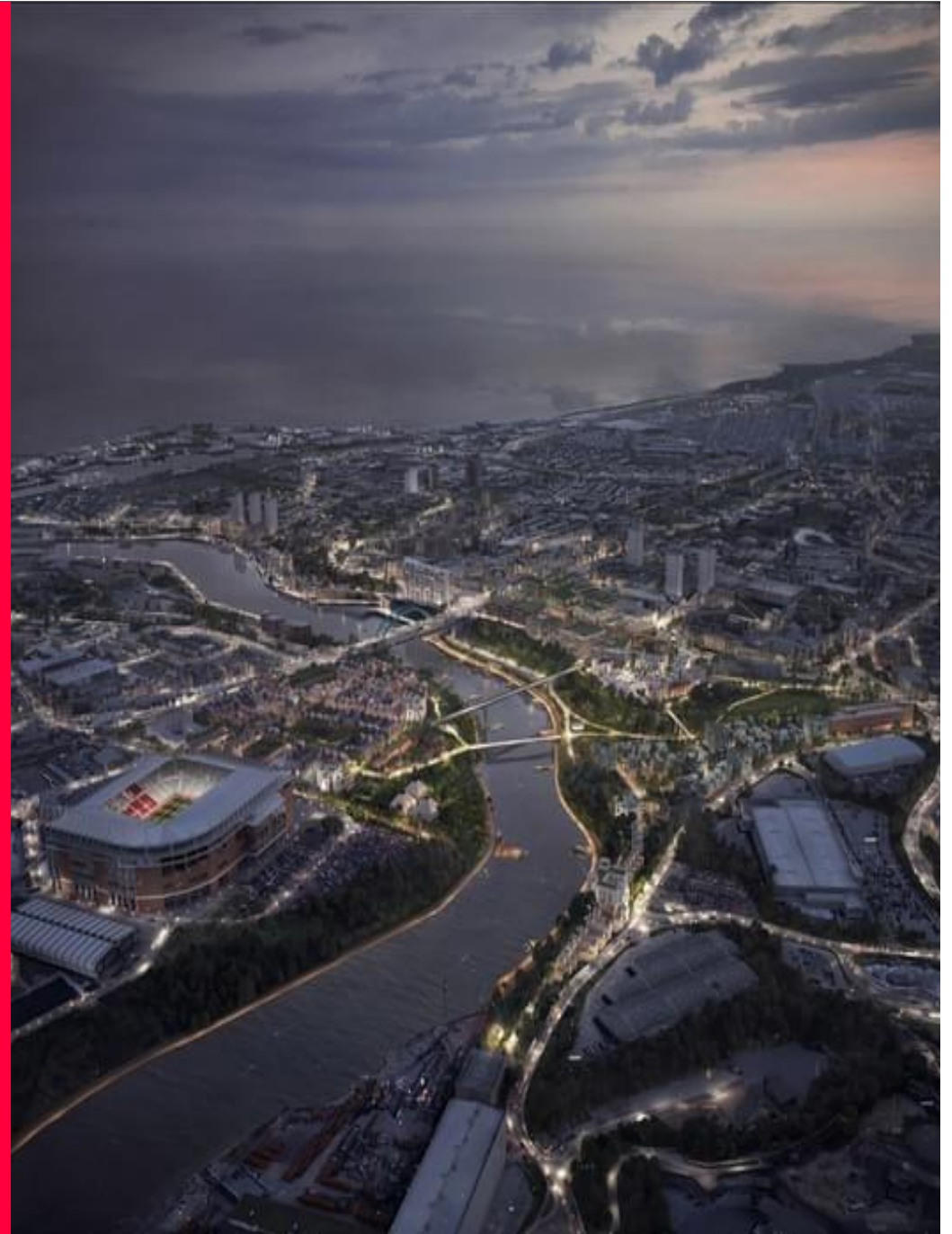


Sunderland City Council

**LOCAL
ACCOUNT**

2024/25



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Your Local Account

Welcome to Adult Social Care's Local Account for 2024/25. This document describes how Adult Social Care supported residents and their carers with care and support needs between April 2024 and March 2025.

It tells our residents what we have achieved and what we have improved over the past year. The Local Account also gives us an opportunity to let you know how we responded to what you have told us over the last year.

What is a Local Account?

The Department of Health recommends that all local authorities with an Adult Social Care Directorate publish an annual Local Account. This is to allow residents to see how well Adult Social Care services are being delivered and what may be needed to improve in their area.

The document details how we have worked together with our partners to make a difference to the lives of residents in our community through person centred specialist and universal social care support, to enable people to have choice and control over their daily lives and maximise their wellbeing and independence within their local community.

Our vision is to make the best use of the available resources to help Sunderland residents Live Well and Age Well.

Foreword

Welcome to our 2024/2025 Adult Social Care Local Account. The local account is produced annually and is in place to provide our residents and people who need social care support, their families, and people who provide care with an update on adult social care in Sunderland and reflects on progress against our strategy, including what we have improved and what may need to be improved.

Our overarching strategy 'Living and Ageing Well' aims to contribute to making Sunderland a place where everyone will lead health and happy lives with no one left behind.

