



promoting independence

Impact Report 2009/2010

Making a Difference to People's Lives



Service Users from the Harwich Community Resource Centre

Independence through imaginative support solutions.



Foreword from the Chairman, Sherry Malik

Our first year has seen us evolve at a dizzying pace, to meet the challenges of setting up a new organisation, and ensuring that we respond to the changes in public policy and meet the expectations of the public, who want more from support services.

In this our first Impact Report, we look back at how we have been able to make a real and positive difference to the lives of the 115,000 service users we have worked with in the past year. I pay tribute to our staff and the leadership of our managers, for their continued resilience and commitment in the face of increasing pressure and change. We remain united by our values – of supporting vulnerable people at their time of greatest need.



The opportunity to make a real and positive difference through the way we deliver our services at Essex Cares is huge. Staff at Essex Cares know and believe that user defined services are more empowering - personalised services are the only sensible response to diversity. There are many other agencies providing services such as ours, so it's not just what we do at Essex Cares that matters, its how we do it!

This is the first year of a long journey ahead with much more planned by way of improvement programmes, quality, growth and a deeper understanding of how communities want us to deliver services. So there is more work to be done, some of it in a totally different way. As George Washington said to his gardener who advised him a particular tree was not worth planting as it would take 100 years to mature, "well then, there's not a moment to lose".

Foreword from the Managing Director, Mark Lloyd

Welcome to the first Impact Report for Essex Cares.

Formed in July 2009 as the Country's first Adult Social Care Local Authority Trading Company (LATC) involving the transfer of services from the public sector, Essex Cares has been at the forefront of innovation and service modernisation. As a business we have adopted strong principles of social enterprise in building and developing services for local community support to combine the best of the private and public sectors in services that are responsive to the fast changing health and social care agendas.

Rather than producing a traditional annual report we have chosen instead to produce an Impact Report to demonstrate how we have made a difference in our first year of operation. As the Managing Director I am extremely proud of what Essex Cares has achieved in its first year and I hope you find this report informative in learning about what we can offer.

We would like to thank our shareholder Essex County Council for having the vision and belief in creating Essex Cares.



Essex Cares as a LATC is an independent company owned by its Shareholder Essex County Council. This gives Essex Cares the benefit to trade freely and commercially but with the support and guidance of the Council. Employing some 850 staff Essex Cares provides services with an annual revenue value of some £38 million for Adults living within their communities in need of social care and practical support. This report outlines some of our service achievements in our first year with comments from people who have used our services alongside information on how we have performed through the year.

Please take time to read our Impact Report and contact us if you need any further information or advice on what we can offer.

To celebrate our first year working with the communities across Essex we invited all of our services users to send in artwork representing what Essex Cares meant to them. Here are some of the entries:



Service Users from Community Inclusion in Witham



Lee from Hesten Lodge Resource Centre



Stuart from Hesten Lodge Resource Centre



Diane from Hesten Lodge Resource Centre

“I enjoy coming to Roundwood as I like washing the tables and serving the customers in the cafe, I am very happy here.”

Paul, Employment and Inclusion Service User



About us

Essex Cares was created by Essex County Council in July 2009 to provide care, support and assistance for vulnerable people living in the local community. We aim to improve the quality of life that our service users lead by promoting and supporting independence and helping them to stay active in the community.

From over 50 locations across the county, each year we offer support to approximately 115,000 people across Essex covering a whole range of adult social care services. Our services include:

- Essex Community Support: covering Reablement, Sensory Services, Mental Health needs and Day Care Services. Call 01245 472 148 for more information.
- Essex Equipment Service: delivering a full range of equipment to aid daily living and help make adaptations to homes including medical equipment and consumables. Call 01206 518 800 for more information.
- Essex Employment and Inclusion: providing day to day employment and practical support for adults with a learning disability. Call 01245 478 570 for more information.

Essex Cares - our commitment to you

Every Service User can expect to be treated courteously, with respect, with dignity, and responded to in a timely manner.

Every Service User that receives our support will be provided with agreed and identified outcomes.

Every Service User will be listened to and will be communicated with in a way which is clear and understandable.

Every Service User will be provided with clear, accurate and accessible information about the services they receive.

Every Service User can expect their quality of life to improve to some degree as a result of receiving support from Essex Cares.

