

Adult Social Care

An Overview – January 2024



Welcome to Tower Hamlets: Our Context



Our Context – the borough we serve



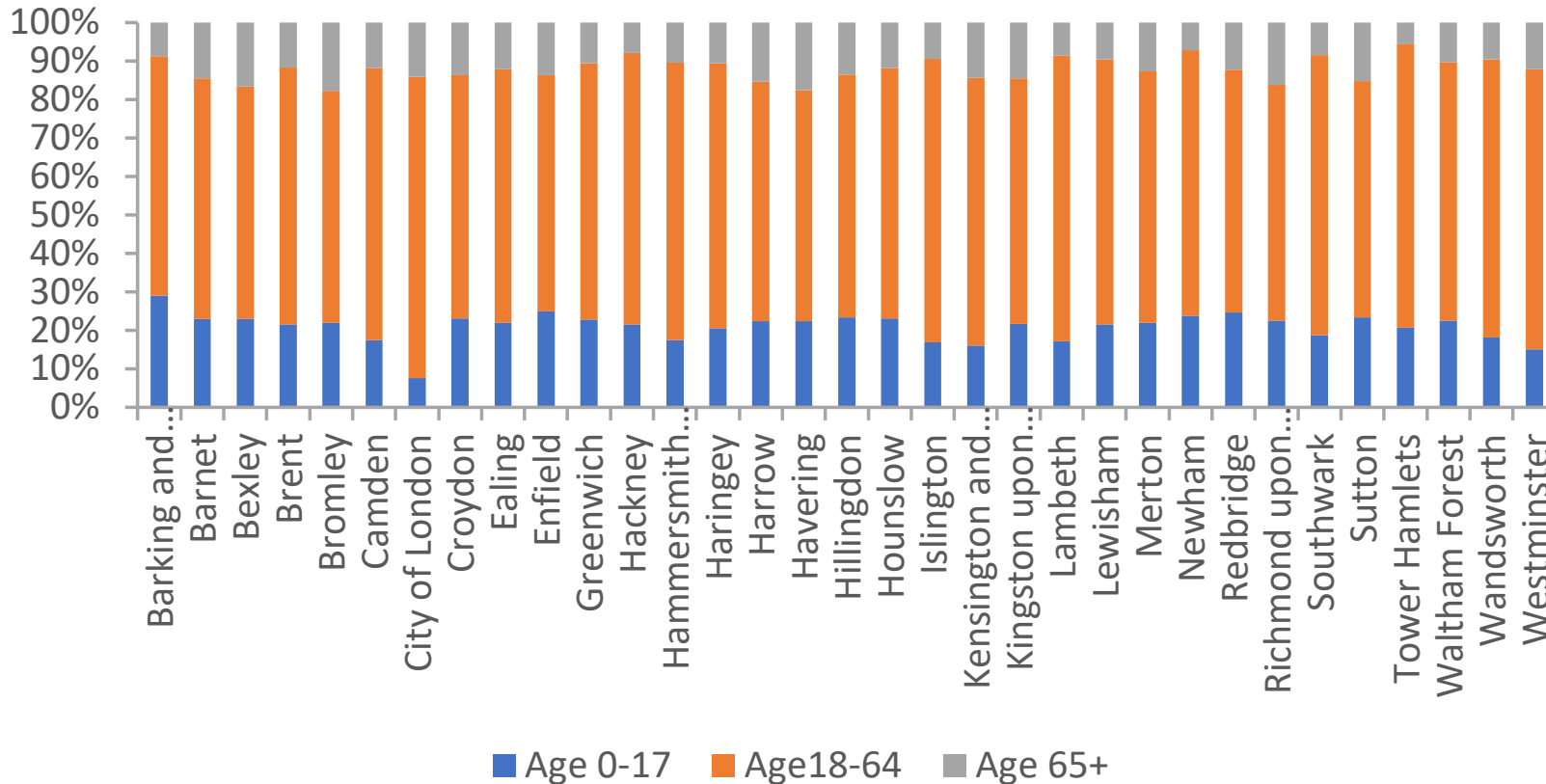
- The Censuses in 2011 and 2021 showed Tower Hamlets was the fastest growing local authority in England.
- Its population increased by 50% from just under 200,000 in 2001 to just over 310,000 in 2021.
- Tower Hamlets is also one of the most ethnically diverse Boroughs in England.
- The Index of Multiple Deprivation (IMD2019) shows Tower Hamlets to be one of the most deprived boroughs within London.
- The age-standardised rates of self-reported poor health and disability and among the highest in England



