Adult Mental Health Team to determine her local connection and background history, which indicated a traumatic past.

She was referred to the Rough Sleeper Mental Health Project (RAMHP) and assessed by the psychiatrist at her sleep site. The team accompanied her to the Direct Access Assessment Hub on the same day, where she continues to stay and is being supported to regularise her immigration status. Adult Social Care also carried out the relevant assessments to determine her care and support needs.

It took a while for Sonya to open up and trust the professionals who were attempting to provide wrap-around support but she was able to slowly build up a rapport with the Direct Access team. After several assessments and meetings, Sonya trusted the professionals and agreed to start a treatment plan which would help to improve her mental health and wellbeing significantly. Sonya is on the pathway to recovery and will continue to be supported on this journey.



*Names have been changed

SUPPORTING PEOPLE TO LIVE HEALTHIER

We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives and where possible, reduce future needs for care and support.

We do this through a range of initiatives including:

- Well Newham
- Social prescribing
- Public health initiatives

What have we been up to?

- Recognising the challenges many people faced to self-isolate during the pandemic, we set up the **COVID Response Service** offering a welfare check via phone to every resident who had tested positive for COVID-19. Through a supportive conversation with appropriate spoken language, COVID Response Officers linked people with support to isolate and helped them book their COVID-19 vaccine. **Between March 2021 and December 2021, the team called over 15,000 people.**
- The **Covid-19 Vaccination Pop-up clinics** were set up to reduce health inequalities by improving access to the Covid-19 vaccine for Newham people. The programme facilitated community-based vaccination clinics, often in partnership with voluntary, community and faith sectors to make sure people have easy access to vaccinations in trusted community settings. **Between April 2021 and March 2022, 189 Covid pop-up clinics were held, administering 7,496 vaccines to people.**
- In December 2021 the **Newham Vaccination Bus** began offering COVID-19 vaccines around the borough. In addition to vaccinations, people could also access important information on physical, financial fitness and seasonal wellbeing, including basic health checks. The vaccine bus has enabled us to offer vaccines in locations convenient to people and for community groups who don't have the building space available, helping people get protected from COVID-19. **Between December 2021 and March 2022, 243 BMI health checks were given to people.**
- During the summer of 2021, we organised a series of events including **'Walk In Week'** to enable people to more easily obtain a COVID-19 vaccine without booking. Over 7,000 people received their COVID-19 vaccine at the events.



- We established a **COVID-19 Outreach Team** in April 2021, which visited high footfall areas, such as Stratford Mall and Gallions Reach, and engaged with over 6,000 people each month; handing out free COVID-19 test kits and raising awareness of a range of COVID-19 guidance, as well as answering questions and helping book people to test and vaccination appointments. The **Outreach Team** continues to support people each week, providing information and directing people to services to improve health and wellbeing.
- Newham has been on a journey to transform the relationship between the Council and residents. The commitment to more direct collaboration with people was already in place and work was underway when COVID-19 took hold. With a **Health Champions** programme already in place, we refocused the programme on COVID-19. More than 500 people signed up, sharing over 100 infographics with their community, and joining regular zoom calls, public information sessions and other events. The programme inspired Champions programmes across the country and in national policy. The Newham co-ordinator ran a London-wide co-ordinators programme which is now transitioning into living well with COVID.

- More than 100 people volunteered as **COVID-19 vaccine peer supporters**, providing 1:1 support to over 300 people who had questions about the vaccine. They also held drop-in sessions at Care Homes to support staff to take their vaccine. Peer supporters ensured that people across Newham were confident to have their COVID-19 vaccine. The programme informed the national Champions programme.
- To help people protect and improve their **mental health** during the pandemic, the Health Champions proposed we run online workshops. **Newham Talking Therapies** stepped up to partner with us and provided monthly Thoughtful Thursday online workshops from April 2021. The workshops covered important topics such as bereavement, loneliness and stress management.
- The **Social Welfare Alliance** was launched in October 2020 offering a training programme and development pathway to enhance the skills of all frontline workers and create better connectivity between Newham Council and Voluntary, Community and Faith Sector organisations. Between April 2021 and March 2022, there were **1579 attendances by 118 organisations** across 141 sessions. Examples of training sessions included: housing and homelessness, immigration, mental health, and domestic abuse.
- When the crisis began in Ukraine in March 2022, Newham mobilised rapidly to organise and deliver an event on 21st March 2022 to support the people affected. As well as accessing health and wellbeing support services at the event, over 20 attendees had one-to-one conversations with immigration and visa experts, providing information on how to help their family in Ukraine get to the UK, and support them once they arrive.
- The **Vitamin D programme** launched in November 2021, offering people aged 65 and over free vitamin D supplements to help them stay healthy and reduce the risk of falling and breaking bones. In the first six months, the council and our partners gave out over **15,000 bottles of vitamin D – over 90 people** a day. Due to this success and positive feedback from people, we have continued the offer in 2022.