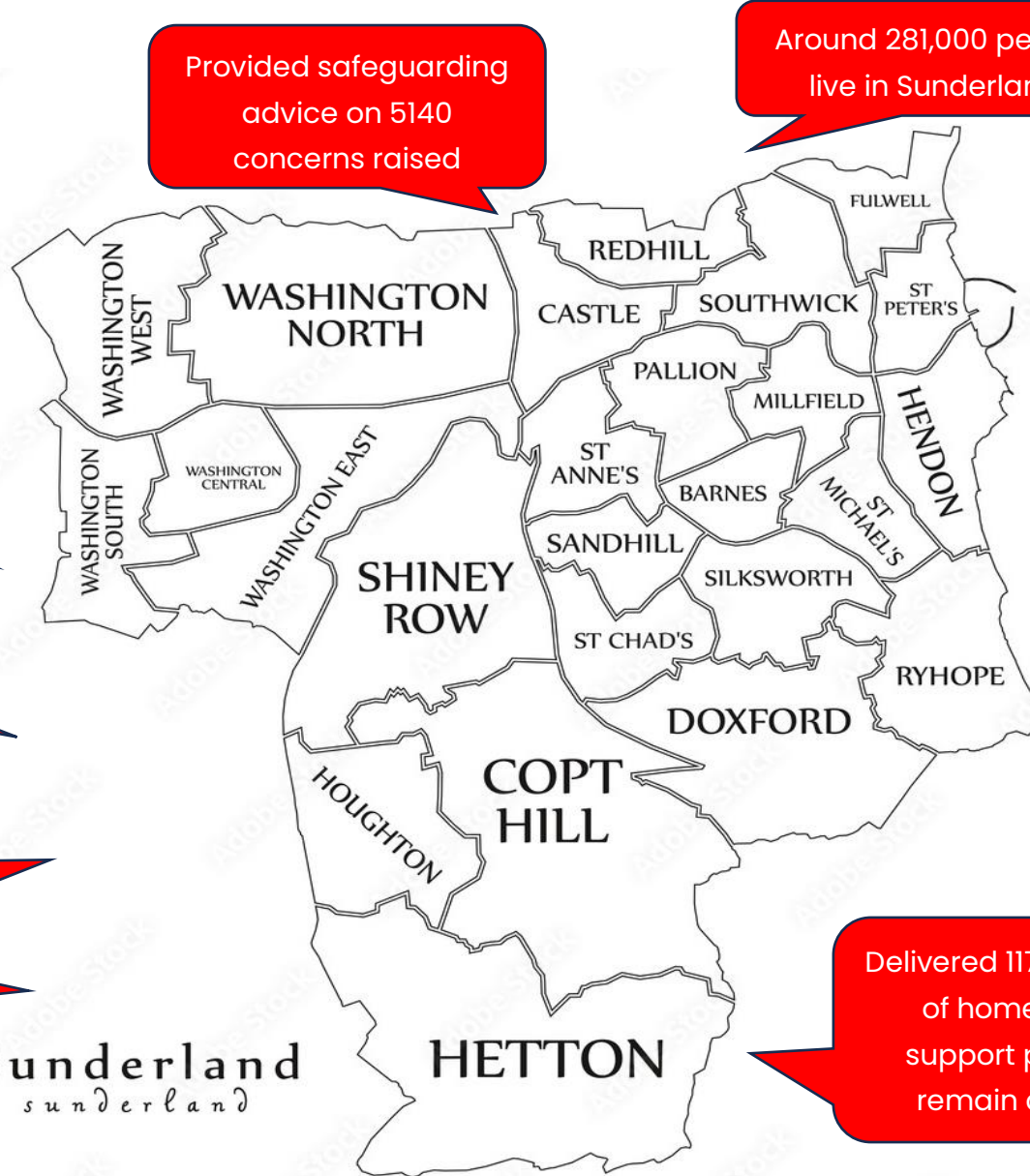
This document describes the way in which we are working to achieve our priorities, including working collaboratively with communities and partners.

We would like to take this opportunity to say a huge thank you to everyone working in or with Adult Social Care in Sunderland for your continued commitment and the difference you make to people's lives.

The services in our Care Sector continue to successfully support our residents in a variety of settings across the city against a backdrop of challenges. Our partnerships with Health and the Voluntary and Community sector continue to strengthen as we work together to review and refine delivery to improve effectiveness and efficiency across the system and our city.

Insert picture and signature of DASS and Cllr Chequer

Sunderland in Numbers



Sunderland
sunderland

15704 requests for support were received in 2024/25

Completed 10,158 new customer assessments

Supported 1924 unpaid carers

Delivered xx pieces of equipment to support residents

18.5% of the population provide unpaid care

Provided safeguarding advice on 5140 concerns raised

Around 281,000 people live in Sunderland

Prescribed 1504 telecare alarms/assistive technology to residents

Completed 934 Mental Health assessments

Supported 1593 people to be safely discharged from hospital

Delivered 1170884 hours of homecare to support people to remain at home

Our Living Well, Ageing Well Approach

Our vision for Sunderland is a Healthy City, underpinned by the Best Start in Life Living Well and Ageing Well.

We want to ensure that our residents stay as independent as they can for as long as possible. We want to support residents to live healthier lives and offer extra support when needed to help residents to regain and maintain their independence.

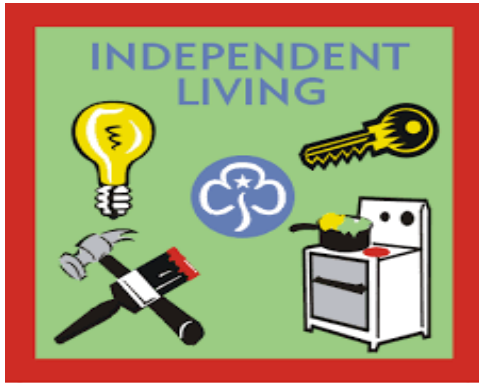
We want to support residents and communities to help themselves by promoting wellbeing and resilience at all stages of their lives.

We want to support adults at risk to be safe, in control and to make informed choices about how they want to live, in line with Sunderland Safeguarding Adults Board's vision: "People in Sunderland are able to live safely, free from neglect and abuse".

We want to support communities to be strong, healthy, safe and resilient.

We want to ensure that Sunderland residents are provided with the right support, in the right way at the right time whilst making sure our support and services remain sustainable and accessible in the future.

Living Well / Ageing Well Stages



Supporting people to live independently

Helping residents to maintain their health and wellbeing so they can take care of themselves for as long as possible



Supporting people to regain independence

Helping residents to manage a crisis within their lives and regain skills to help them to stay independent



Helping people to live with care and support

Supporting People to Live Independently

We will focus on support that enables our residents to stay healthy and well, living safe independent and fulfilling lives in local communities.

Our plan continues to be to help those residents who are supported by universal services, family, friends and community networks.

This approach aims to provide the opportunity to build on the strengths of our residents and communities and to build and develop resilient and sustainable networks that prevent or delay the need for long term interventions.



Supporting People to Live Independently

Preventative Services

Age UK

Age UK helps people to regain or maintain confidence and independence. It helps residents to find support networks if they feel anxious, lonely or isolated or have difficulty leaving their home.

A variety of prevention services are provided such as lunch clubs, exercise classes, befriending services, transport services, community support clubs, hospital discharge services and other social activities. The Council and Integrated Care Board (ICB) funds elements of these services to support the prevention offer in the City.

In the past year, Age UK has:

- Received 2077 referrals for support
- Provided 13107 support interventions or contacts

If you think you or someone you know could benefit from support from Age UK, referral forms can be found at [Welcome to Age UK Sunderland](#) or you can speak with them by calling 0191 5141131

Carers Centre Sunderland

Sunderland Carers Centre Sunderland provides support for people who look after others. They offer independent information, advice and guidance to carers in and around Sunderland.

A range of support is available for carers at a variety of tiers tailored to meet the needs of the individual including social groups, Carers Assessments, hospital discharge support and a range of other activities.