Census 2021 Population by Broad Age Category



Census 2021 population by Broad Age Bands



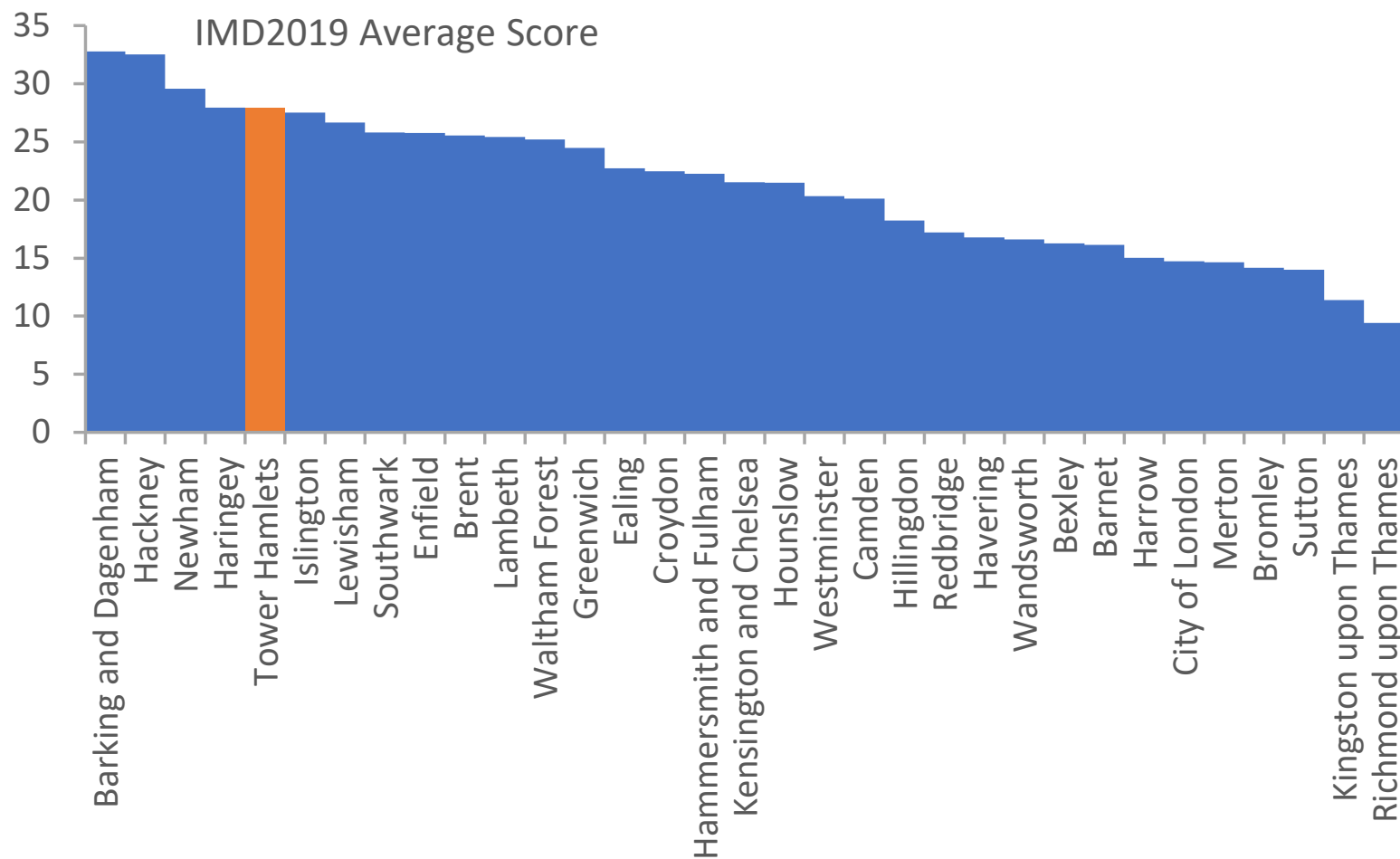
The Census undertaken in 2021 shows Tower Hamlets with a population of around 310,000. Over a quarter of a million residents (73.7%) are of working age, while on around 17,500 residents (5.6%) are aged 65 and over.

This is the lowest percentage Age 65+ population of any borough in London and the 4th highest percentage age 18-64 population in London.

Source: Census2021 Create a custom dataset ([Create a custom dataset - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk/census/2021/create-a-custom-dataset))



Deprivation – Index of Multiple Deprivation 2019 Average Score



The higher the score the more deprived an area relatively to another area. The local authority average scores is a population weighted average from the Lower Super Output Area scores.

Tower Hamlets has the 5th highest score within London. Three of the four Boroughs with higher scores also sit within north-east London.

NOTE: This data is relatively old but the best which is available.

Source: Index of Multiple Deprivation ([English indices of deprivation 2019 - GOV.UK \(www.gov.uk\)](http://www.gov.uk))