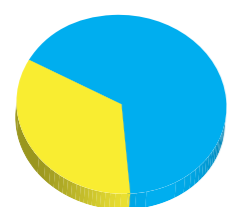


Essex Community Support

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Essex Community Support (ECS) offers a comprehensive and diverse range of services to both older people and younger adults and their carers through the provision of:

- **Reablement:** An intensive programme of support for up to six weeks for service users coming out of hospitals or who currently live in the community. Reablement's key outcome is to have enabled someone to maximise their independence so that they no longer need ongoing support or require a reduced package of longer term support at home.
- **Day Support Services:** Including Older Peoples Day Support Services, Mental Health Services, Physical and Sensory Impairment Day Support Service and Home Share Day Support Services.
- **Outreach Services:** Supporting older people in their homes or local community to access community services.
- **Supporting People:** Providing floating support to 60 tenants in supported accommodation and general housing with mental and health issues living in Basildon and Brentwood areas.
- **Extra Care:** Providing a care service and 24 hour emergency response service for 5 local authority/housing association schemes.
- **Sensory Reablement Service:** Providing assessment, support and rehabilitation services to adults with a range of sensory issues.
- **Telecare Response:** Providing an on-call response service to tenants activating their call alarm system via a control centre.



71% of all Reablement Service Users enjoyed an increase in independent living skills enabling them to successfully remain in their own home and community independently. This was well above our annual target of 50%.

"I have regained 90% of my previous abilities and this is thanks to the encouragement, patience and support I have received from the Reablement Team, without Essex Cares my progress wouldn't have been so rapid, thank you for the marvellous support I have been lucky to receive."

Maureen, Reablement Service User

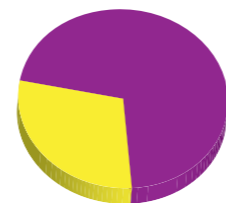


"I come to Tyrells twice a week, the helpers are fantastic, we play games and all chat together. I live on my own and my family aren't close by so it's so nice knowing that I have somewhere to come and meet other people."

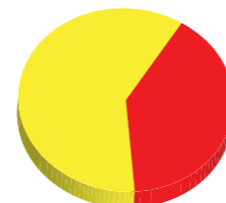
Winifred, Tyrells Day Centre for Older People

"I have been coming to Tyrells twice a week for two years now. I love to play scrabble and dominoes with the staff and my other friends here. The staff here also hold fundraising events to take us on days out which we all really enjoy."

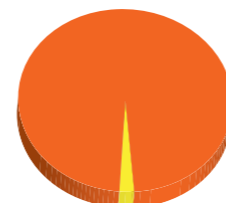
Charlie, Tyrells Day Centre for Older People



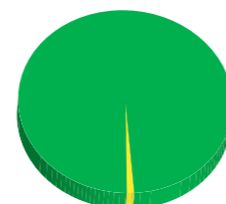
66% of people receiving the Reablement Service needed less on going support as a result of the care provided by Essex Cares.



40% - over 1000 service users - were self caring at the end of the Reablement Programme.



98% of referrals in to the Reablement Service received a first support visit within 24 hours exceeding the annual target of 95%.



99% of all service users were satisfied with the service that they received. *

* Of all those that responded to the satisfaction questionnaire

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Essex Employment and Inclusion

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Essex Employment and Inclusion (EE&I) works to ensure that customers with a disability or impairment are able to play a full role in society as equal and valued members of the community. EE&I services are split into three business units:

- **Linked Employment:** Providing employment related services for working age adults with a learning disability. Linked Employment profiles the preferred employment path, identifies potential employers, takes forward an application, provides time limited support to fulfil the responsibilities of the job offer and provides ongoing support as and when needed.
- **Internal Enterprise Products and Services:** Providing time limited work experience and work based training in 15 enterprises which trade in a variety of mainstream business markets including: catering, conference and hospitality, horticulture, painting, woodcraft, recycling and packaging.
- **Community Inclusion:** Providing support to plan, broker and access services, resources and venues in the local community. Community Inclusion also includes 17 Community Resource Centres which provide support for people with outcome focussed activities such as daily living skills.

38 Service Users within Work Skills Training Placements have moved out into Employment, Supported Employment Services or Community Venues, exceeding our annual target.



