### Supporting Independence Service

#### **Gateshead** Council

Vicky Lamb Building Cleaning Manager

#### Who we are, What we do?

- Facilities Management
  - School Catering, Civic Catering, Building Maintenance, Security, Building Management, Building Cleaning and Help Desk.
- Supporting Independence Services
- 65 Dedicated support workers providing a support service to over 500 customers, delivering just under 800 hours per week.



#### Who are our stakeholders?

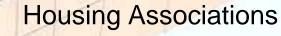
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- Families
- Individuals
- Adult Social Care
- Hospital discharge
- Prime Team
- Estate Offices TGHCo
- District Nurse / CPN Teams
- Older Persons Assembly
- Age UK





- Sheltered Housing Schemes
- Fire Brigade
- Local Charities







#### Supporting Independence Service Helping you in your home

For those jobs you can't manage any more, our experienced team can help with:

- Housework and laundry
- Household
  correspondence

Shopping and errands

Gateshead

 Supporting your well-being

For more information: 0191 433 5514 www.gateshead.gov.uk/independence eusroeus Médilines A 2 0 SIGDING HUMING



# Six Main Areas of Support

- Quality of Life
- Health
- Social Involvement
- Environment
- Household Administration
- Cultural and Religious Support

Benefits of the Service / Why we should win

- Keeping Gateshead residents out of care
- Employment of local people
- Generating Income for the Authority





# Keeping People Out of Care

- 31% of the Councils overall spend is on Adult Social Care.
- Low Level Support Services
- Early intervention
- 1/3 of our customers we provide support as part of a bigger support package.
- Positive outcome



### Employment

- Local People
- Local Jobs
- Local Economy
- Local Knowledge



# **Generating Income**

- Originally the service did cost the Authority, £245,000 pa
- Political pressures against the proposals
- Demonstrated through a business plan that we could change this
- Demonstrated that people wanted the service
- Trialled and incremental charge only 7 customers dropped out.
- Fully Chargeable £12.50



### Final Thought

### **Peer Review**

### Customer Service Excellence – Compliance Plus