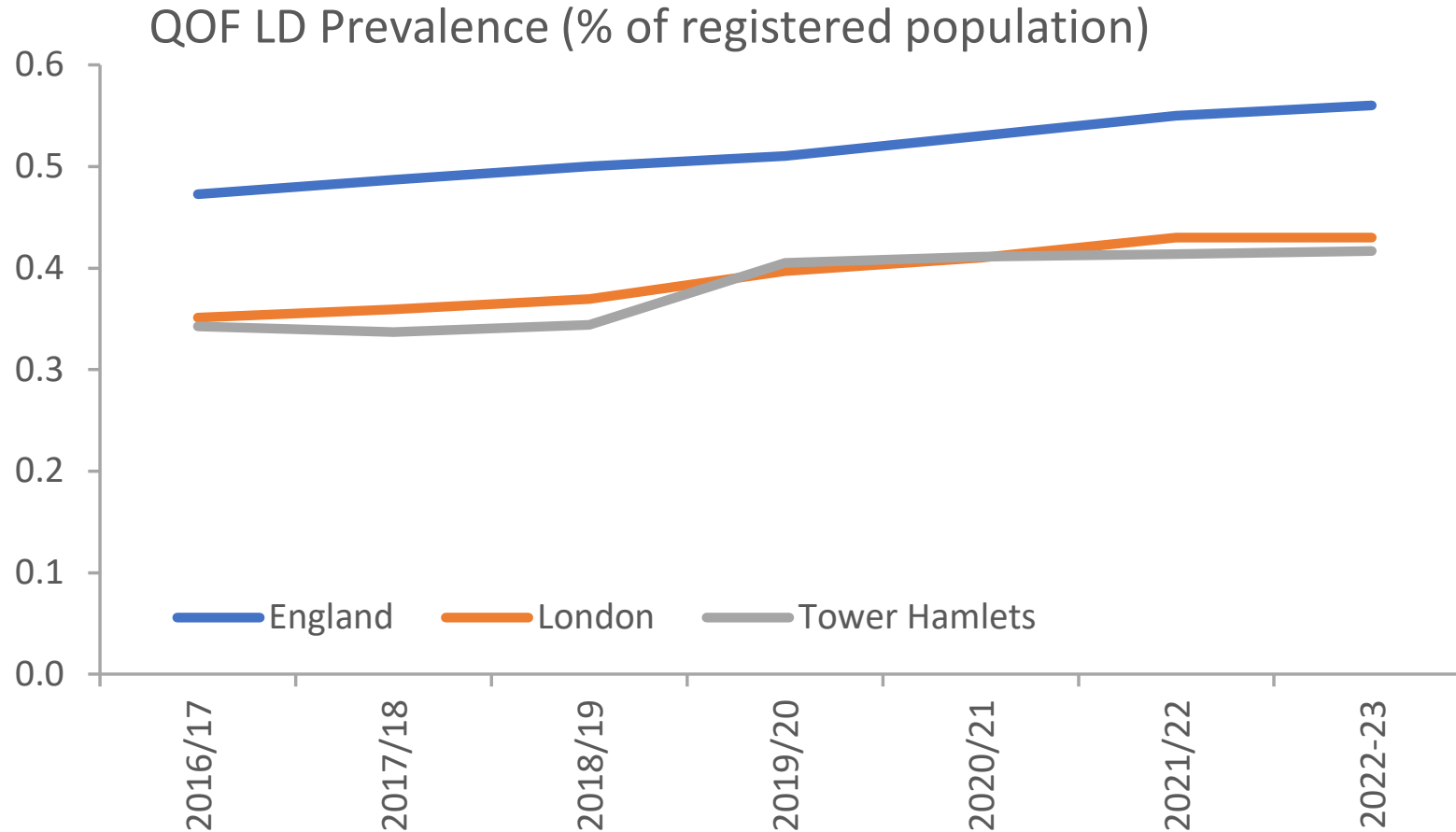
Our Context – Younger Adults



- The population aged 20 to 64 has increased by around 50% from around 122,000 in 2001 to just over 180,000 in 2021.
- Levels of people on a Quality and Outcomes Framework register with a learning disability or a mental health condition has increased substantially over the last 10 years.
- The prevalence of mental health conditions is higher than the London and England average.



Learning Disability Prevalence (QOF, All Ages)



In 2019-20 around 1,600 people in Tower Hamlets were on the QOF Mental Health Register. This is around 0.4% of the registered population.

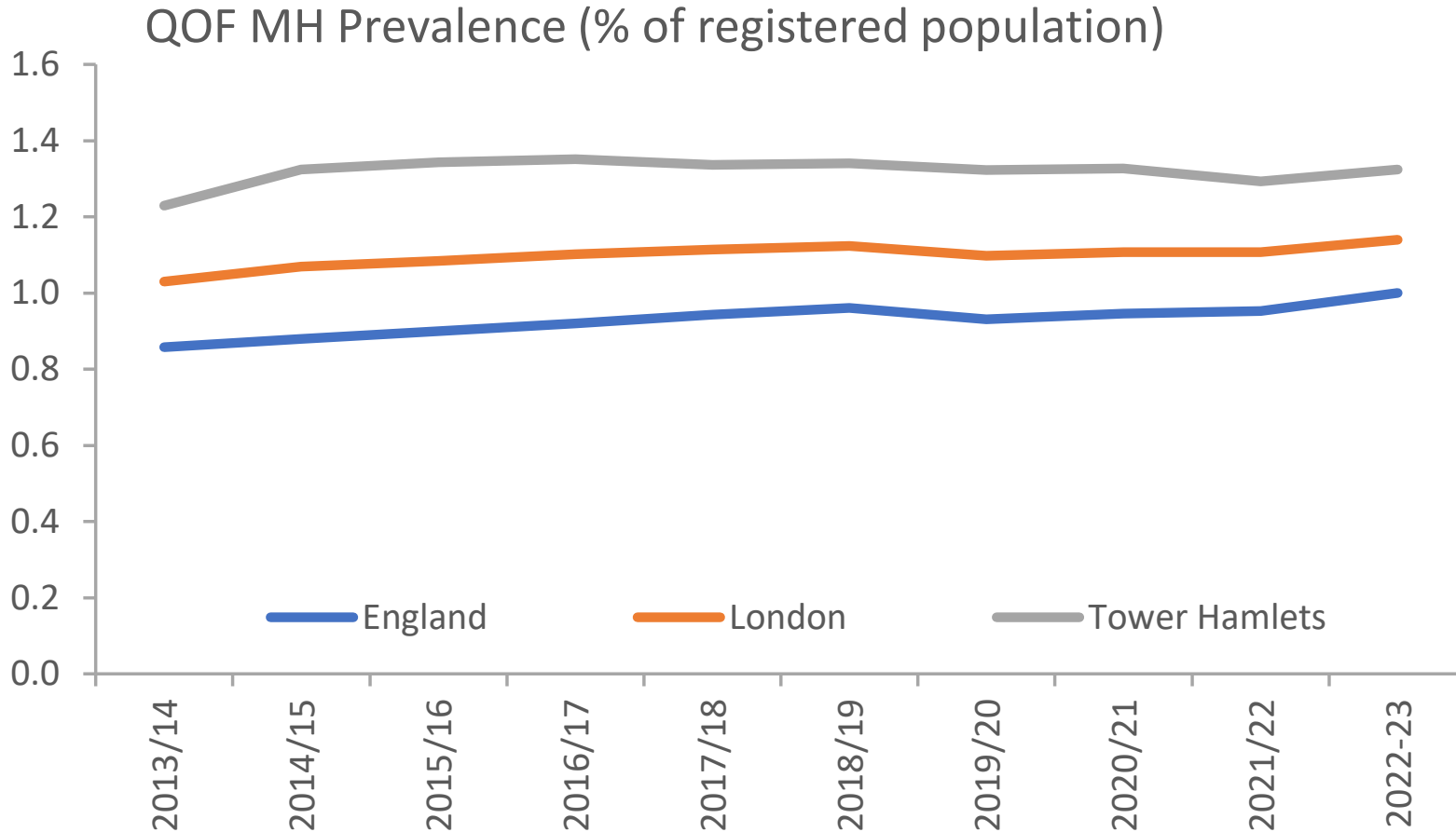
The prevalence has increased slightly over the time period, as the number of people has risen by around 500 (50%) over the period.

The prevalence in Tower Hamlets is similar to that seen in London and Lower than the England average.

Source: Public Health Outcomes Framework ([Public health profiles - OHID \(phe.org.uk\)](https://publichealthprofiles.org.uk/)) & NHS Digital QOF Data Tables ([Quality and Outcomes Framework, 2022-23 - NHS Digital](#))



Mental Health Prevalence (QOF, All Ages)



In 2022-23 around 5,100 people in Tower Hamlets were on the QOF Mental Health Register. This is around 1.3% of the registered population.