Leisure activity:

- As part of our leisure and sports programme, in June 2021 we launched a 12-week pilot of **free inclusive cycling sessions** working in partnership with **Bikeworks**. Free to access and open to all, the drop-in sessions took place in Central Park and Beckton District Park South. A range of adapted cycles were on offer including tandem tricycles, side-by-side and platform tricycles.
- We also delivered **Cycling for Wellbeing** courses, a cycling support group for people experiencing a wide range of health issues including those who are anxious, experiencing mental health challenges or who are socially isolated. The free 4-week programmes took place in the Olympic Park and provided an opportunity for participants to meet new friends, build confidence, learn new skills and feel the benefits of regular physical activity. Both courses were full.
- To help people recover and improve their health after the pandemic, we created an information booklet entitled **'5 Ways to a Healthier Life'** in partnership with NHS North East London. In October 2021, we sent a copy of the booklet to every household in Newham, as well as copies available in libraries, schools, GP practices and many more community locations. The booklet contains information on over 70 free services for people to improve their health, covering physical, mental and financial support and can be viewed at www.newham.gov.uk/healthylife



Healthier Lives:

- Newham was awarded an external grant from Public Health England (PHE) to enhance the Healthy Lives programme which we used to develop a volunteer and peer support model within the community. Prevention messages and skills are often best communicated by people themselves.
- In our current 'Live Well Newham' 12-week weight management programme over 43% of people who complete the programme lost at least 3% of their body weight.
- In our 'Quit Well Newham' programme, which supports people to stop smoking, **634** people committed to stopping smoking, with **62%** (392) of those people managing to successfully stop smoking.

Pharmacy:

- We re-commissioned our community pharmacies services to offer a range of services across the borough, including stop smoking, sexual health services (morning after pill and screening for common sexual health infections) and needle exchange.
- Collectively, pharmacies allow the Council to extend key public health services beyond specialist clinics and offer people high street access to important service offers.
- Perhaps most importantly, pharmacies are an important access point for 'hard to hear' people, as well as those with English as a second language and those impacted by digital exclusion. Many of Newham's community pharmacies employ people that can speak several languages, providing a valuable bridge to those people that may struggle to access public health services through other routes.

Mental Health and Wellbeing:

- In line with recommendations made in the 2020 Mental Health Impact Assessment in 2021-22, we were able to launch a small Grants programme for Voluntary and Community Faith Sector organisations. The funding aims to work with voluntary, community, and faith sector (VCFS) organisations to strengthen the protective factors in our people that help improve and support mental wellbeing.
- In 2021-22 we gave grants to 7 organisations, details of the projects can be accessed on our [website](#).
- We also implemented a bi-monthly Communities of Practice meeting which involves all the organisations that have received a grant and other interested parties working on mental wellbeing and health in the borough. The meetings focus on sharing good practices and enabling others to learn from case studies of other successful projects, all as a way of creating opportunities for sharing lived experiences and designing solutions.
- We also supported residents with mental health difficulties to improve their independent living, social skills and overall functioning to successfully live independently in the community without support from Adult Social Care services.



SUPPORTING PEOPLE TO LIVE INDEPENDENTLY

Newham Independent Living Support Service (ILSS)

Our ILSS provides care services to residents in the borough who have been assessed as being eligible for care and support through a framework of local home care providers.

Our home care and support work offer, sometimes known as domiciliary care, are services put in place to support an individual in their own home. It is available to those that require additional support with day-to-day household tasks, personal care or any other activity that allows them to maintain their quality of life and independent living.

Some examples of the types of care that can help an individual live in their own home for longer include, support with managing medication, helping to mobilise in and around the home, household tasks and meal preparation. Support is also offered if you need help outside of your home, such as accessing local services like GP appointments, or assisting with food shopping.

