

## 6.0 Service Provision

In Haringey there are two main organisations who commission services for health and wellbeing; London Borough of Haringey and Haringey Teaching Primary Care Trust. This chapter summarises known information against indicators in the core data set relating to service provision. These indicators predominantly include provision of social services. Health services are discussed in greater detail in chapter 5.

Service use is often used as an indicator of need. To fully understand need it is also important to understand that service use is not always reflective of need. There are many people who 'need' services who do not currently access these services. Similarly there are also people who are not receiving the most appropriate service or do not need the service at all.

### 6.1 Social care client groups

There are a number of social care client groups, discussed in this chapter, including those with physical disability, learning disability, mental illness, and carers. Mental illness is discussed in greater detail in Chapter 5. In 2007/2008, there were 6064 clients of social services in Haringey.

**Table 6.1.1: Numbers of social care clients in Haringey in 2007/2008 financial year, by age and service type**

<b>Social services, for people aged 18-64 years</b>	<b>Number of clients</b>	<b>Number receiving services in community</b>
Physical disability, frailty & sensory impairment	1143	1113
Learning disability	522	380
Mental Health	820	723
Substance misuse	159	159
Other vulnerable people	50	46
<b>for people aged 65 years or older</b>		
Physical disability, frailty & sensory impairment	2670	2285
Learning disability	30	18
Mental Health	95	68
Substance misuse	2	2
Other vulnerable people	572	560

Source: London Borough of Haringey

#### 6.1.1 Social care services for people with a physical disability

The following data from the 2001 Census shows that prevalence of limiting long-term illness in Haringey is similar to that across London, and slightly lower than the prevalence in England as a whole.

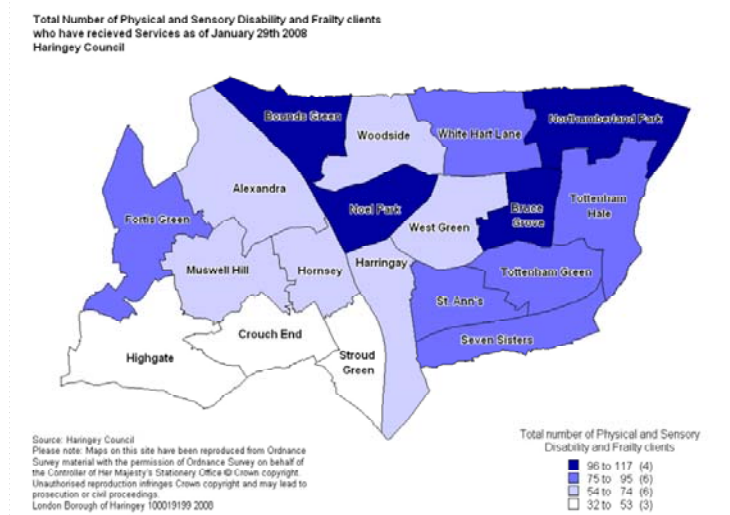
**Table 6.1.2: Number of residents with limiting long-term illness in Haringey, London and England, 2001**

	<b>Haringey</b>	<b>London</b>	<b>England</b>
All People	216,507	7,172,091	49,138,831
People with a limiting long-term illness	33,590	1,111,284	8,809,194
People with a limiting long-term illness (%)	15.51	15.49	17.93
People of working age with a limiting long-term illness	18,780	556,102	4,014,005
People of working age with a limiting long-term illness	12.81	11.87	13.29

Source: Census 2001

The map below shows that numbers of people receiving a community based service from the Council to support them with physical disabilities or sensory impairment were generally higher in Bounds Green, Noel Park, Northumberland Park and Bruce Grove in January 2008.