The prevalence has been fairly consistent over the time period, however the numbers of people has risen by around 1,600 (40%) over the period.

The prevalence in Tower Hamlets is greater than that seen in London or England

Source: Public Health Outcomes Framework ([Public health profiles - OHID \(phe.org.uk\)](https://publichealthprofiles.org.uk)) & NHS Digital QOF Data Tables ([Quality and Outcomes Framework, 2022-23 - NHS Digital](https://www.nhs.uk/quality-and-outcomes-framework))



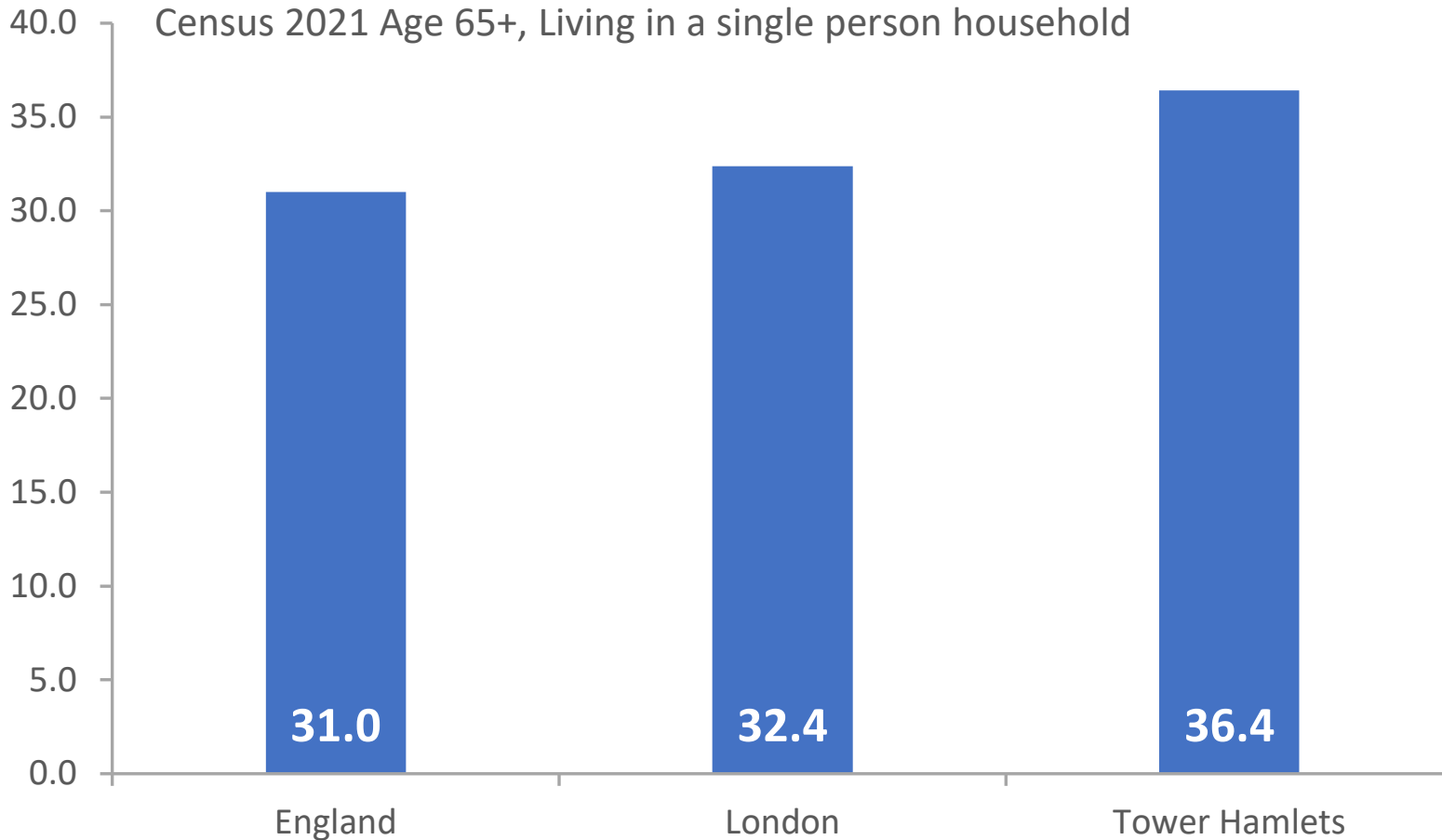
Our Context – Older Adults



- The number of people aged 65 and over has not grown in line with the general population within the Borough, there were around 17,500 people aged 65 and over according to the Census 2021.
- The 2021 Census showed that in Tower Hamlets around 36% of these people lived alone which is a higher proportion than seen nationally.
- Over a quarter of females and a fifth of males aged 65 and over self-reported their health status as bad or very bad.
- Over 45% of females and over 40% of males aged 65 and over report they are disabled under the equality act.
- Over 80% of people in Tower Hamlets has at least one long term condition as seen in the 2022-23 QOF data.
- Our older adults are among the most deprived in England, the latest data from DWP shows that the rate of Pension Credit claimants is the highest in London.