Newham implemented a new ILSS framework in July 2021, with the purpose to improve the quality of support, ensure market sufficiency, maximise community wealth and ensure a Strengths-Based and enabling approach for people and staff.

The framework is 'patch based' to ensure a locally embedded approach that reduces travel time and maximises community connection and features a 'Trusted Assessor' function that enables trained staff within provider organisations to directly prescribe non-complex items of assistive equipment, act as 'community connectors' and work with people and their families to safely reduce packages of care.

All providers on the ILSS framework are required to pay London Living Wage, which is currently set at £11.95, to their staff and to sign up to the UNISON Ethical Care Charter.

The Discharge and Assessment Team (DAT)

The Discharge and Assessment Team (hospital social work service) provide an advice, assessment and support function to enable patients (18 years of age or above) to return home safely after a period of stay in hospital. The hub is based at Newham University Hospital and consists of a multi-agency team involving NHS partners, Age UK and our community equipment provider working alongside Adult Social Care.

They will look at the support you may need with you and the medical team looking after you, to ensure you return home safely, as well as recognising the role of carers in providing support to people.

In 2021, we strengthened our partnership working with the East London NHS Foundation Trust and reduced unnecessary delays in discharges from hospital, meaning patients were able to return home to their families quicker and continue their recovery in a familiar environment. 63% of ASC led discharges left hospital the same day or next day, which is above our internal target of 60%

Reablement

The Reablement Service work with adults for up to 6 weeks where it has been identified that a person has the potential to improve, reduce or delay their reliance on longer term care and support and maximise their independence. The Reablement interventions are specifically designed for each individual to ensure they achieve the defined skills set out in their plan and that they have the correct equipment (e.g. modern aids, gadgets, telecare, etc.) to assist with improving their independence.

When people are supported in the right place at the right time, it reduces high-cost care such as hospital admissions and care packages and care home placements and helps them to stay living within their local communities, which is what most people want.

Newham launched a new Reablement Service in January 2022. It is a do with model, placing a strong emphasis on building independence rather than the traditional doing for model. The redesign of the service was essential in being able to respond to the increasing demand for Adult Social Care services and enhancing our offer to people who

require rehabilitative intervention to improve their health and wellbeing.

We made significant achievements in improving the independence of our residents within the first 4 months of launching our refreshed Reablement Service:

- 31 people completed 6 weeks of Reablement interventions and regained full independence which meant they had no ongoing requirements of support.
- 28 people were supported with Information, Advice and Guidance, introduced to equipment or techniques that boosted their confidence and led to attaining full independence with no ongoing need for support.

Occupational Therapy and HAIL (Home Adaptations for Independent Living)

Occupational therapy provides support to adults whose health or disability prevents them from doing daily activities or makes daily activities more difficult. An Occupational Therapist (OT) will work with you to identify strengths and difficulties you may have in everyday life. This might include tasks like dressing yourself or going to the supermarket.

They will work with you to find practical solutions through the recommendation of aids and equipment, making adaptations around your home and creating moving and assisting plans.



Some examples of special aids and equipment that have may be recommended by our OTs:

- Walking frames
- Voice controlled lights
- Bed hoists

Another part of occupational therapy may involve adapting your environment to make it more suitable for your needs. Some changes that our OTs have recommended are:

- Putting in ramps to allow access in a wheelchair
- Installing grab rails by the stairs or beside the bed

Kay's* story:

Kay is a 54-year-old woman who lives with her family, including her mother-in-law who has a disability. She has recently developed a rare and serious heart condition that significantly impacts her mobility, leaving her severely short of breath while moving around.

There was insufficient space for Kay in her family house, resulting in her moving to the north of England to stay with her sister who has accessible facilities. The OT assessed her property and then arranged a video call with Kay at her sister's house to carry out a dynamic assessment, which is a way of assessing the strengths and challenges of the individual. They could then observe her mobilising with a walking frame, using the stairs and carrying out all transfers.

The OT recommendations were:

- ✓ Installation of a stair lift
- ✓ Provision of a wet room in a large ground floor WC that would also provide the mother-in-law with an accessible showering facility.
- ✓ Equipment to assist with chair, bed and toilet transfers.

