

The background of the slide features a large, weathered sculpture of a winged figure, known as the Angel of the North, standing in a field. The sculpture is made of dark, rusted metal and has a long, horizontal wing structure. The sky is a pale, clear blue, and the ground is a mix of green and brown grass. The overall scene is bright and open.

# 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?

- Families
- Individuals
- Adult Social Care
- Hospital discharge
- Prime Team
- Estate Offices - TGHCo
- District Nurse / CPN Teams
- Older Persons Assembly
- Age UK
- Housing Associations
- 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
- Shopping and errands
- Household correspondence
- Supporting your well-being

For more information: 0191 433 5514  
[www.gateshead.gov.uk/independence](http://www.gateshead.gov.uk/independence)



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# Six Main Areas of Support

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