Census 2021 Age 65+ Single Person Household



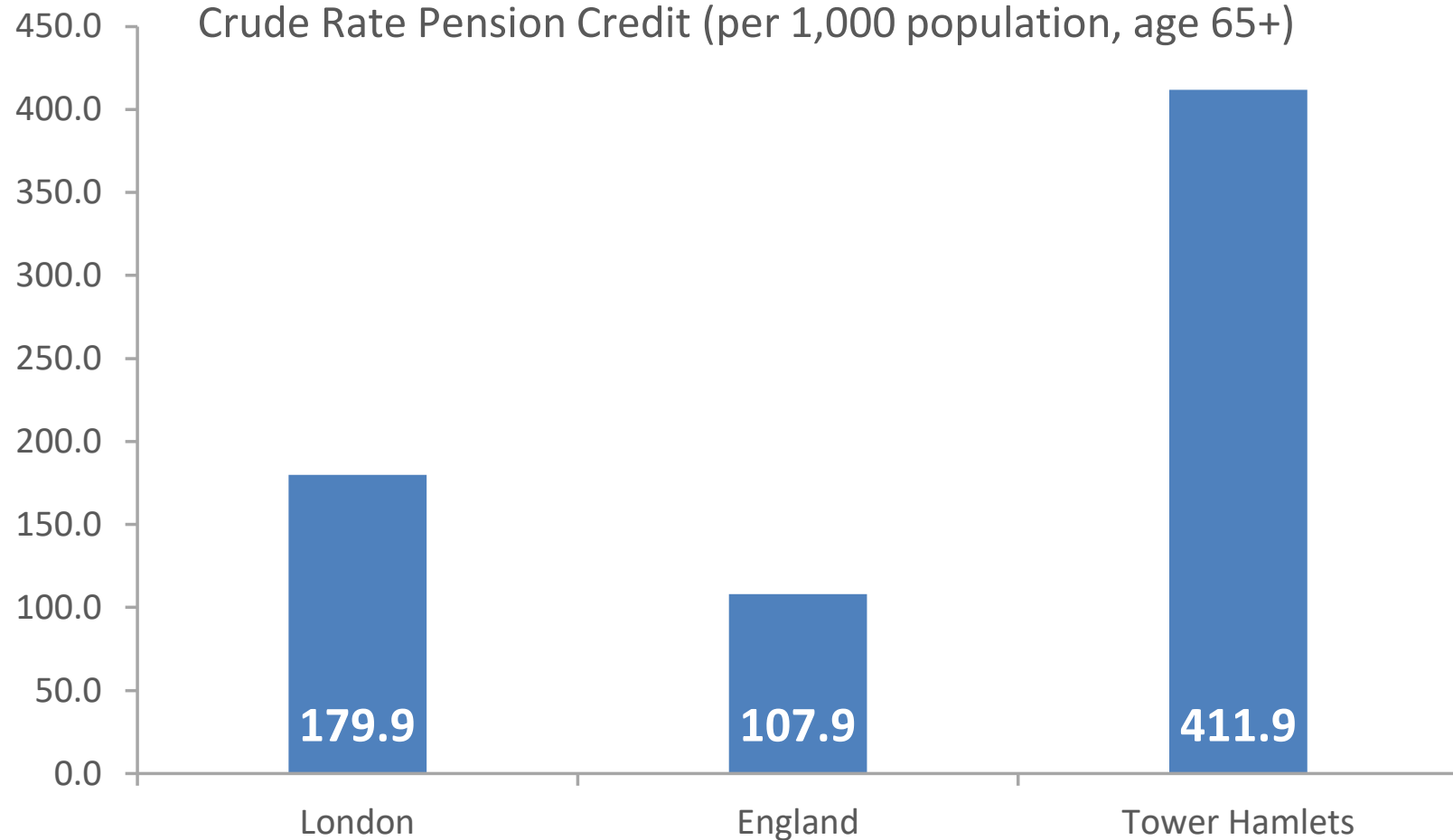
The Census undertaken in 2021 shows Tower Hamlets has around 6,230 people aged 65 and over living in a single person household. This is over a third of all people aged 65 and over.

This is a higher proportion than the England and London averages.

Source: Census2021 Create a custom dataset ([Create a custom dataset - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk))



Pension Credit Claimants – Feb '23



In February 2023, The number of people aged 65 and over claiming pension credit in Tower Hamlets was around 7,200 which is a rate of around 410 per 1,000 population aged 65 and over.

This is more than double the London average and nearly 4 time the England average.

Source: DWP Stat-Xplore (<https://stat-xplore.dwp.gov.uk/>)

The best of London
in one borough



Our service – the people we support



- In 2022-23 we spent £135m providing ASC Services.
- 3,715 people with lived experience received long term care:
 - 1,775 aged 18-64 (around 2% of the population, slightly higher than the London average)
 - 1,940 aged 65 and over (around 11% of the population substantially higher than the London average)
- There were 6,450 requests for support from new people with lived experience:
 - 3,500 aged 18-64 (105 received short term support to maximise independence)
 - 2,950 aged 65 and over (445 received short term support to maximise independence)
 - A very small percentage went straight to long term care.



Our service – outcomes for people



- The adjusted quality of life score for people we support declined slightly in 2022-23 but remains above the London and England average.
- Users report they have more control over activities of daily living.
- The rate of permanent admissions to care homes continues to fall as our policy of offering support at home continues to be implemented.
- Our support to people with a learning disability has enabled more of them to live independently or with family and to undertake paid employment.



Our service – our social care team



- Tower Hamlets employs around 340 people in total:
 - Around 170 Social Workers
 - Around 30 Occupational Health Staff
 - Around 140 Management & Administrative Staff