All recommendations were installed, and now Kay can live a more independent and fulfilled life, along with her family who will also benefit from the extra relief.

* Name has been changed



QUALITY ASSURANCE OF PROVIDERS WHO DELIVER CARE AND SUPPORT

We have a team of staff who work in partnership with care providers and other teams and agencies, including our Commissioning Team, Safeguarding Governance Team, Operational Adult Social Care Teams, the Care Quality Commission and our Health Colleagues.

We work together to ensure providers are delivering high-quality care and support to our residents. We carry out visits, ask the providers to send us information, speak to residents, families, friends and staff and complete monitoring reports so we can understand areas where the delivery of care and support is good and areas where improvements are needed.

We provide support and guidance; and where the care and support is below the standard requirements, we support providers to improve and sustain improvements, taking any required action to manage risks and optimise the safety, wellbeing and quality of life of residents.

If you have any feedback that you would like to share with a member of the quality assurance team, please email AdultsQualityAssurance@newham.gov.uk

SAFEGUARDING ADULTS

We all have a right to live free from abuse and neglect. Safeguarding Adults means protecting individuals 18 years of age and over who are at risk of, or are experiencing harm from others or are self neglecting. Harm can include any behaviour from others that upsets or hurts someone. Examples of self neglect include someone not eating, drinking, taking medication and this results in a decline in their physical, emotional or mental wellbeing.

Our safeguarding duties apply to adults who -

- have needs for care and support (whether or not the local authority is meeting any of those needs)
- are experiencing, or at risk of, abuse or neglect
- as a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect

We work in partnership with individuals making sure they lead on decisions being made and where required are supported to make decisions to prevent or stop the harm. We received **1,137 safeguarding referrals** in 2021-22, relating to 994 individual people. 31% of the 1137 safeguarding referrals progressed to a statutory Safeguarding Adult Enquiry.

We continue to review and reflect on our practice and in 2021-2022 the Safeguarding Adults Board published one Safeguarding Adult Review and began to progress one further Safeguarding Adult Review.

Newham has a Safeguarding Adults Board (SAB) and this multi agency board is responsible for ensuring local safeguarding arrangements and its partners are acting to help and protect adults across the borough. These were the priorities we focused on for 2021-22:



https://youtu.be/cTyUDR_NJ4s

Self-Neglect

The overall aim of this priority is to strike a balance between respecting peoples' wishes and intervening early enough to keep them safe when we need to. Self-neglect (including hoarding) was prevalent in Safeguarding referrals received, with 16.6% of referrals reported as a result of self-neglect in 2021-22.

The Covid-19 pandemic has also had an impact on increased numbers of self-neglect concerns, which is recognised as both a local and national issue.

A task-and-finish group will be established to collate self-neglect baseline data and information and develop objectives for the following year. In addition, a multi-agency self-neglect audit was undertaken to improve and embed a proactive and proportionate multi-agency approach to people who self-neglect.

Mental Capacity

The overall aim of this priority is for the rights of Newham's diverse population to be upheld in relation to mental capacity. The Safeguarding Adults Board and its partners have undertaken and delivered transformative work in the area of mental capacity.

During 2021-22, the Safeguarding Adults Board focused on developing its understanding and gaining a front-line perspective on experiences of working with people where they lacked mental capacity. Mental capacity refers to being able to make your own decisions and ensuring key principles are followed if you need support or are unable to make specific decisions.

A mental capacity task-and-finish group will lead the development of a delivery plan for this priority in 2023.

If you want to raise a concern because you are worried about an adult at risk of abuse or neglect, please call the 24-hour Safeguarding helpline on 0203 373 0440. In an emergency, please contact 999.

DEPRIVATION OF LIBERTY SAFEGUARDS (DoLS)

The Deprivation of Liberty Safeguards (DoLS) procedure is designed to protect your rights if the care or treatment you receive in a hospital or care home means you are, or may become, deprived of your liberty, and you lack mental capacity to consent to those arrangements.

Under the Mental Capacity Act 2005, mental capacity means being able to understand, weigh up, retain and communicate information in relation to a specific decision at the time it needs to be made. You must be assessed as lacking mental capacity before a decision can be made on your behalf.

In 2021- 2022, Newham received 770 applications and granted 340 applications.

The average number of days to complete applications for Newham is 42 days compared to 33 days last year.