In the past year Carers Centre Sunderland has:

- Received 1168 new carer referrals
- Made 16,131 carer contacts
- Delivered 5096 hours of direct support to Carers

If you think you or someone you know could benefit from support from Carers Centre Sunderland, referral forms can be found at [Home - Sunderland Carers Centre](#) or you can speak with them by calling 0191 5493768

Sunderland City Council also implemented an online Carers Support Tool [Support for unpaid carers in Sunderland](#). This additional unpaid carers online support offer has:

- Engaged 2488 Carers
- Supported 1289 Carers

Equipment/aids in the home

In 2024/25, 11025 residents were provided with equipment to help them feel safe and confident in their home and remain as independent as possible.

Types of equipment include:

- Aids to support daily living and enable people to complete tasks for themselves, e.g. bath lifts, handrails, perching stools, etc.
- Manual handling aids to support carers to undertake their caring role safely
- Equipment to support residents with sensory impairments
- Equipment to help people move safely into and around their home
- Telecare alarms
- Assistive Technology

In the past year:

- 45,323 pieces of equipment have been delivered to 11025 individuals
- 1504 technology enabled care devices were installed
- xx alarm calls were received

If you think you or someone you know could benefit from support from Equipment or Adaptations, referral forms can be found at [Specialised equipment, monitors and alarms - Sunderland City Council](#) or you can speak with them by calling 0191 5205552

Social Prescribing – Links for Life

A programme that is part of the All Together Better Alliance, GP work stream, which brings together multiple providers and partners, to create a point of referral and deliver seamless support to the community, regardless of organisational boundaries or employers.

Social Prescribers are embedded within Primary Care Networks and the Voluntary Community Sector (VCS) alliance to empower people to take control of their health and wellbeing by giving time to focus on 'what matters to me' and building trusting relationships with people to create a shared personalised care and support plan, connecting them to local, diverse and culturally appropriate community groups, Voluntary Community Sector Enterprise (VCSE) organisations and services.

This service engages people to work on their wider health and wellbeing, such as debt, poor housing and physical inactivity, as well as other lifestyle issues and low-level mental health concerns by increasing people's active involvement with their local communities.

Access to social prescribing can be through multiple points throughout the City.

In 2023/2024 Social Prescribing was rebranded to 'Links for Life' and we have worked with residents and the Voluntary and Community Sector to procure and implement a digital platform to provide a directory of services, a referral system for support and volunteer recruitment portal.

Since 'go live' the website has had 2285 unique visitors.

Information, Advice and Guidance

Information, advice and guidance is available via multiple points throughout the City, including the Council, Health partners, Housing partners and Voluntary and Community Sector Organisations.

The Council delivers its information sources via to key online sources which can be found here:

[Health and wellbeing - Sunderland City Council](#)

[Sunderland Information Point](#)

Sunderland Council also commissions Washington Mind to deliver the Wellbeing Information Directory which can be found here:

[Home - Wellbeing Info](#)

Supporting People to Live Independently

Our priorities for 2025/26:

- Work with residents to improve the advice and information offered to residents via our online directories
- Enable residents to remain independent in their own home via the scaling up of the use of technology enabled care
- Work with partners to embed the newly implemented multi-agency front door that will ensure residents can access advice, information and support easily
- Continue to work with partners to embed the Social Prescribing model throughout the City
- Work with partners to embed the falls prevention strategy and service throughout the City
- Work with partners and communities to build capacity and resilience within the Voluntary and Community Sector to continue to support resident's needs.
- Improve employment, training and volunteering for residents with a learning disability and or mental health problem.
- Consider and develop Age Friendly communities
- Review the Carers Strategy and action plan implementation
- Implement a suite of online portals for info, advice and guidance offer, safeguarding referrals, carers assessments, online self-assessment and financial assessment.
- Engage and collaborate with the provider market to enable residents to remain independent
- Adult Services will continue to work with partners on Sunderland Safeguarding Adults Board to ensure people in Sunderland live safely, free from neglect and abuse.

Supporting People to regain Independence



We will focus on services that support our residents experiencing or in a crisis, so they are able to cope and complete recovery that moves them back towards independence. We will support young people and adults at key transition points in their lives supporting them to maintain and improve independence as far as possible.

Supporting People to regain Independence

Home First Discharge to Assess (D2A)

We have worked closely with our health partners to continue to embed and refine our approach to hospital discharge to enable people to be discharged from hospital as soon as they are well enough.

The term 'Discharge to Assess' means that depending on what support is needed, people are either able to go back to their own home with support in place, receive short-term bed reablement at home or in bed based services or receive short term care in a residential/ nursing home. This has improved the flow of patients through our hospitals, allows residents to recover whilst still being supported and have their longer-term care needs assessed at the right time in a more suitable environment.

The service continues to work closely with health colleagues to improve the flow and interventions for residents, reduce unnecessary duplication and transfers between services to ensure residents can access timely, personalised short-term care to enable them to reach their full potential.

In 2024/25 1593 new residents were supported with discharge from hospital.

Reablement Services

Farnborough Court Intermediate Care Centre provides accommodation for adults who are recovering from illness or injury and would benefit from a short period of rehabilitation to help them get back on their feet. The service is provided free of charge for a period of up to six weeks. During the stay, the Care Team, which could include Occupational Therapists, Physiotherapists, and Social Workers will work with the person to help them regain skills and confidence before supporting them to return home.

The Reablement at Home Service is designed to help people achieve independence in the kinds of activities that are central to their daily living. Support is a short-term intervention that is focused on building confidence and regaining lost skills.

The Reablement at Home Service is of value to people leaving hospital, for whom an episode of illness, or an injury for example following a fall, has changed their ability to manage daily living tasks independently, but is also offered to people living in the community where this would be helpful.

Both Intermediate Care and Reablement at Home is offered free of charge for up to 6 weeks agreed with you and the Reablement Service.

Following discharge from Reablement Services all customers receive an automated phone call every 2 weeks up to 91 days to check in and ensure recovery and safety, allowing early intervention and prevention to take place if someone's situation changes.

In 2023/24 79.1% of people who received reablement services were still at home 91 days later.