“The centre and all the staff have been wonderful, the change in David over the last 18 months has been incredible, our friends and neighbours hardly recognise him! We are so grateful for the help that the centre has given David and cannot thank them enough, he is full of confidence and he brings that enthusiasm and happiness home with him every night.”

Mr and Mrs Jealous, David’s parents

“I am very happy to work at Greenacres Nursery and really enjoy the work that I do here. Essex Cares is also helping me with travel training so that I can get to work on my own.”

Michael, Greenacres Nursery



98% of new Service Users have a written action plan within 10 working days of us working with them.

Essex Equipment Service

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Essex Equipment Service (EES) is the leading delivery service for community equipment and adaptations to homes making more than 100,000 deliveries and collections each year right across Essex from an extensive refurbishment and warehousing facility at Colchester.

grab rails and raised toilet seats to full wet rooms, Disabled Facilities Grant and DDA work. We have a skilled team of installers with experience in all types of equipment delivery as well as in adaptations to homes, commercial premises and public buildings.

EES delivers a full range of aids to daily living, adaptations to homes, medical equipment and consumables throughout Essex. Alongside traditional community equipment, assistive technology and telecare, we can install everything from minor works, such as

Alongside these divisions, EES also runs a central pool of Children's Equipment, supplies consumables to ambulance stations, and provides a rapid response assessment service to enable immediate provision of assistive technology from a field based team of qualified technician assessor and installers.

Over the course of the year Essex Equipment Service carried out

98,000 deliveries and **39,000** collections.



One of the top performing operations of its type in the country, EES receives high satisfaction ratings - **99%** of service users are satisfied with the service they receive.



“Essex Equipment Service raised my settee and chair so that I am able to get up from them by myself easily and they also fitted my front door with a handrail to enable me to safely get down the steps and outside. The whole service has been absolutely marvellous and helped both myself and my husband out greatly at home.”

Marian, Service User of the Essex Equipment Service



A Quality Workforce

Essex Cares has a great legacy from Essex County Council in delivering excellent quality services that are established and valued by the Essex Community. This success has been due to the highly qualified and caring people employed in the service. To maintain and build on this success story Essex Cares continues to recruit people who share the service user-centred, committed and caring culture of Essex Cares.

All employees undertake full and thorough training and are subject to criminal records bureau checks ensuring that all service users are in the safest possible care.

All elements of our service delivery are underpinned by the workforce implementing the principles of dignity, choice, respect and empowerment for service users.

By 2011 Essex Cares will be an accredited Investors In People organisation.

Accredited by City & Guilds, the Essex Cares Accredited Training Centre provides our staff with mandatory, developmental and specialist training and inductions including NVQ qualifications.

The reduction in sickness absence has steadily decreased from 4.6% at July 2009 to 4% in July 2010 this reflects staff commitment to quality service provision.

“Since working for Essex Cares they have given me the opportunity to progress in my career to Domiciliary Support facilitator. I really enjoy the challenges of providing a superb Reablement Service to individuals in their own home.”

Theresa, Domiciliary Support Facilitator.



Young Apprentices join our growing team

The innovative new apprenticeship programme for Essex Cares has already introduced 10 enthusiastic and motivated young adults to a rewarding and worthwhile career in social care. The young apprentices will be given the opportunity to work across all the services within Essex Cares giving them a well rounded knowledge of social care. In addition to the qualifications gained, the apprenticeship scheme will hopefully lead to future employment opportunities within Essex Cares' services for the apprentices.



“As a Social Care Apprentice I work one to one with service users in the Centre as well as taking them out to places like the gym and out bowling to help them develop their skills and give them activities to focus on. Essex Cares offers me a lot of support as an apprentice both with my NVQ qualifications and ensuring that I am progressing well with a regular monthly visit. I really enjoy the work that I do here, it's great to see all the service users every day and I hope to continue to work in social care for many years to come.”