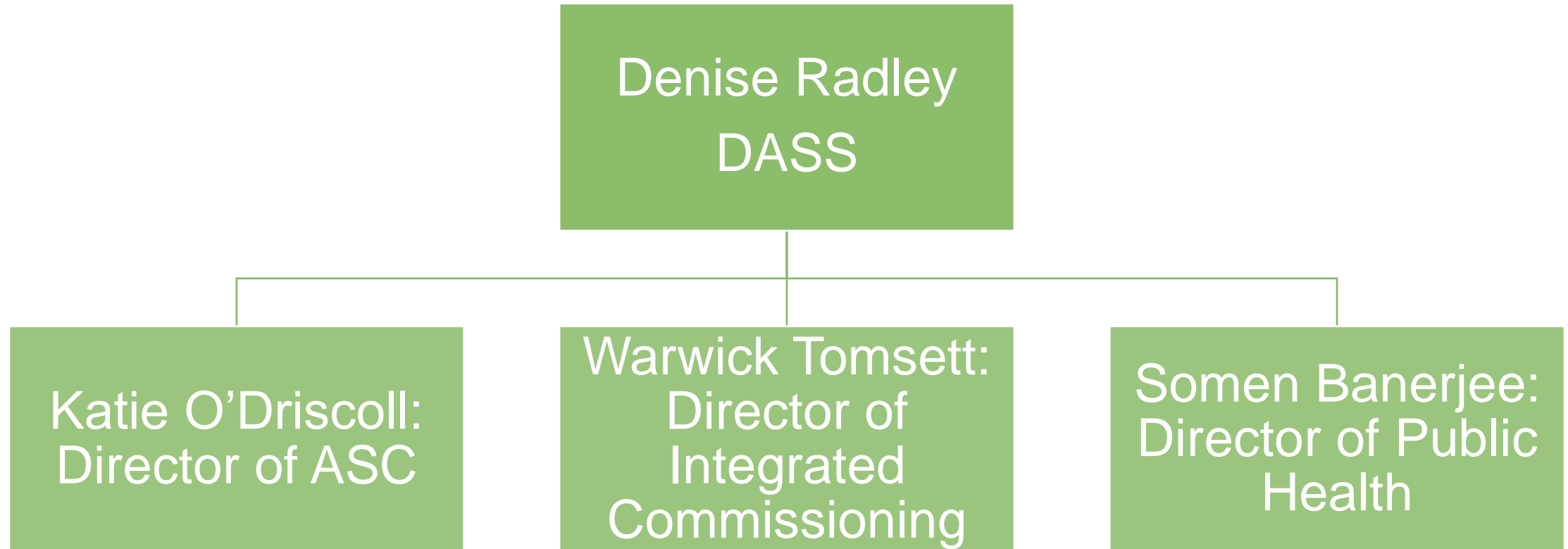
Our service – our providers



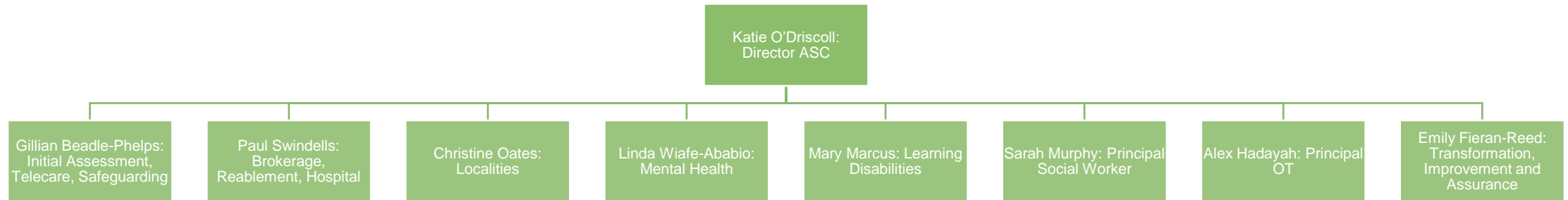
- According to the latest CQC registration data there are:
 - 3 Nursing Home Providers with 172 beds, this is below the London and England average.
 - 7 Residential Home Providers with 215 beds, this is below the London and England average.
 - 5 Extra Care Housing Providers, this is above the London and England average.
 - 13 Supported Living Providers, this is above the London and England average.
 - 56 Domiciliary Care Providers, this is above the London and England average.