Supporting People to Regain Independence

Our priorities for 2025/26:

- Continue to work closely with Health partners to ensure safe and timely hospital discharge with our residents and carers being central to discharge planning and that they receive quality and timely advice and information, utilising the findings of the Newton Europe activity to inform priorities.
- Increase residents access to short term interventions to help them regain their independence and return home where it is appropriate and safe to do so.
- In partnership with residents, we will finalise the review and redevelopment of Day Opportunities.
- Continue to work collaboratively with health partners to support hospital discharge for people within the Transforming Care Programme and those residents with complex mental health needs.
- Work collaboratively with Children's Services to support children and their families to prepare for the transition to adulthood maximising opportunities for independence.
- Review and further enhance how the reablement offer in the City
- Implement the new care and support at home, Keeping Well Service with provider colleagues to enhance customer outcomes and promote independence
- Reshaping of therapies services in response to Newton work
- Review and recommission of sensory support service

Helping People to live with Support

We will focus on supporting people who need longer-term social care services, ensuring the care they receive helps them to achieve the outcomes that they need.

We will share responsibility with residents, their families, and their communities to try and meet people's needs in a way which is personal to them, delivers the outcomes they want to achieve and results in a better quality of life.

Wherever possible, we will support people to remain at home with family and friends, developing and maintaining a strong social network.

We will work with people to help them understand and manage everyday risks, whilst taking care to safeguard people from significant harm, in line with the 6 Principles of Safeguarding (Care Act 2014): Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability.



Helping People to live with Support

Direct Payments/Personal Health Budgets

We offer Direct Payments and Personal Health Budgets to residents to enable you to buy care and support services to meet your eligible needs.

A direct payment or personal health budget is one of the ways you can receive your personal budget,(following assessment) and puts you in charge of your care or support arrangements, giving independence and flexibility over who provides your care and how and when it is delivered.

The services purchased with direct payments must be safe, legal and meet your care and support needs. Social care staff can help and support you, as you decide whether direct payments are for you.

You could use a 'support broker', if you do not want to the council to manage your budget and do not want to manage it yourself. They will help you manage your budget and provide the services.

A Direct Payment Employment Support Service is available to support people who choose to employ a Personal Assistant, rather than use traditional social care services. The service provides information, advice and support about the roles and responsibilities of being an employer, recruitment of Personal Assistants (PAs) and includes a Payroll Support function.

We have introduced a pre-paid card for direct payments in Adults Social Care. Pre-paid cards are increasingly being used across the country as an effective way to deliver direct payments which offer a number of benefits to direct payment customers. Pre-paid cards will also provide an effective way for Sunderland City Council to monitor and validate direct payment expenditure than the current systems.

We continue to work on improving the offer of Direct Payments and Personal Health budgets to support professional teams in the promotion of Direct Payments/Personal Health Budgets, the use of short term grants via a Direct Payment/Personal Health

budget to support flow from hospital, support people in the community and the use of Curamcare, a solution that identifies self-employed Personal Assistants who can be used to meet care and support needs.

At the end of 2024/2025 341 individuals were in receipt of an ongoing Direct Payment or Personal Health Budget.

In 2025-26 we will be implementing Personal Health Budgets to support the pathways into employment via the Health and Growth Accelerator and work with residents and professionals to consider how we can improve the take up and use of Personal Health Budgets and Direct Payments.

Supported Living

The provision of Supported Living enables us to take a holistic approach to supporting adults with a learning disability, mental health need or physical disability to achieve and maintain community living independently within their own home or tenancy.

We work with a range of partners including social care providers registered social landlords and health professionals, to be able to provide a wide variety of supported living options across the city, which meet the personalised needs to the people who access them.

There are number of Supported Living options that are currently being developed with local housing and care providers which are linked to Sunderland's commissioning intentions and are referenced in our Market Position Statement

The new developments include shared accommodation and sole tenancy properties with models of care that meet individual tenant's needs and outcomes.

As at end of March 25 we were supporting 501 tenants within the city across 127 schemes.

Extracare

There are 12 Extracare schemes available across the City, providing 848 apartments/bungalows for rent, sale, or shared ownership with a minimum of 2 extracare schemes in each of the 5 locality areas.

Extracare schemes offer secure, self-contained apartments designed primarily to meet the needs of people aged 55 or over who can live safely on their own with some care and support.

People who live in Extra Care Housing have their own self-contained apartment or bungalow, their own front door, and a legal right to occupy the property. Unlike living in residential care homes, extra care tenants are not obliged as a rule to obtain their care services from a specific care provider.

To be eligible to live in an extracare scheme you must have a housing and / or assessed social care need.

All extracare schemes have onsite care 24 hours per day 7 days per week

Within each Scheme, there is a community hub which includes a community restaurant; activity/multi-purpose room; hairdressing salon and communal lounge area, all are open to the wider local community.

The schemes offer a range of services and support which can include the following dependent, upon the scheme:

- Secure door entry
- CCTV
- Smoke detectors
- Communal areas
- Assisted bathing
- 1-1 support as needed

As at the end of March 2025, Extracare schemes had a 96% occupancy rate.

Support at Home

Working with partners across the City we facilitate support to be provided at home to enable you to independent and living in your own home. This support enables those with varying care needs (through illness, long-term medical issues or old age) to remain in their own home indefinitely, or for a longer period of time than may have been possible. This support can be called Homecare, Domiciliary Care or a Home Help.

The support provided can include a range of care such as:

- Getting out of and into bed.
- Washing and dressing
- Using the toilet
- Preparing meals and drinks

The Council has worked with current and additional partners to increase the capacity and offer of support at home in the City and continues to do so.

At the end of March 2025 22,471 hours of support per week were being provided to people in their own homes.

In 2025/2026 we will be finalising the commissioning of the new homecare provision (Keeping Well Service).

Permanent Care (Residential/Nursing)

Working with partners across the City we facilitate the provision of residential and nursing care accommodation for people aged 18 – 64 and 65 and over, which provide 24-hour personal care, nursing care and support to residents who may find it difficult to manage daily life at home.

Residential Care provide residents with a safe place where they are looked after according to their needs, such as help with washing, dressing, toileting, administering medication and mobility and medical care. These care settings mean that people can treat the setting as their home and live there with have access to a range of support services on site.

The purpose of these care settings is to ensure that people who cannot live independently but do not need nursing care are well looked after and can continue to lead meaningful lives.

The main difference between residential and nursing care is that a nursing care home will have a Registered Nurse onsite at all times and is able to manage more complex health needs than a residential care home.

At the end of March 2025 there were:

- 1264 residents in residential care
- 385 residents in nursing care

Currently 96% of 65+ homes within the city are rated good or outstanding by the Care Quality Commission.

There are 33 CQC registered care homes for people with a learning disability in the city (including 2 short break and 1 assessment service). These provide a small group home environment where people have personalised support to meet their individual needs. The care and support is provided by 6 social care providers and the homes can accommodate up to 200 people.