England average was 129 days (131 days last year) and 87 days for London average (116 days last year)

13% of applications were completed within 21 days compared to 35% in 2020-21 and 40% in 2019- 20. The England average is (9%) and statistical neighbours average (10%).

All Newham's records (100%) were submitted with an accurate CQC location code compared with 96% across London and 95% nationally for received applications, which demonstrates Newham's good data quality practice.

WORKFORCE DEVELOPMENT

What have we learnt over the past year?

Our quality assurance practice framework is how we monitor quality of our practice. It supports us to identify areas of good practice and areas for development for social care staff. The framework provides our staff with an opportunity for reflection and feedback on their practice.

This year's focus was:

- The standards of case recording practice
- Supporting people who self-neglect and hoard
- Safeguarding adults
- Social care practice supporting carers

We use our findings to develop learning and development activities to support the workforce to improve their practice as well as celebrate examples of excellent practice.

Supporting our staff

Our vision to deliver the outcomes that our people want cannot be achieved without our passionate, skilled and caring workforce. We invest in and support our workforce to ensure they have the required skills, knowledge and experience to perform their roles to the best of their abilities.

Over the past year, we have successfully recruited 13 Newly Qualified Social Workers and supported numerous staff with a range of Apprenticeship programmes. We have also offered more than 20 student placements in Adult Social Care.

We are developing a range of new mandatory and other professional development opportunities for our staff and we continue to provide a dynamic culture of learning and development. Staff are provided with opportunities to continuously develop their skills and knowledge through feedback from case file reviews, supervision, appraisals, access to best practice guidance/research, training and development courses and regular reflective sessions to share their learning, knowledge and experience with peers.

We are investing in our staff through the Wellbeing Programme and supporting them to prioritise their physical and mental wellbeing.

We are also part of the North East London Teaching Partnership (NELTP) which brings together five London Boroughs; Barking and Dagenham, Havering, Newham, Redbridge and Tower Hamlets, alongside two major higher education institutions, London Metropolitan University and University of East London. We all work together to ensure there is a reliable supply of high calibre professional social workers through innovation and education. Our practitioners are involved in delivering academic sessions at higher education institutions to share their experiences with academics and students.

If you want to play a key role in helping us improve the quality of our service, please visit [Find and apply for a job with us – Newham Council for the latest available job opportunities.](#)



www.youtube.com/watch?v=h0tpJBambWE&ab_channel=NewhamLondon

COMPLIMENTS AND COMPLAINTS

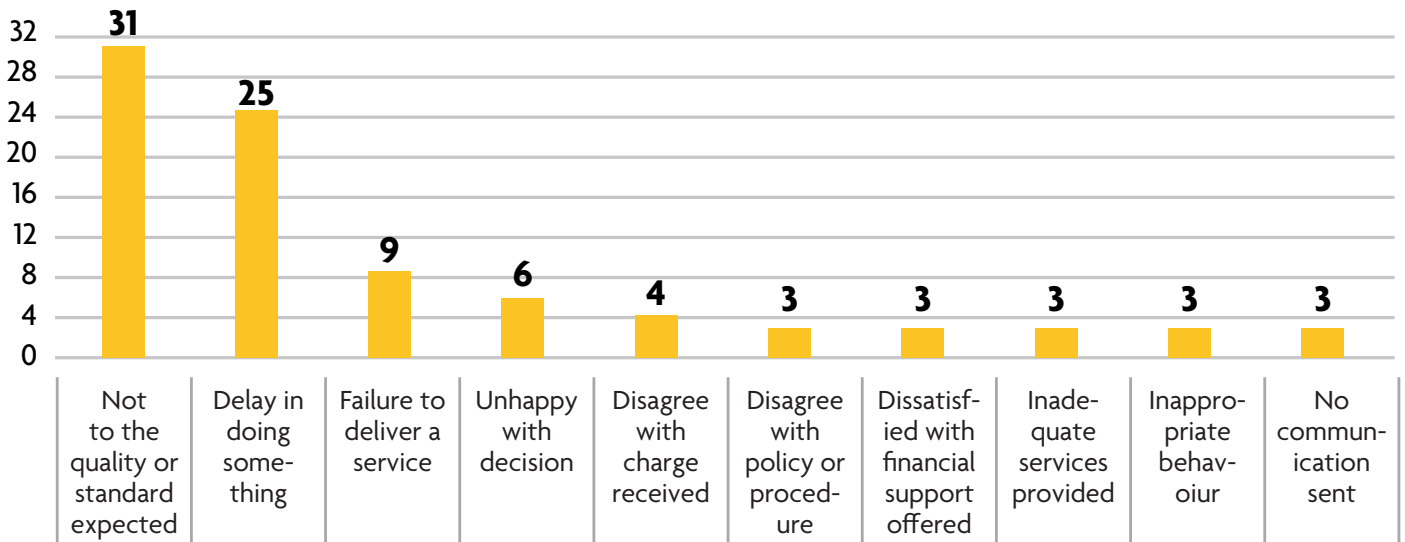
In 2021-2022, we received 52 formal compliments from members of the public. The Occupational Therapy team received the greatest number of compliments throughout the year (32).