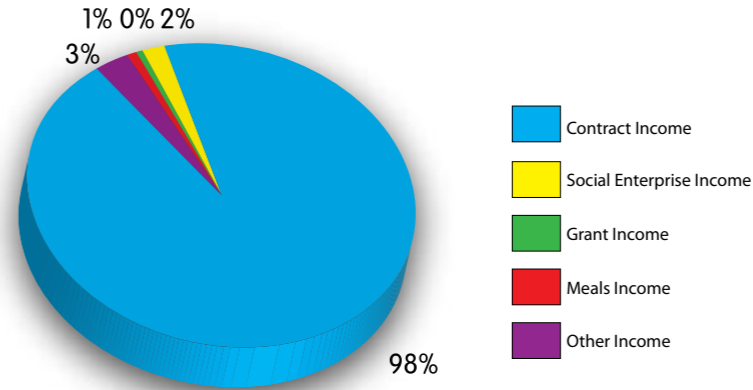
Daniella, Social Care Apprentice at Chelmsford Resource Centre

Building for the Future

In its first nine months of trading, the group has delivered results slightly ahead of expectations. Profit before tax was £0.4 million, which is ahead of plan by £0.2 million.

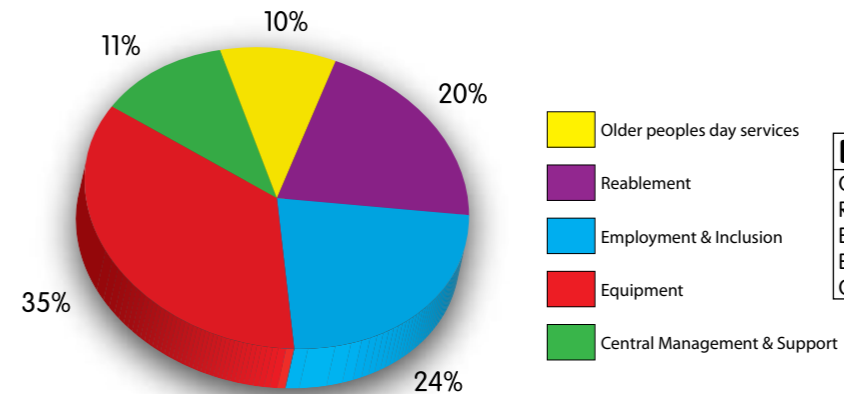
The directors are pleased with the performance during the year and believe that the Essex Cares Group is in a strong position to continue to expand in line with the business plan.

Income



Income	£million
Contract Income	25.6
Social Enterprise Income	0.9
Grant Income	0.2
Meals Income	0.2
Other Income	0.5
Total	27.4

Expenditure



Expenditure	£million
Older peoples day services	2.6
Reablement	5.4
Employment & Inclusion	6.5
Equipment	9.4
Central Management & Support	3.1
Total	27.0

Essex Cares is planning some significant investments to develop its systems and processes which will enable us to continue to deliver an even better service to our service users in the future.

Essex Cares will be developing Strategic Partnerships and alliances to remain ahead of the Government Agenda on Health and Social Care.

“We both feel we want to express our gratitude to you for the loving way your staff have helped over the past 6 weeks. Nothing has been too big for them. If we had enough gold medals to go around they would all get one. Once again from the bottom of our hearts, a very big thank you.”

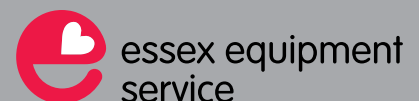
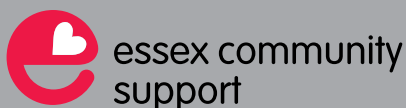
Nora and Fred, Reablement Service Users

Board of Directors

Sherry Malik, Chairman
Philip George, Non-Executive Director
Clayton Beckwith, Non-Executive Director
Wendy Grafton, Non-Executive Director
Cliff Broadhurst, Non-Executive Director

Management Team

Mark Lloyd, Managing Director
Eliot Lyne, Finance and Commercial Director
Gary Wright, Divisional Director, Essex Equipment Service
Jon Manzoni, Divisional Director, Essex Community Support
Brian Gregory, Divisional Director, Essex Employment and Inclusion
Liz Rymell, Human Resources Manager
James Hedges, Business Support Manager
Katie Webster, Marketing and Communications Executive



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Health and Social Care Awards 2009 shortlisted finalist
National finalists for Skills for Care Accolades Awards 2010 - Most Effective Recruitment Campaign
Essex Cares is actively pursuing Investors In People and three ISO and BS accreditations in Environmental Management, Health & Safety Information and Systems Management.