Day Services/Opportunities

Day Services and Day Opportunities offer people the chance to take part in meaningful day time activities that can help to develop their social skills, daily living skills, confidence and self-esteem, contributing to meeting their outcomes and improving their wellbeing. We work with our partners across the City to offer a mix of building based day care services and community based day opportunity support.

Day services is generally provided in a day care centre, where people go and spend their time taking part in activities in a building based environment, supported by staff who work within the Centre. Activities may include for example cookery; art and IT, as well as more specialist therapeutic support for people who may have more complex care needs.

Day Opportunities can offer a much more individualised and inclusive approach to support and usually take place out and about within the local community. The types of activities people take part in will vary from person to person, depending on the outcomes they want to achieve and their interests.

At the end of March 2025 there were 330 residents accessing Day Services/Opportunities.

Short Breaks

Short breaks, sometimes also known as respite, are a way of enabling carers to have a break from their caring responsibilities. They also enable the cared for person to try different experiences and get involved in activities that develop their social skills, daily living skills, confidence and self-esteem.

Short breaks can be provided in a variety of different ways depending on people's needs and outcomes and can include support in a dedicated building based short break service or in people's own homes.

348 residents accessed short break services in 2024/25.

Shared Lives

We offer shared lives schemes to support adults with learning disabilities, mental health conditions or other needs that make it harder for them to live on their own.

Sunderland Shared Lives is a care and support service for people aged 18 years and over who want to live independently in their community, with the support of a family and community network. A Shared Lives arrangement can offer long term support and accommodation; daytime support or short breaks and it can be an alternative to supported living or residential care services.

In a shared lives arrangement, people are supported by Shared Lives Carers who offer their own home and family life and shared lives arrangements are based on shared interests and shared lifestyles.

We have a Shared Lives Scheme which:

- Recruits and trains Shared Lives Carers
- Matches individuals with suitable Shared Lives Carers
- Makes Shared Lives arrangements
- Provides ongoing support and monitoring of Shared Lives arrangements

At the end of March 2025, 18 people were supported by the Shared Lives service offer and there were 18 Shared Lives carers registered with the service.

Partnership Working

Health Funding

We work in partnership with Health Colleagues to deliver Continuing Healthcare and Section 117 packages of support for residents living in the city.

Eligibility for Continuing Health Care depends upon assessed needs and not a particular diagnosis or condition and can change as residents needs change. We involve residents and their families in the assessment process and take in to account your views and needs.

Reviews

In 2024/2025, we completed 3136 reviews. Reviewing residents' care and support needs, whether scheduled or unplanned, provides additional opportunities to establish whether current support arrangements are achieving the outcomes residents wish to aspire to.

Advocacy

The Care Act 2014 places a statutory duty on Local Authorities to involve people in decisions made about them and their care and support. No matter how complex a person's needs, Local Authorities are required to help people express their wishes and feelings, support them in weighing up their options, and assist them in making their own decisions.

Advocacy is essential for people who due to a disability, cultural difference, health condition, communication difficulty, financial circumstances, or social attitudes, find themselves in a position where their ability to exercise choice or represent their own interests is limited, or where processes are particularly complex to navigate, such as social care and health pathways or where there is a safeguarding issue. Advocates play an important role in feeding back to the Council and NHS how to improve services to make them more accessible to people.

Independent Health Complaints Advocacy is required to provide a person-centred flexible service that will empower and support anyone who wishes to pursue and resolve a complaint about healthcare commissioned or provided by NHS in England which falls within the prescribed complaints process. It will also support individuals with a grievance related to any aspect of healthcare that falls under the jurisdiction of the Health Service Ombudsman (“The Ombudsman”).

Sunderland have one Advocacy provider who delivers both statutory Advocacy and Independent Health Complaints Advocacy. The provider will decide the best way of supporting and representing the person they are advocating for, always about the wellbeing and interest (including their views, beliefs and wishes) of the person concerned. This may involve creative and non-traditional approaches.

Helping People to Live with Support

Our priorities for 2025/26:

- Enhance and increase the Direct Payment/Personal Health Budget Offer
- Work with partners to collaboratively develop and implement a Trusted Assessor model to support Social Care
- Reform the review process and ensure partners can evidence people at risk of decline are being identified
- Implement a range of technology solutions to support Social Care Reform, timely assessment and review and partnership working via Online and Assisted self-assessment, trusted assessment, financial assessment and provider payment.
- Development and implementation of a tiered model of care and support that is individualised based on personal need and incorporates low level preventative, monitoring and responsive.
- Review the Council Charging Policy
- Review, develop and implement the workforce development strategy to ensure a workforce that remain professional, experienced and sustainable for Adult Services
- Continue to build upon the success of the current programme of suitable accommodation solutions for people's care and support needs

Safeguarding Adults



‘Safeguarding’ is everyone’s business.

Everyone has the right to feel safe. This means protecting and preventing harm adults at risk of abuse.

We work in partnership with people and organisations to prevent and stop both the risks and experience of abuse and neglect while making sure the adults general wellbeing is promoted.

This includes having regard to the views, wishes, feelings and desired outcomes of the adult throughout the process.

Safeguarding Adults

In 2024/25 we:

- Completed a user engagement exercise of customers who had been supported through the safeguarding process in partnership with Healthwatch.
- Refreshed the targeted communications and engagement activity plan
- Reviewed of the SSAB Professional Curiosity Guidance
- Supported the regional SAR Champions Group (of which SSAB is part of) to develop and produce an information leaflet for individuals and their families who may be involved in a Safeguarding Adults Review.
- Reviewed the training material used in the multi-agency training offer.
- Embedded the single agency performance updates to Safeguarding Adults Board
- Completion of a Themed Discretionary SAR into 4 recent Homeless Deaths. Learning from this has been shared with the Housing Team and across the partnership.
- Independent review of the CARM process completed and recommendations implemented.

Recent years have seen organisations and communities challenged by the national pandemic and cost of living crisis. We continue to see the impact on individuals and services, which has resulted in an increase in safeguarding referrals, in all organisations and more concerning, an increase in the complexity of cases, which can be seen in our figures, but also in the increased activity and investment to key service areas.

2024/25 saw 5140 safeguarding concerns received in Sunderland around the same rate as the previous year.

If you are a **professional wishing to report a safeguarding concern via the Portal**. Portal Guidance and the Safeguarding Adults Threshold Guidance Tool here: [Worried about someone? - Sunderland City Council](#). Once you have viewed the guidance, if you need to make a Safeguarding Adults Concern referral, click the link to the Safeguarding Adults Concern (SAC) form on the 'Worried about Someone?' page to go to the Sunderland Adults Safeguarding Portal.