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Number of complaints received	41	25	52	64	117
Number of compliments received	32	34	46	46	52

In 2021-2022, we received 117 complaints, 47 of which were submitted through the statutory complaints process. 6 of the cases were escalated as Ombudsman cases, which are complaints that get investigated further by an independent body.

The reason why the number of complaints is particularly high this year is because we have started to report both statutory and non-statutory complaints, so the figures may appear slightly skewed as they include statistics we did not previously account for.

The top 10 reasons for complaints:



Learning from complaints

We have developed a system to ensure that the complaints we receive are monitored; responded to in a timely fashion and collated to review learning outcomes across the service.

By identifying themes and trends, we are able to better understand what is most important to our residents and we use this information to look what improvements are required in our practice, pathways, processes and service delivery.

One way we have listened to resident feedback is by incorporating their input in the development of core strategies, such as our Ageing Well Strategy. By working with residents directly, we can address potential concerns before they arise, and this is a way for us to ensure our services are meeting the needs of the population we serve.



WORKING WITH RESIDENTS


AREA IN ASC	HOW DID WE ENGAGE WITH RESIDENTS?	WHAT DID OUR RESIDENTS HAVE TO SAY?	ACTIONS TAKEN AS A RESULT OF THE FEEDBACK?
<p>Ageing Well Strategy</p>	<p>Collected feedback from over 1500 residents aged 50+ via survey and online and face-to-face forums which shaped the Strategy.</p>	<p>Residents aged 50+ provided an overview of what ageing well means to them, what is working well and areas for improvement. This ranged from communication to housing to parks to dementia care.</p>	<p>This feedback was incorporated into the Strategy and its five Action Plans - Newham Ageing Well Strategy</p>
<p>Learning Disabilities Action Plan</p>	<p>Obtained feedback from adult residents with a Learning Disability via a citizen's assembly on how the Council and its partners could better support them to live.</p>	<p>Residents advised us what was important to them and agreed a number of 'I' statements on their priority areas.</p> <p>E.g. I am helped to make my voice heard about things that affect my life; I am accepted by my local community regardless of who I am, where I live, or the circumstances of my life; and I have opportunities to engage in meaningful activities, including employment.</p>	<p>This feedback was incorporated into the Plan - Learning Disability Action Plan for Adults 2022-25</p> <p>Residents also supported us to make a video raising awareness of Learning Disabilities and why the six outcomes in the Plan are important to them -</p> 

If you would like to get involved in shaping local services, please contact our coproduction team on co-productionteam@newham.gov.uk to keep up to date with opportunities.

HOW DID WE DO IN DELIVERING ON OUR PRIORITIES FOR 2021-2022?

In last year's Local Account, we set out to deliver on a number of core priorities for adult social care and health - the table below reflects on what we have done to progress these.