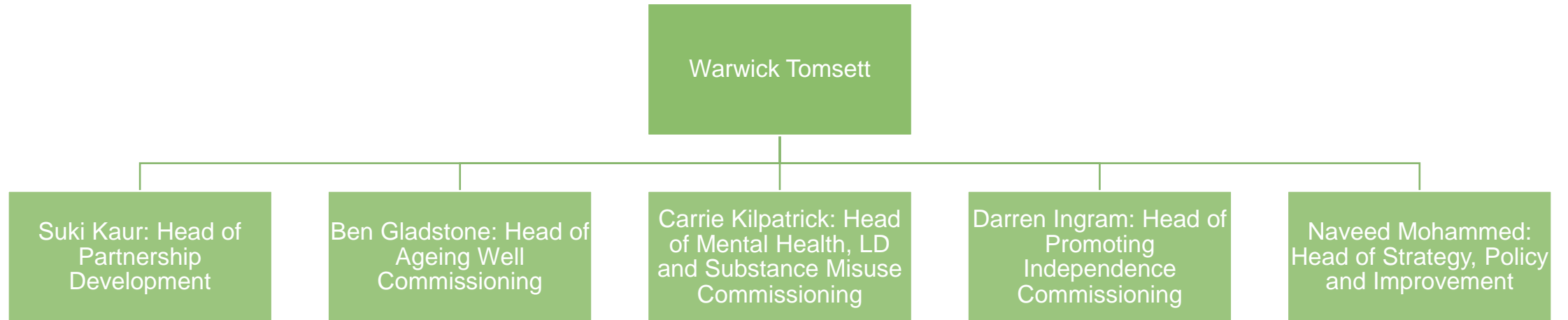
Structure Chart



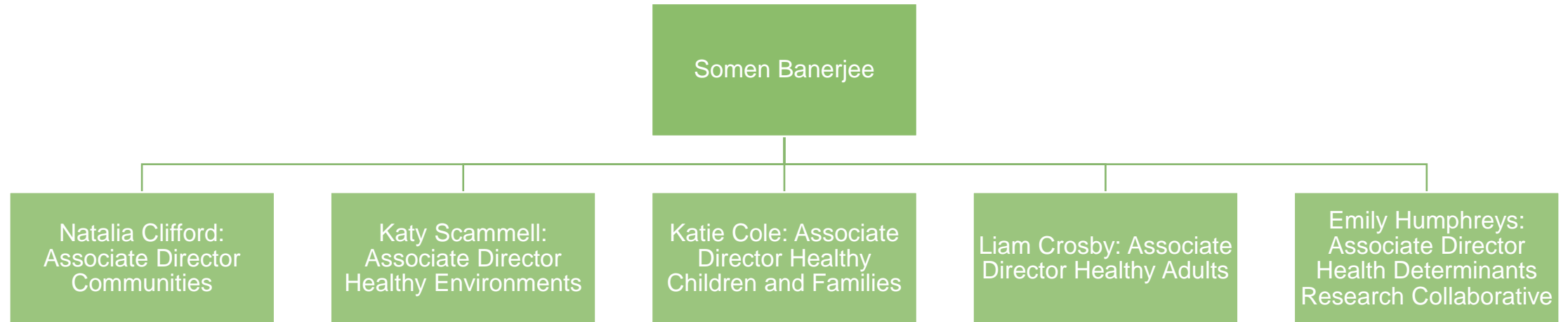
Structure Chart



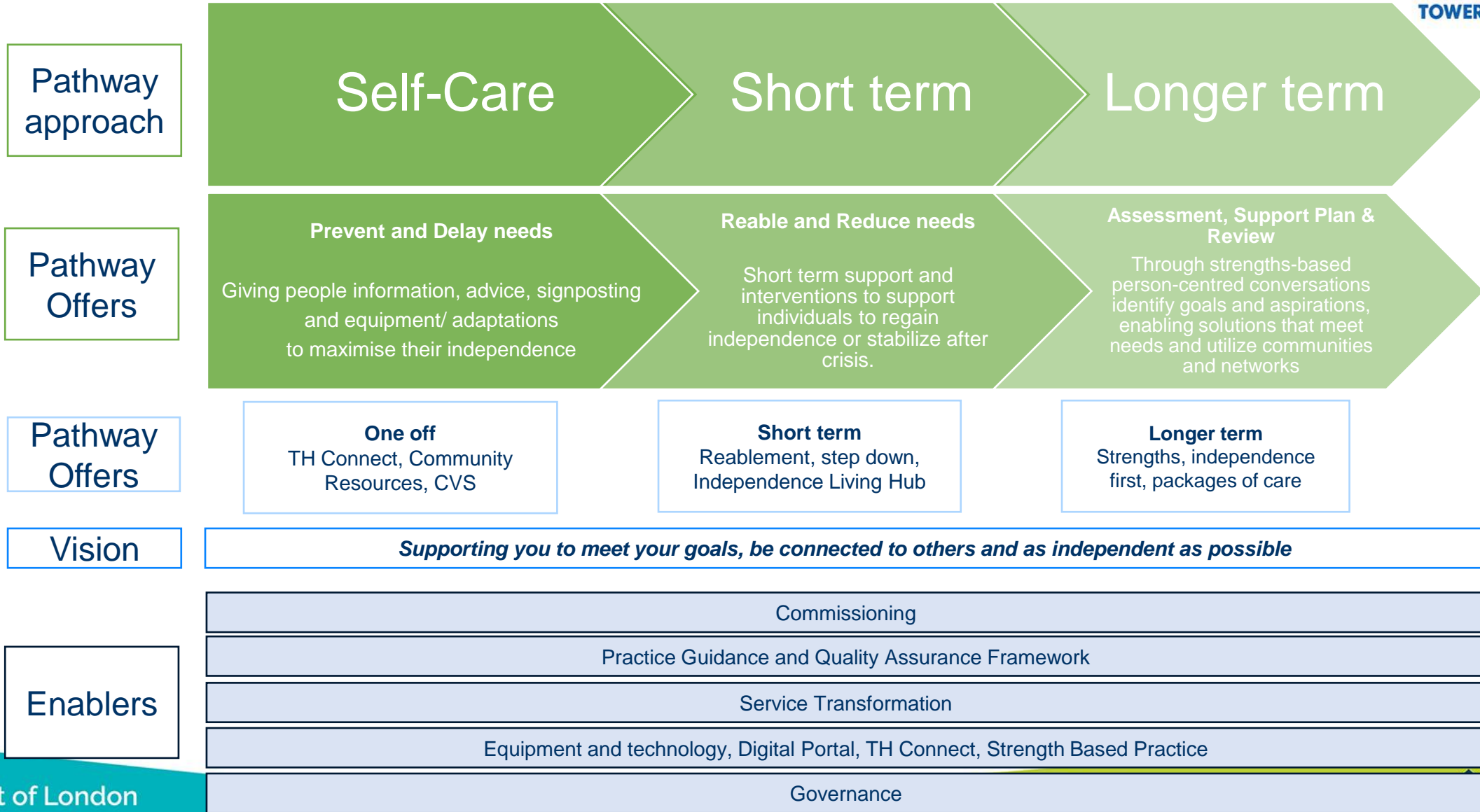
Structure Chart



Structure Chart



Our Approach



ASC Strategy: Improving Care Together



Our vision for adult social care in Tower Hamlets is:

We support you to meet your goals, be connected to others and be as independent as possible.

Our aims are:

Empower people to meet their own needs

Enable people to meet their own aspirations

Support that improves health, wellbeing and quality of life

Co-produce services and care with people who use them

Simplify the system, make it easier to understand and access

Ensure the right support, in the right place, at the right time – as close to home as possible

Be flexible and responsive to meet personal needs, wishes and outcomes

Deliver value for money, making best use of resources across the system and spending within our means

Develop self supporting, thriving communities

We will work on:

1. Information advice and early help

2. Our approach to supporting people

3. Care at home

4. Housing with care

5. Direct payments

6. Technology, innovation & care

7. Support outside the home

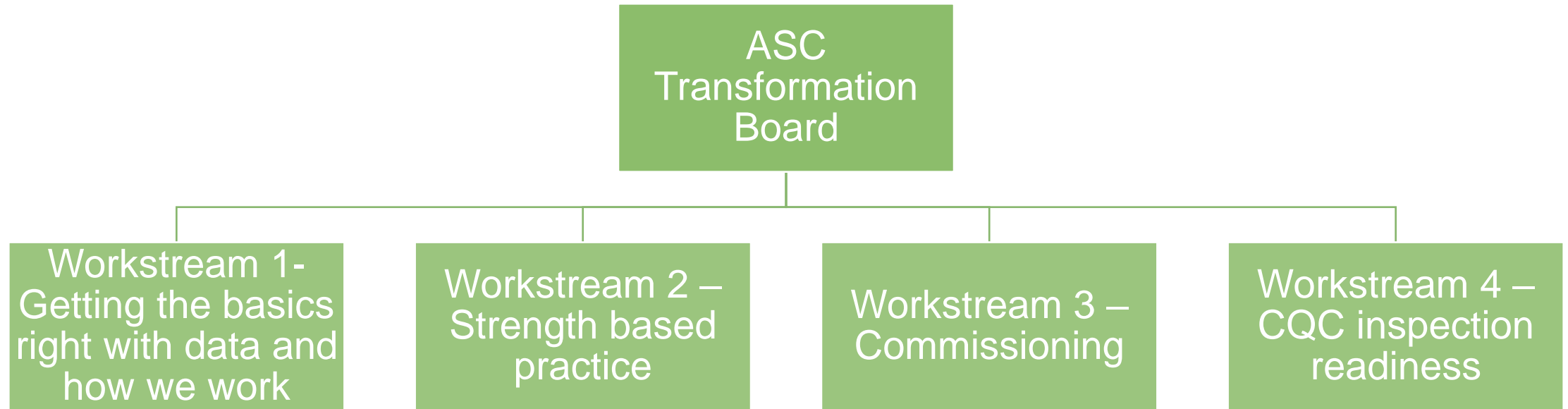
8. Working with others

9. Managing our budget

10. Getting the basics right with data & how we work



Transformation Programme





TOWER HAMLETS

TOWER values



TOGETHER

We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets



OPEN

We are OPEN and transparent



WILLING

We are WILLING to challenge, innovate and be accountable



EXCELLENT

We empower each other to be EXCELLENT and go the extra mile



RESPECT

We RESPECT all communities, they are the heart of everything we do



TOWER HAMLETS

How we work together
One Council

The best of London
in one borough



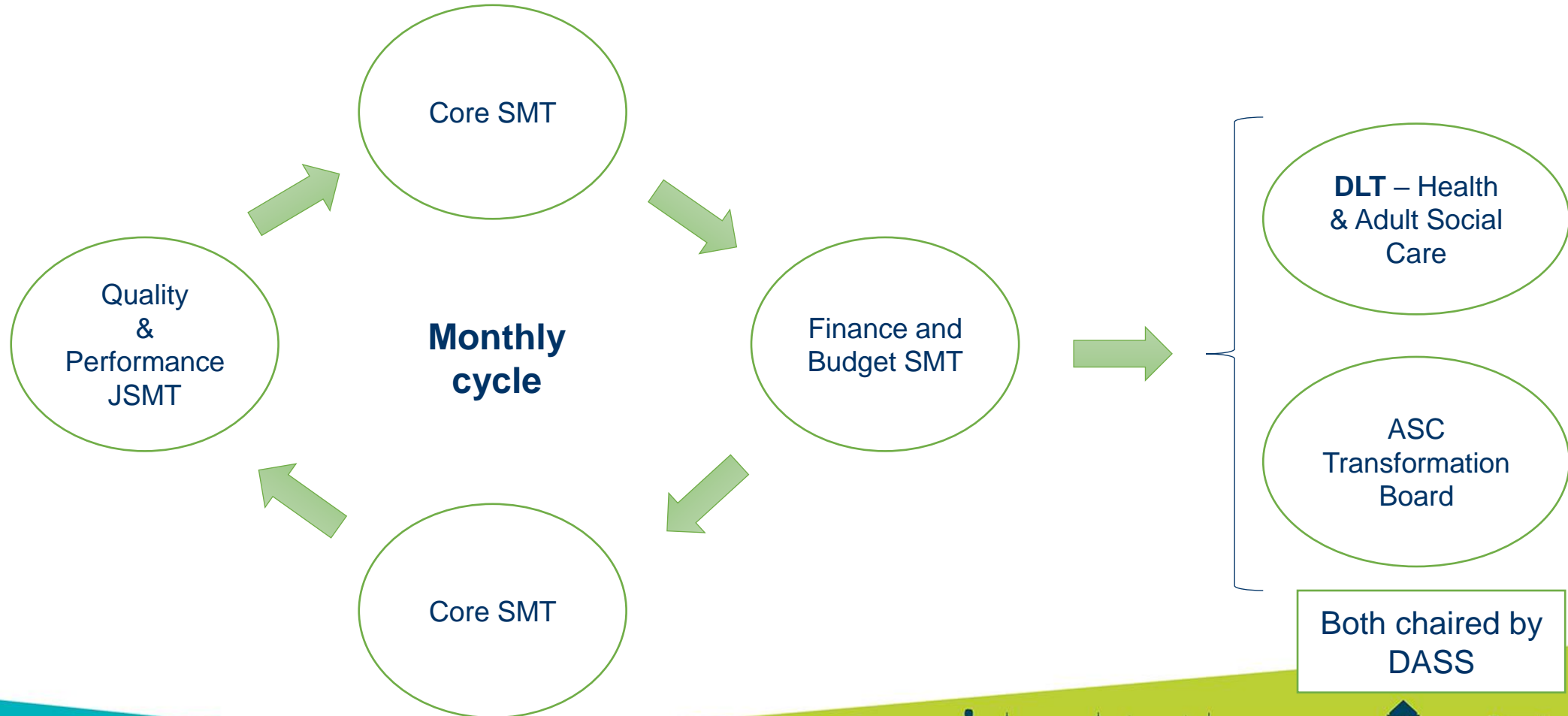
ASC Senior Management Structure



Our ASC SMT meet weekly, with a monthly joint meeting with Integrated Commissioning.

Rotating cycle

- Collaborative and problem solving
- Service area oversight
- Knowledge sharing
- Key decision making
- Accountability



Partnerships – Tower Hamlets Together



- Made up of a partnership of local health and social care organisations, at the centre of Tower Hamlets Together is our ambition to improve the health and wellbeing of people living in Tower Hamlets. The organisations that make up the partnership are:



NHS

North East London

Barts Health **NHS**
NHS Trust



Tower Hamlets Together



Our Vision: *To work together to improve the health and wellbeing of the people of Tower Hamlets.*

Our Mission

The mission of Tower Hamlets Together is to improve the health and wellbeing of people who live in Tower Hamlets and to enhance the quality of the care services we provide, ensuring that we spend the money we have available, wisely. Our services will be person-centred, coordinated and will make a real and positive difference to people's lives.

Our Values

- ✓ We are collaborative
- ✓ We are compassionate
- ✓ We are inclusive
- ✓ We are accountable