If you are a member of the public and worried about your own safety or about the safety of someone else, you can call us on 0191 520 5552. Alternatively, you can also visit the Sunderland City Council website and complete the member of public 'online referral form': [Report a safeguarding concerns - members of the public - Sunderland City Council](#)

Safeguarding Adults Board

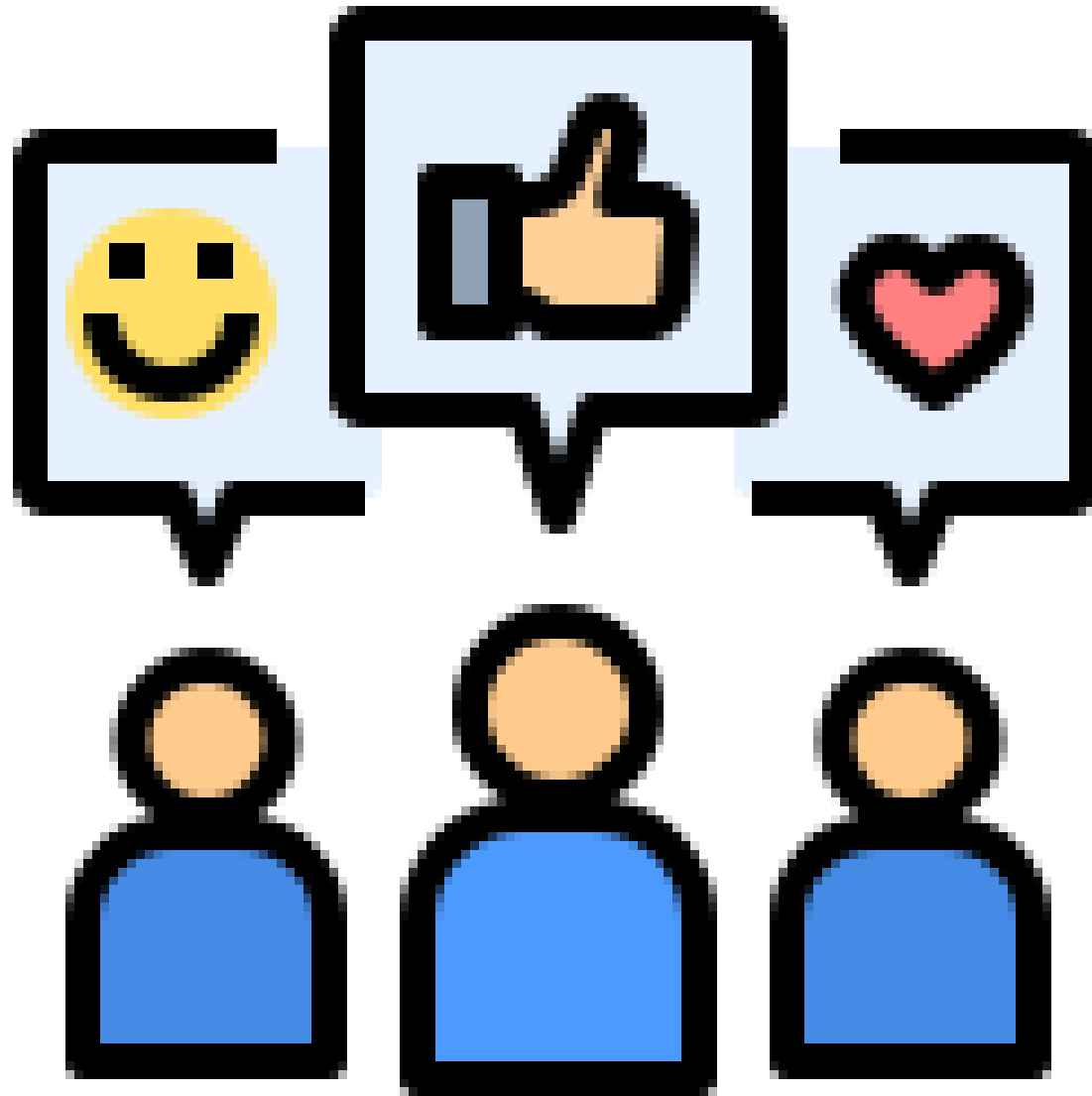
Our priorities for 2025/26 are:

- User engagement
- Communication
- Multi agency training
- Measuring our success

With a focus on key areas of risk:

- Homelessness and asylum seekers/refugees/immigrants
- Self-neglect
- Mental capacity
- Responding to organisational changes (understanding impacts)
- Focus on Safeguarding and Presentation of Younger Adults (up to 25 years) (linked to care experienced cases)
- Substance misuse (alcohol and drugs) - SSAB adding value to the work of Public Health & others
- Independent providers' market - changes and consequences for safeguarding: working together as a system
- Understanding the changing demographics in Sunderland and what this means for SSAB - working towards communications and activity reaching the right people

Our Residents Voice



Our Residents Voice










Engagement with Residents



Councils are required to undertake an annual user survey of those who have received help and support and a bi annual carers survey. In 2024/25 both surveys were completed as follows.

| 2024/25 | ASC User Survey | Carers Survey(23/24) |
|----------------------------|------------------------|-----------------------------|
| Number of surveys issued | 1350 | 1000 |
| Number of surveys returned | 406 | 308 |