WHAT WE SAID:	WHAT WE DID:
Launch our co-produced Ageing Well Strategy which aims to collectively address the challenges faced by people aged 50+ and improve their health and wellbeing.	The Ageing Well strategy which was coproduced with residents was approved by Cabinet and is now live. We have been collecting feedback on the strategy across our various communications platforms.
Deliver a Learning Disability Action Plan to increase community awareness and inclusion and reduce inequalities; and better support adults with a Learning Disability to live healthy, safe and fulfilling lives.	We have developed a Learning Disability Action Plan 2022-25 by working with people who have learning disabilities and the people who support them. The action plan sets out how we will achieve 6 main outcomes for our people: <ul style="list-style-type: none"> • Heard and Valued • Accommodation and Housing • Connected and Involved • Work and Purpose • Health and Social Care • Carers
Deliver our co-produced All-Age Autism Strategy to support people from childhood to adulthood in living fulfilled and independent lives.	We are currently developing our Autism Strategy which will cover 2022 to 2025.
Review and redesign pathways for our Mental Health Services to strengthen the prevention offer.	We have launched five new Community Integrated Mental Health Services (CIMHS) to transform mental health service provision across Newham. The new model of integrated care now covers all people and brings together NHS mental health professionals, primary care, Voluntary, Community and Faith Sector partners and people with lived experience as peer support workers.
Review our enablement service to increase independence and build the confidence of our people.	A refreshed Reablement service launched in January 2022; the service uses a Strengths Based approach to support people to do things for themselves. We have had great results from residents who have been through the pathway so far.
Review our Day Opportunities offer to ensure that people can be connected to their communities and have the tools they need to build their confidence so that they can live more independent lives.	We began a review of our Day Opportunities. We also created and implemented 4 new Older People Disabilities (OPD) Neighbourhood Teams to develop better links with partners at a local level, improve knowledge and connections with local communities as well as improve people's experience of accessing long-term teams.

WHAT WE SAID:	WHAT WE DID:
<p>Recommission some of our services to ensure we are meeting the diverse needs of people whilst getting value for money.</p>	<p>For all the services we commission in Newham, we ensure that they deliver high quality care and support, meet the needs of our residents and deliver value for money. Here are some of the ways we improved our service for residents:</p> <ul style="list-style-type: none"> • Re-commissioned the Community Bereavement Service to include additional Early Trauma Support and specialist counselling for people with Autism and/or a Learning Disability. • Re-commissioned the Dementia Support Service, which as well as a Dementia Advisor, Memory Cafes and Music for the Mind – also includes a ‘digital buddy’. These are opportunities for residents with dementia to receive guidance, help them maintain wellbeing and ensure they feel supported in the community. • Re-commissioned the Home and Settle service, which supports people to settle into their homes and normal routine following discharge from the hospital. • Re-commissioned the Sensory Service, by reducing the age in which residents can access support from 18 to 16. • Commissioned the provision of a Wheelchair and Special Seating Service, including production of a video on how to support wheelchair users. Links can be found here: • Refreshed the arrangement with Enabled Living for a Community Equipment Service which now operates 7 days a week to increase capacity to meet demand. 
<p>We want to be more digitally inclusive, including improving the accessibility of our online services and supporting more of our residents to access services online.</p>	<p>We launched My Wishes which is a free-to-use platform that will make it far easier for Newham residents to make life plans and will relieve much of the stress and difficulty faced by loved ones following a bereavement. Some of the key features include will writing, option to leave messages, funeral care wishes and healthcare plans. We also worked with residents to create the Planning Ahead leaflet so individuals could better understand the options available to them to plan ahead for their future care and for after their death.</p> <p>We will soon be launching our newly procured JOY platform for staff and people to use which is our brand-new adult social care and health directory of services. Practitioners and residents will be able to make direct referrals to services in the community, ranging from exercise classes to smoking cessation programmes.</p>
<p>We want to review our approach to coproduction to ensure that residents who use our services have more opportunities to help shape and coproduce our services in the future.</p>	<p>We established an Ageing Well Resident Advisory Group. The group has since co-designed a number of materials including our new Planning Ahead leaflet.</p>

LOOKING FORWARD: PRIORITIES FOR 2022-2023

Our key Adult Social Care and Health delivery priorities and focus for 2022-23 are as follows:

- Review our approach to coproduction to ensure that the voices of our residents are heard in the development of services
- Embed our strengths-based approach to working with our residents across all Adult Social Care and Health services
- Tackle the root causes of inequality affecting our people's health and care challenges
- Deliver our renewed and recommissioned leisure and activity offer
- Support our residents with challenges as a result of the Cost-of-Living crisis
- Prepare for legislative changes in Adult Social Care

In addition, the following strategies and actions will be delivered:

Domestic Abuse:

We will launch our new Domestic Abuse strategy and implement our first-year action plan. This will be overseen by key partners, including people and survivors. We will also be recommissioning our community-based Domestic Abuse services which will be culturally responsive to the diversity of survivors of domestic abuse.