**Figure 6.1.1: Total number of physical and sensory disability and frailty clients who received services in Haringey at January 2008, by ward**



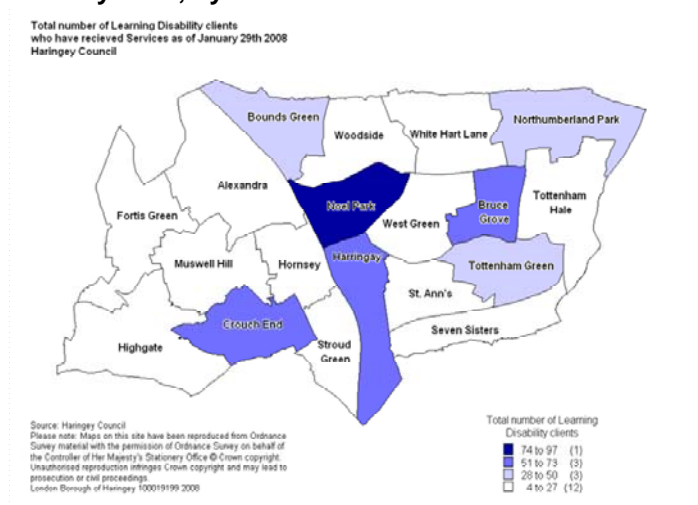
### 6.1.2 Social care services for people with a learning disability

Learning disability (LD) can be defined as follows:

*“A significantly reduced ability to understand new or complex information, to learn new skills (impaired intelligence), with a reduced ability to cope independently (impaired social function), which started before adulthood and has a lasting effect on a person’s development.”*

Figure 6.1.2 shows that in January 2008, the highest numbers of service users receiving community based services to help with learning disabilities were in Noel Park, Bruce Grove, Harringay and Crouch End

**Figure 6.1.2: Total number of learning disability clients who received services in Haringey at January 2008, by ward**



### 6.1.3 Social care services for people aged greater than 50 years

In 2001 there were 48,295 people aged over 50 in Haringey, making up approximately 22% of the total population. 45% (21,841) were male and 55% (26,454) were female. There is a higher proportion of older people living in the west of the borough, particularly in Fortis Green, Highgate, Alexandra and Muswell Hill wards. By 2011, approximately just over 21% of the Haringey population is expected to be aged 50 and over, increasing to just over 23% by 2021. The number of people aged 50 and over will rise from 48,295 in 2001 to 60,400 in 2021.

Older people may require additional social and physical support to remain living at home, although the vast majority of people in this age group live healthy active lives without support. 3919 clients aged 65+ received services in their homes in Haringey between 01/04/2007 and 31/01/2008. These services include Home care (1202 clients), equipment and adaptations (974 clients), telecare (566 clients), meals (368 clients) and day care (320 clients).

### 6.1.4 Carers

Carers<sup>1</sup> provide a critical service to other residents. According to the 2001 Census, 15,967 people in Haringey identify themselves as unpaid carers, although these figures are likely to be an underestimate, as many people who have caring responsibilities do not identify themselves as carers. This means that 7.4% of the total local population are carers, compared to the London average of 8.5%.

**Table 6.1.3: Number of carers in Haringey, London and England at 2001 census by number of hours per week of care provided**

	Haringey	London	England
All People	216,507	7,172,091	49,138,831
Provides no care	200,540	6,562,201	44,261,771
Provides 1-19 hours care a week	10,637	417,934	3,347,531
Provides 20-49 hours care a week	2,098	72,761	530,797
Provides 50 or more hours care a week	3,232	119,195	998,732

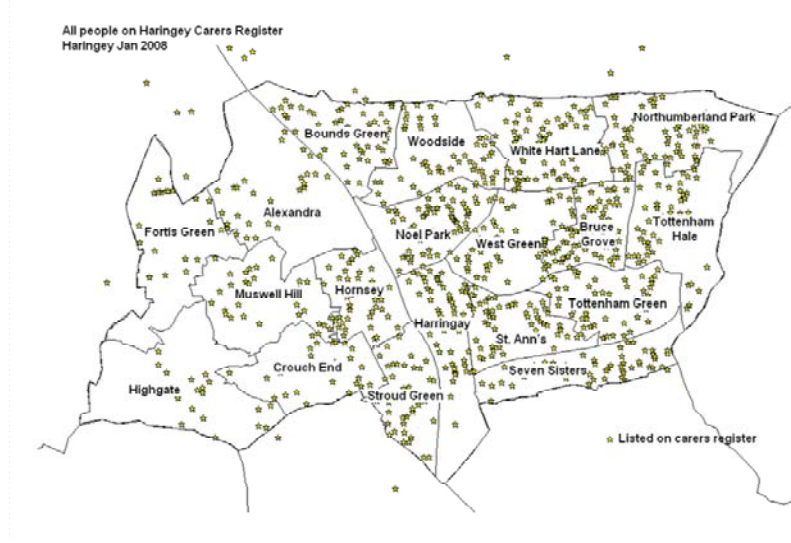
A significant number of these people provide care on a full-time basis, 5,330 for at least 20 hours care per week including 3,232 providing at least 50 hours care per week. In Haringey the carers identified in the Census are estimated to save the borough £184.2 million a year<sup>2</sup>.