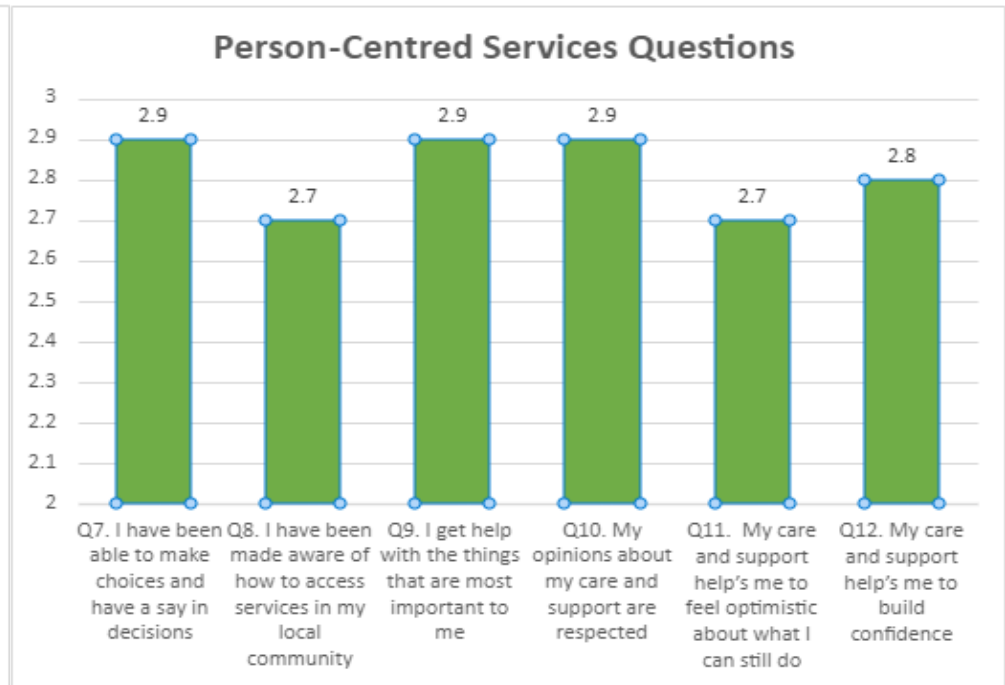
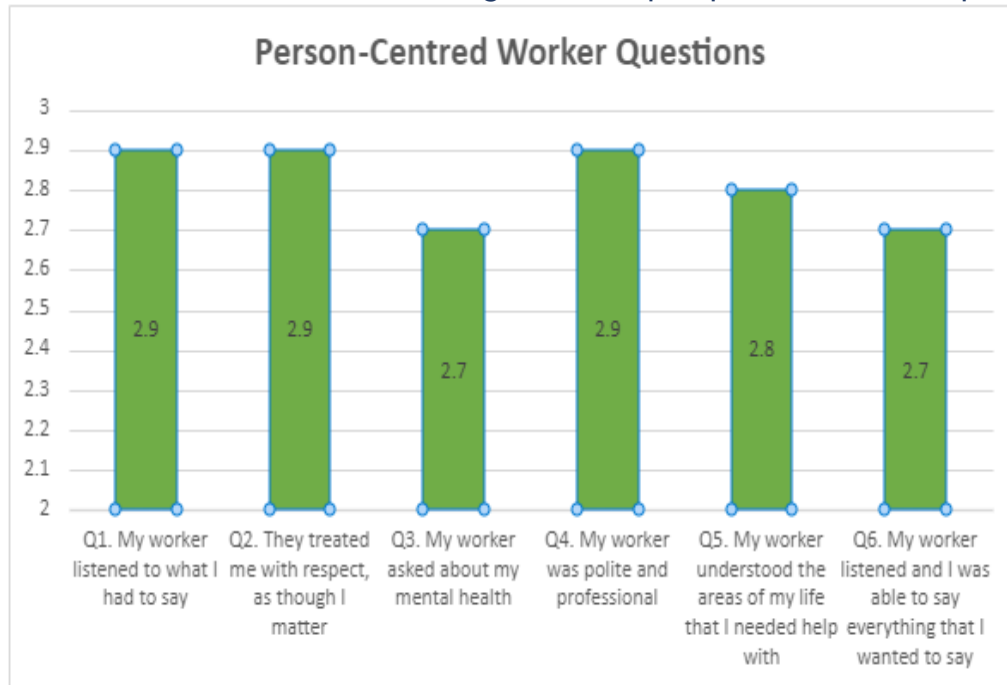
It is important that we continue to hear your views and opinions on the services we offer, so we will be approaching you on an ongoing basis to seek feedback via a call from the social work team and an automated feedback telephone call. We want to understand where things could be better, but also areas where we might be doing things well.

The outputs from the survey's showed the following:

| Measure | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 2024/25 | DOT |
|--|----------------|----------------|----------------|----------------|----------------|----------------|---|
| Social care-related quality of life score | 20.0 | | 18.9 | 19.6 | 19.6 | 19.4 |  |
| The proportion of people who use services who have control over their daily life | 83.3% | | 76.4% | 80.5% | 80.4% | 76.4% |  |
| Carer-reported quality of life score | | | 7.2 | | 7.5 | |  |
| The proportion of people who use services who reported that they had as much social contact as they would like | 55.1% | | 44.2% | 51% | 54.4% | 52.1% |  |
| Overall satisfaction of people who use service with their care and support | 72.2% | | 62.1% | 68% | 67.9% | 66.6% |  |
| Overall satisfaction of carers with social services | | | 39.1% | | 44.1% | |  |
| The proportion of carers who report that they have been included or consulted in discussion about the person they care for | | | 64.9% | | 74.9% | |  |
| The proportion of people who use services who find it easy to find information about support | 70.6% | | 66.2% | 74.5% | 68.9% | 71.3% |  |
| The proportion of carers who find it easy to find information about support | | | 55.9% | | 65.6% | |  |

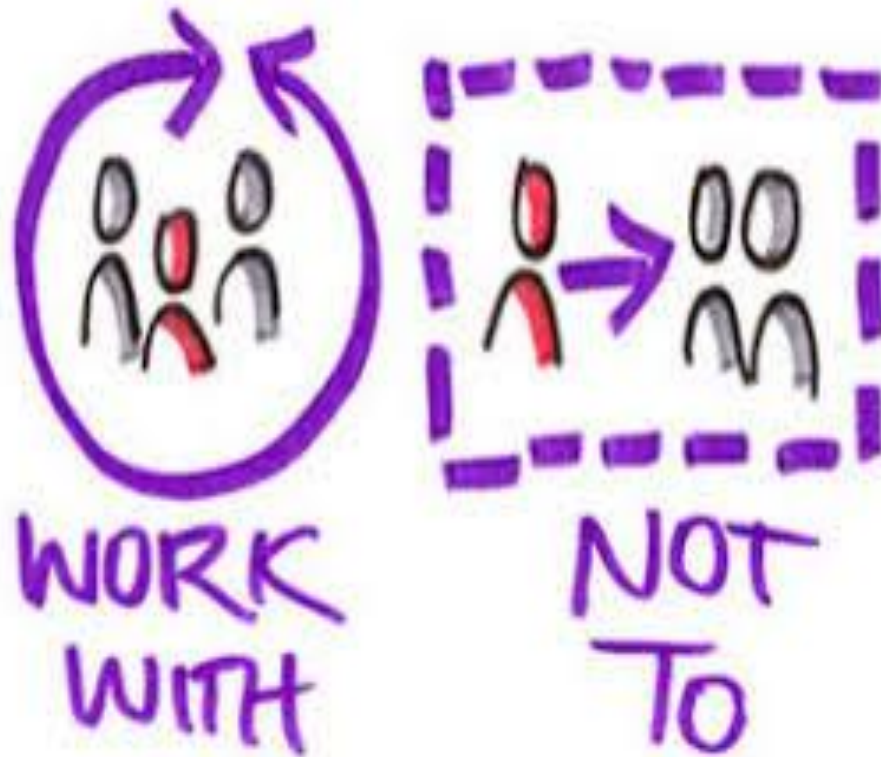
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|---|-------|--|-------|-------|-------|-------|---|
| The proportion of people who use services who feel safe | 79.7% | | 72.5% | 73.6% | 81% | 80.1% |  |
| The proportion of people who use services who say that those services have made them feel safe and secure | 92.8% | | 90.6% | 92.2% | 89.8% | 90.9% |  |