We will also commence work on developing a Perpetrator's programme which will hold those who have been abusive to account for their behaviour and support them to change and develop non-abusive relationships. We will also be developing training around cultural competence with specific relevance to Domestic Abuse for staff across all partner organisations.

Substance Misuse:

We have had a further three years of funding made available to us by Office for Health Improvement and Disparities (OHID) for our all-age integrated substance misuse service. This means that we can expand the service to offer a range of prioritised interventions including our prevention and harm reduction work, providing more specialist support for women, increasing our joint work with East London Foundation Trust to offer specialist support to people with both mental health and substance misuse issues and offer more aftercare options led by

people who have experience of successfully going through treatment.

Mental Health and Wellbeing Strategy:

A mental health and wellbeing strategy and action plan will be launched in 2022-23. This will be a joint mental health action plan that brings together the work of East London Foundation Trust and London Borough of Newham, with this also reflecting partnership activity with Primary Care and the Voluntary Community and Faith Sector (VCSF). This follows on from the Mental Health and Wellbeing Impact Assessment carried out in 2020 with resulting recommendations and evidence to help address:

- Short-term needs - identify those who are most vulnerable and those most at risk of poor mental wellbeing, and deal with any gaps in our local system.
- Longer-term actions across the system to build resilience and support including reducing need by building wellbeing promotion into settings.

Suicide and Self-harm Strategy:

We will develop an all-age suicide prevention strategy will build on actions put in place over the past three years and consider new challenges, particularly regarding COVID-19 impacts and economic pressures that have and will continue to impact the mental health of individuals and communities.

Promotion of better mental health:

We will sign-up for the national 'Prevention Concordat for Better Mental Health for All' to support mental health prevention and promotion across the local authority and health treatment system. This will support our plan to meet mental health needs, develop collaboration around prevention and promotion and focus action on our people with the greatest need.

We also want to design and implement the new operating model for Mental Health Services that is ageless and provides a seamless service to better support our residents with mental health conditions.

Mental Wellbeing Grants:

In 2022-23, we will continue with a further two rounds of grant opportunities for organisations based in Newham. These rounds of funding will also focus on the long-term impacts of COVID-19 - loneliness, trauma, anxiety, grief, fear and distress, as well as projects which address the current financial challenges that people face due to the rising cost of living. Our target groups are community-based organisations that work with disproportionately affected communities in Newham, delivering innovative projects and we are particularly keen to support organisations that engage with Black, Asian and ethnic minority communities.

Healthier Lives:

In 2022-23, we will establish a Healthy Lives system that will support our people across their life course to stop smoking, lose excess weight and move more. The long-term goal of this all-age Healthy Lives system is to help deliver the Council's over-arching aim of reducing the burden of preventable illness in Newham. The system will flex around what works, providing people with options that align with their strengths, interests and readiness to change.

Sexual Health:

In 2022-23, we will be publishing a Sexual Health plan which will focus on key areas such as Healthy and fulfilling sexual relationships across their life course, reproductive health and the prevention and treatment of HIV and Sexually transmitted infections.

Coproduction:

In 2022-23, we will be launching the Learning Disabilities Resident Advisory Group and an Autism Resident Advisory Group to help inform and work together with. We will continue working together with colleagues across health and adult social care to ensure our communications and the right information reach all of Newham residents.



Digital Projects (Commissioned):

In 2022-23, we will be launching Ask Sara which is an online self-help platform, providing specialist advice and information on products and equipment for older and disabled people. Our aim is to reduce waiting times for assessments and ensure we are providing information that is relevant to those who need it and at the right times.

Community Opportunities:

We will be redesigning our whole approach to in-house day services and creating Community Opportunities, embedding strengths-based practice and reablement opportunities for all future residents within a neighbourhood model.

We want the services and activities offered to residents to reflect the diversity of the community and use the space in which it provides activities to celebrate and promote this message. We also want to ensure that every resident who would benefit from a reablement approach has the opportunity to access and be supported by this service.

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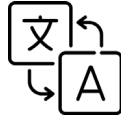
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To share your views on what you've read or if you would like to work with us to improve support for residents, you can get in touch with us here:

By post
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For more information about the services available in Newham, please follow this link:

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