<sup>1</sup> In Haringey we define carers as 'People who look after a relative or friend who, because of disability, ill health or the effects of age, needs help or support. Carers can be partners, parents, older people, young people, family members or neighbours. They may or may not live in the same household as the person they are caring for. They are unpaid'. Carers are also recognised in various acts of Parliament, which define a carer as 'Someone of any age who provides a substantial amount of care on a regular basis' to someone who:

- has a sensory impairment
- has a learning disability
- has mental health support needs
- has problems with drug or alcohol misuse
- has a long-term chronic illness
- has a physical disability
- is physically or mentally frail.

<sup>2</sup> Estimate from Carers UK, based on 2001 Census

**Figure 6.1.3: Location of people of carer's register, Haringey, January 2008**



As at January 2008, there were 1262 people on Haringey's Carers' Register. In 2006-07 carer's services<sup>3</sup>, were provided to 364 carers, which equates to 6.8% of all service users against a London and national average of 10%.

### **6.1.5 Children and Young People**

#### **6.1.5.1 Children and Young People with Additional Needs**

Children and young people with disabilities are a diverse group and include those with physical disabilities, learning difficulties, sensory impairments, and emotional/behavioural difficulties. Some may have multiple disabilities or a long-term health condition requiring on-going management and/or nursing care. More detail on this issue is available in the children and young people's needs assessment<sup>4</sup>.

There are over 500 children and young people with disabilities in Haringey. Less than 1% of Haringey's 5-15 year olds are in maintained special schools, below the England average of 1.19%, partly as a result of a clear inclusion policy in Haringey.

There are 1,200 children and young people in Haringey with statements of Special Education Need. This represents 2.17% of the school population. Currently 61.3% of children with statements attend mainstream schools, above the London average and most similar boroughs.

#### **6.1.5.2 Children becoming the subject of a child protection plan**

There were 156 children becoming the subject of a child protection plan in Haringey on 31 March 2007. This equates to approximately 30 children in every 10,000. This

<sup>3</sup> This is a payment to the carer for anything that will sustain them in their caring role or in living a life apart from caring. Most carers still opted for payment for a break (holiday) but other examples are a vocational course or money towards a lap top computer (access to learning), gym membership (access to leisure), assistive equipment (washing machine, monitoring equipment), home help (house work/spring cleaning) and gardening. 513 carers received services in 2007-'8.

<sup>4</sup> [www.haringey.gov.uk/index/children\\_and\\_families/cyp.htm](http://www.haringey.gov.uk/index/children_and_families/cyp.htm)

number has reduced significantly over the past 3 years from a high point of 303 children in August 2003.

At 31<sup>st</sup> March 2007, the reasons given for registration were: neglect 49%, physical abuse 13.5%, emotional abuse 11%, sexual abuse 20.5%, multiple reasons 6%. 14% of children on the register were aged less than 1 year, 27% aged 1-4 years, 31% aged 5-9 years and 22% aged 10-15 years.

### 6.1.5.3 Children Looked After

We have a special responsibility for looked-after children and it is important that these children and young people benefit from the opportunities and achievements enjoyed by other children. As at 31 March 2007 Haringey Council looked after 443 children and young people compared with 484 at the end of March 2006. This equates to 89 in care per 10,000 children and young people in the general population, a reduction on the rate of 93 in 2005/06 but higher than the 2005/06 London average of 72.

### 6.1.6 Self funders

People arrange their own social care services for different reasons; some may pay the full costs and others may be 'council supported' but still pay a charge. If you are paying the full costs of your care, you are known as a 'self-funder'. This means that either you have chosen not to approach adult social care for help, or you have been assessed but you are not currently eligible for social care services, or that you have approached adult social care and, although your needs show that you are eligible for services, your savings are above £22,250. We currently unable to measure the number of people who self-fund in Haringey. This group of people may represent unmeasured need for social care services in Haringey.