To further engage with our resident's, we undertake a questionnaire as part of our case file audit process. This questionnaire measures the quality of the care experiences of customers. The Person-Centred Community Care Inventory (PERCCI) is an evidence-based tool, co-designed with people with lived experience of care services.



| | | | | |
|----------------|---|---------------|---|---------------------|
| Scoring | 3 | <i>Always</i> | 1 | <i>Sometimes</i> |
| | 2 | <i>Often</i> | 0 | <i>Rarely/Never</i> |
| | | | | |

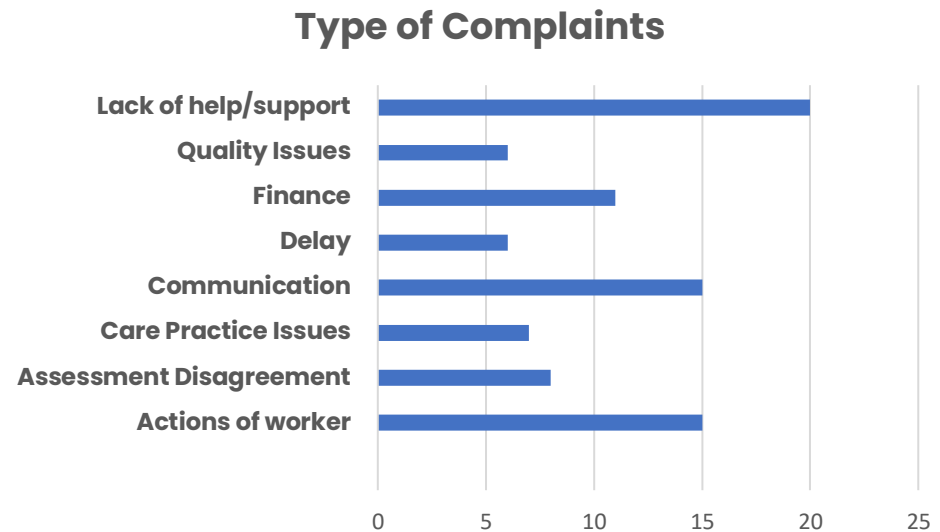
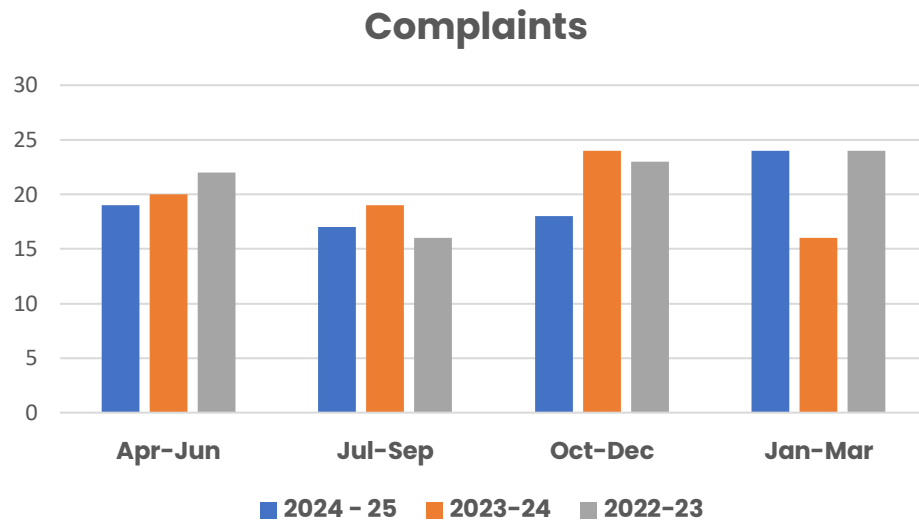
Community Engagement and Co-Production



Our vision and approach for co-production is to ensure that people who use services and carers are involved throughout. This will help define and design local priorities and policies and decision making about Adult Services that affect their lives.

We will progress this using a variety of methods including the Council's 'Let's Talk' programme, implementing an ongoing loop of feedback and challenge at key parts of their journey, utilise the Ageing Well Ambassadors within the City, work with Healthwatch on key areas of review and transformation and engage our co-production board in all service transformations.

Compliments and Complaints



In 2024/25 there were 5 Ombudsman complaints of which 2 were investigated and upheld.

Over the next year, through the feedback forum we will continue to review the themes and trends workers to resolve any dissatisfaction immediately and seek a resolution to their concerns where possible

Adult Social Care received 109 compliments in 2024/25.

The worker did everything he said he would, when he said he would and all with a very pleasant and positive manner, I couldn't have asked more from him, he turned what could have been an unpleasant experience into something bordering a pleasure. The whole service that has been provided is very, very much appreciated, thank you.

Customer couldn't sing your praises enough and wanted to thank you for the work you have done for him and said you did an excellent job.

Thank you for your help with my family and supporting us with getting my mam placed. It's very much appreciated, and good to know yourself and wider social services team have been able to help our family.

The worker has provided great knowledge and information to myself and the family regarding my husband who has advanced vascular dementia. I appreciate him listening to our concerns and offering solutions.

Customer complimented the worker on her approach and empathy throughout the assessment and following the passing of her mother.

Our Residents Voice

Priorities for 25/26

- Utilise Carers with Lived Experience in response to Carers Survey feedback to inform delivery of the Carers Strategy action plan and design of Carers Services in the City.
- Monitor and act on the customer feedback from the automated telephony app.
- Embed the City action plan in response to the residents survey into Adult Social Care planning and design
- Utilise the Ageing Well Ambassadors and Healthwatch to gather further feedback from residents with Lived Experience.
- Work with residents and users of Adult Services to develop the Links for Life platform as the digital Information, Advice and Guidance Offer within the City in response to User and Carer feedback to date.
- Continue with the Adult Services communication plan for residents, customers, staff and partners.
- Embed the Co-production Board to support the ongoing review and transformation of services within Adult Social Care.

How Adult Social Care Spent its Money