### 6.1.7 People with a mental illness

In 2007/08 915 people were provided social care services for mental illness in Haringey. Mental health is discussed in more detail in section 5.8.

## 6.2 Social Care Client Groups and Housing

Overall there are an estimated 18,118 households in Haringey with one or more members in an identified support needs group. This represents 19.5% of all households, slightly higher than the national average (13-14%).

Table 6.2.1 shows the numbers of households with different types of support needs. 'Physically disabled' is the predominant group. There are 11,118 households with a physically disabled household member. The next largest group is 'frail elderly', with 4,372 households having a member in this category. These two categories represent 61.4% and 24.1% of all support needs households respectively.

**Table 6.2.1: Number of households in Haringey with a member requiring support by support needs category**

Category	Number of households	% of all households	% of support needs households
Frail elderly	4,372	4.7%	24.1%
Physical disability	11,118	12.0%	61.4%
Learning disability	1,480	1.6%	8.2%
Mental health problem	3,755	4.0%	20.7%

Severe sensory disability	1,543	1.7%	8.5%
Other	2,819	3.0%	15.6%

Source: Haringey Housing Needs Survey

Support needs households are almost twice times as likely to be living in unsuitable housing, as non-support needs households; 32% of support needs households live in unsuitable housing compared with 18% of non-support needs households.

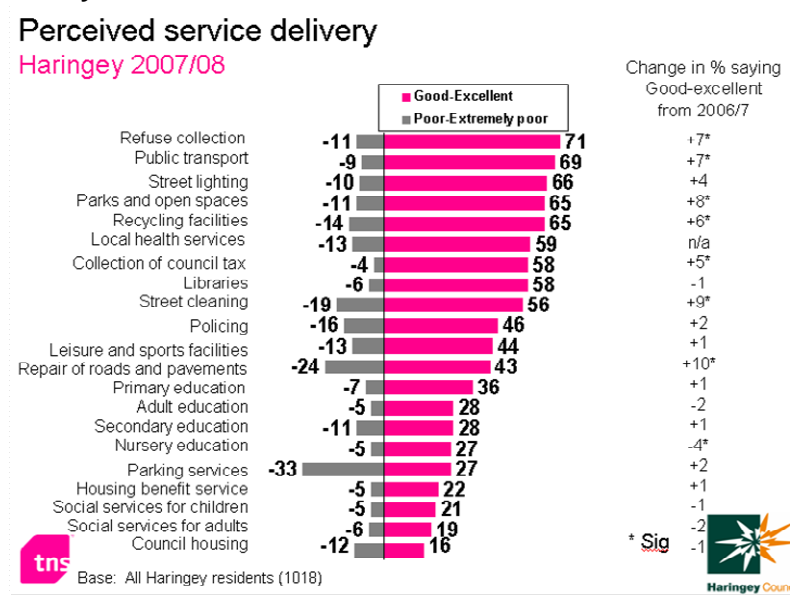
### 6.3 Haringey Council Services

We conduct an annual survey of Haringey residents. 1000 people were sampled across the borough for the 2007/08 survey<sup>5</sup>. 70% of respondents said the council had helped make Haringey a better place to live, 70% said the council was doing a good job, and 74% said the council keeps them informed.

#### 6.3.1 Service delivery

The figure below summarises resident's perceptions delivery of Haringey council services.

**Figure 6.3.1: Resident's perceptions of delivery of Haringey council services, Haringey residents survey 2007/08**



Source: Haringey Residents Survey, 2007/08

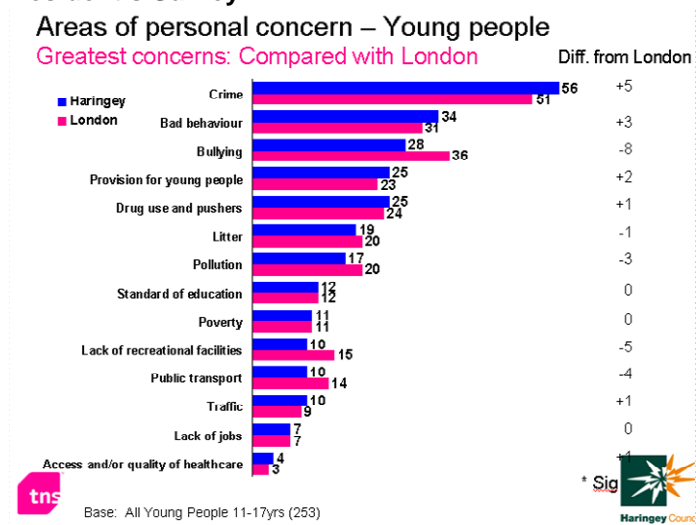
#### 6.3.2 Young People's Perceptions

Areas of personal concern for young people are broadly in line with perceptions of young people across London<sup>6</sup>. As with adult residents, crime is the top concern for 56% of young people, followed by bad behaviour (34%) and bullying (28%).

<sup>5</sup> Haringey annual resident's survey 2007-08, Available at: [www.haringey.gov.uk/index/council/haveyoursay/haveyoursaysurveys/residentsurvey.htm](http://www.haringey.gov.uk/index/council/haveyoursay/haveyoursaysurveys/residentsurvey.htm)

<sup>6</sup> Young people responses to Haringey Resident's Survey

**Figure 6.3.2: Areas of personal concern identified by young people in the 2007/08 Haringey Resident's Survey**

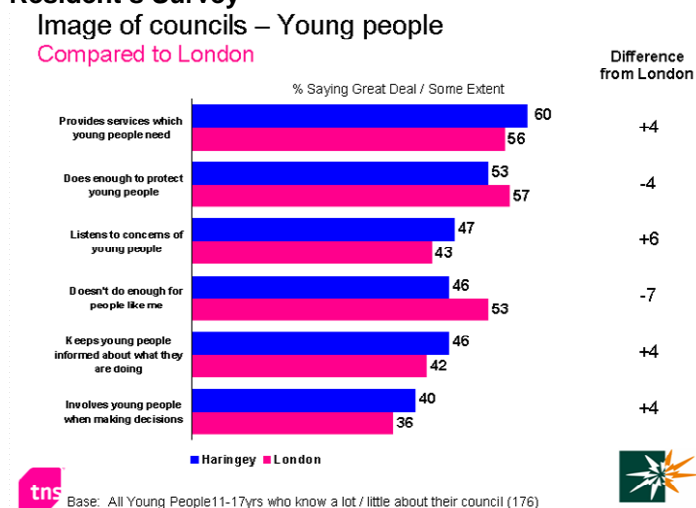


Source: Haringey Residents survey, 2007/08

### 6.3.2.2 Image of Council

60% of young people stated that Haringey council provided them with the service they needed and 53% of young people agreed that Haringey Council does enough to protect young people. More than half of young residents stated that Haringey council did not listen to concerns of young people and do not keep young people informed.

**Figure 6.3.3: Image of Haringey council identified by young people in the 2007/08 Haringey Resident's Survey**



Source: Haringey Residents survey, 2007/08

## 6.4 Primary Care Trust Commissioned Services

Haringey Teaching Primary Care Trust (HTPCT) commissions services from a number of providers<sup>7</sup>. HTPCT commissions 60 general practices in Haringey to provide

<sup>7</sup> Please see the Haringey Commissioning Strategy Plan for further information. Available at: [www.haringey.nhs.uk/home/commissioning\\_strategy.shtm](http://www.haringey.nhs.uk/home/commissioning_strategy.shtm)

primary care services for residents. Acute services are commissioned from two main providers; the North Middlesex University Hospital Trust (NMUH) and the Whittington. Neither of these hospitals is situated within the boundaries of Haringey Borough. HTPCT also commissions two providers of 'out-of-hours' urgent medical care for patients registered with 52 Haringey practices. The main provider of mental health services is Barnet, Enfield and Haringey Mental Health Trust (BEHMHT).

There are 55 pharmacies in Haringey, dispensing around 230,000 items per year. Services commissioned by HTPCT from community pharmacies, in addition to medication dispensing, include minor ailments treatment, anti-coagulant therapy monitoring, smoking cessation advice, Medicine utilisation review and input to residential homes.

There are 51 dental practices in Haringey, 48 contracted under General Dental Services (GDS); 3 contracted under Personal Dental Services. The two main providers of community services are Great Ormond Street Hospital (GOSH) and the provider side. Children's services such as children's health, health visiting, school nursing are commissioned from GOSH. From the provider-side we commission audiology, physiotherapy and community nursing. Some services are currently commissioned from the voluntary and community sector, for example, HIV prevention and psychological therapies.

In 2006/07, HTPCT was rated 'good' on quality of services and 'good' on use of resources by the healthcare commission<sup>8</sup>. The Department of Health undertakes periodic surveys of patient satisfaction. In 2008, 325 people registered with general practitioners were surveyed in Haringey (response rate 30%). A full version of this report will be published on the Healthcare Commission website<sup>9</sup>, shortly. Some key findings are summarised below:

- 29% of respondents reported that they waited more than 2 days for an appointment with a GP.
- 50% of patients who were referred for further treatment reported being offered a choice of hospital, 46% were not.
- 63% of people were satisfied with outcome of GP visit. 7% reported that they were not satisfied with the outcome.
- 66% of people reported having their blood pressure taken by their GP.
- 29% of people reported that they had been given advice about their weight, 13% reported being given advice about healthy eating, 11% had been given advice about exercise and 14% of people who smoked had been given advice about giving up smoking.

## **6.5 Volunteering and community involvement**

There are approximately 800 known voluntary and community organisations based in the borough. The Haringey Association of Voluntary and Community Organisations (HAVCO) manages Haringey's Volunteer Centre. Between August and October 2007 it was found that 1470 volunteers worked for the 80 organisations that responded to the

<sup>8</sup>[2007ratings.healthcarecommission.org.uk/patientsandthepublic/searchforhealthcareproviders.cfm/cit\\_id/10801/widCall1/customWidgets.content.view.1](http://2007ratings.healthcarecommission.org.uk/patientsandthepublic/searchforhealthcareproviders.cfm/cit_id/10801/widCall1/customWidgets.content.view.1)

<sup>9</sup>[www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

HAVCO volunteers survey, The most common ‘workforce’ volunteer roles are in administration, organising events and fundraising.

**Table 6.5.1: Most common roles undertaken by volunteers in Haringey**

Most common roles	Number	%
Administration	50	67%
Events	30	40%
Fundraising	20	27%
Finance/ Accounts	19	25%
Languages/ Translation	18	24%

In Residents’ Survey 2006, 16% of Haringey residents reported that they had undertaken formal volunteering within the past year. This count is likely to be an underestimate, as many volunteers, such as those who help out at schools or sporting clubs, don’t identify as volunteers. Volunteering is a vital part of any community and the number of volunteers is a good indicator of social connectedness.

### 6.6 Social cohesion

Although Haringey is a diverse, multi-cultural borough, its many communities generally integrate well. In 2007, 80% of residents agreed that the local area is a place where people from different backgrounds get on well together. This percentage is the same as in 2006.

**Figure 6.6.1: Responses from residents survey, 2007/08 to question: *To what extent to you agree that the local area is a place where people from different backgrounds get on well together?***



Source: Haringey Residents Survey, 2007/08

58% of Haringey residents think that people not treating other people with respect and consideration is a very or fairly big problem in their local area. This is above the London average of 54% and but in line with or slightly better than boroughs with a similarly diverse profile.

## 6.7 Key issues and gaps in understanding

- We currently have a good understanding of the people we provide social services for in Haringey.
- We also have several existing mechanisms for understanding community priorities and experience of services. Providing residents with an opportunity to express needs that are important to them is critical to understanding need. More work will be done to ensure that residents, service users and service providers have an opportunity to provide input into articulating and assessing need in Haringey under the auspices of JSNA. Further work is also planned to understand more fully the role of the third sector in work in the borough.
- Areas that require further work in the future include:
  - Are services provided to residents in an equitable manner?
  - Are there groups in the community who have difficulty accessing services and for whom we currently know little about? For instance, we currently have limited information available on the total numbers of children and young people with a disability, only those who use services.
  - How does population mobility affect access to services?
  - How will the changing population of Haringey impact on the services we will need to provide into the future?
  - How do service users transition through services throughout their lives? For instance, what needs will children and young people with a disability have into adulthood?
  - Can we impact on future need for services through current service provision (role of preventive services)?
  - How can we understand populations at risk better so that we can prevent residents becoming vulnerable and requiring social services in the future?

