

# Brighton & Hove Health & Adult Social Care Report 2022-2023

Working in partnership to deliver good health and wellbeing outcomes for adults



This report reflects on the performance of Health & Adult Social Care in Brighton & Hove in 2022-2023



Brighton & Hove  
City Council

# Foreword



**Rob Persey**  
Executive Director  
Health & Adult Social Care



**Councillor Bruno De Oliveira**  
Chair of Health & Wellbeing  
Board



**Councillor Tristram Burden**  
Chair of Adult Social Care  
Public Health Sub-committee

The last Health & Adult Social Care Report was published in 2018, and the world now seems like a very different place. After a long period of no overall control, May 2023 saw the election of a new Labour administration with a working majority. We welcome Councillor Bruno De Oliveira as Chair of the Health & Wellbeing Board and Councillor Tristram Burden as Lead Member for Adult Services, both of whom have considerable experience in health, wellbeing and the Adult Social Care sector.

We say a huge thanks to our health and care workforce, carers and volunteers, who have delivered extraordinary service to the city's most vulnerable residents and greatly enhanced the chances of a healthy long life for the local population these past 5 years. Through both a pandemic that presented unprecedented challenges, and the ongoing cost of living crisis, we have seen lasting impacts on the demand and delivery of health and social care in our city. Demand has increased, especially where meeting the mental health needs of our residents and more generally the cost of delivering services has increased, also. Despite this and thanks to our staff, stakeholders, service providers and the partners with whom we work so closely in our communities, we continue to deliver good quality services through even these most challenging times.

It deserves emphasising. We couldn't have done this without you; our partners, within the council, with our care and support providers and with the voluntary sector and NHS. Whether enhancing recovery from alcohol and drug dependency, working with us in multi-disciplinary teams to address multiple compound needs, or providing prescribing and befriending across the city, the partners we work with have risen to these challenging times and worked so hard to continue delivering care and support services, enhancing independence in an inclusive and accessible way. Our thanks to each and every one of you, but there is no room for complacency. Considerable challenges remain and finding solutions becomes even more essential to ensure sustainable good quality Public Health and Adult Social Care support to some of the most vulnerable individuals and communities that we serve.

The future holds a lot in store. Recently, the Care Quality Commission announced that they would start inspecting local authority health and social care departments. We welcome the scrutiny and see it as a valuable opportunity to learn more about what we're doing in the city and where there's room to grow. We present this latest Report as a statement of the progress we have made and equally an acknowledgement of so much more to do and outline the approach for moving forward.

**February 2024**

# Health & Social Care

Our primary responsibilities include



improving health, preventing ill health, reducing health inequalities and protecting the health of our residents



commissioning and providing services to promote independence and improve health and wellbeing



providing information, advice and advocacy



producing the Joint Strategic Needs Assessment and providing public health advice



carrying out individual care needs assessments



safeguarding adults at risk of abuse or neglect

## In 2022-23



**3,934** people received a long-term adult social care service



511 in nursing homes



736 in residential care



2,687 receive a range of community support options



**262** people received short-term intensive support



**18,560** items of daily living equipment were issued



**2,726** new requests for support



**3,717** care assessments or reviews took place



1,318 carer assessments undertaken



more than **3,700** local people supported by the Healthy Lifestyles Team



780 safeguarding enquiries undertaken (including mental health)



more than **2,500** people engaged with drug or alcohol treatments



12,950 older people were supported to access advice or activities



over **34,000** sexual health appointments provided

# Brighton & Hove

A few facts about our city's population:

- 276,300** residents
- 19%** of residents are disabled
- High proportion of adults aged **20-60** years old
- 1 in 12** residents provide unpaid care
- Over a **third** of older people live alone
- 22%** adults aged 20+ with two or more long term physical or mental health conditions
- One in five** residents aged 60 or over are living in income deprivation
- People are living longer in ill health
- Above average levels of mental health issues
- Smoking, alcohol & drug dependency, and sexual health are significant issues in the city

# At Brighton & Hove City Council

Adult Social Care staff work alongside Public Health colleagues and partners from the NHS and community and voluntary sector, to support adults with care and support needs to be as safe and independent as possible.

This report is designed around the themes which the people we support have told us matter to them. It highlights the key achievements from Health & Adult Social Care during the period April 2022-March 2023, and summarises some key plans for the future. We have included suggestions on what 'you can' do to help ensure you live as healthily and independently as possible.

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# Flexible integrated care & support

Working together with key partners to provide a range of care and support to meet people’s needs.

## We have

- **Worked to improve the lives of those with multiple complex needs** through partnering with the new Changing Futures Team.
- **Completed an End-to-End Review of our local Direct Payments Offer and Support**, to identify the areas which need improvement.

- **Secured a number of quality dementia nursing and residential beds** available in the city by developing new contracts with new and existing suppliers.

- **Delivered a new home care and extra care commission** focused on a person’s strengths, capabilities and available resources.

- **Re-established the Brighton & Hove Autism Partnership Board** and agreed the adult Autism Strategy.

- **Co-designed plans for a fully accessible building in Hove** with input from people with lived experience, which will be a Supported Living service for those with physical disability or acquired brain injury. Construction will start in 2024.

- **Developed a Mental Health & Housing Plan for Brighton and Hove** in partnership with Housing, NHS Sussex and the Sussex Partnership Foundation Trust. The plan aims to support services better, to meet the needs of individuals and prevent homelessness.

- **Re-arranged our Social Care teams so they are now working at neighbourhood level.** This will improve access to local support, opportunities and activities for people living in the city.

## We will

- **Develop joined-up community teams** so that health, care and community services work together to improve outcomes.

- **Secure more Dementia nursing and residential beds** to meet increasing demand and to manage value for money.

- **Introduce a new Care homes contract for providers** which is outcome focused and inclusive.

- **Ensure inclusive care for all our citizens** living in any city care home, through initiatives such as **Pride in Care** which provides quality care and support to LGBTQ+ people over 50.

- **Explore the need for further extra care accommodation.**

- **Invest in digital transformation** such as piloting the **Brain in Hand app** to improve the wellbeing of neurodivergent people.

- **Work with existing and new providers to increase the options for community support** and Supported Living for people in the city.

- **Continue to listen to people with lived experience** and embed co-production in our service development and delivery.

- **Finalise our Transitions Strategy to ensure services are in place to support young people** with additional needs as they prepare for adulthood, alongside their parents and carers.
- **Co-design a Direct Payments Improvement Plan**, with our new Direct Payments Advisory Group, to ensure that changes we make reflect the needs of Direct Payment users.

90.1%

People satisfied with services

(2022/23 User Experience Survey)



## Changing Futures

Changing Futures aims to create an environment where individuals experiencing multiple disadvantage can receive flexible, trauma informed, person-centred support when they need it - leading to increased periods of stability and more opportunities to make positive changes in their lives.

The Changing Futures Multi-Disciplinary team is made up of workers from Adult Social Care, Housing, Change Grow Live, Just Life, Rise Domestic Abuse and the Sussex Partnership Foundation Trust.

The team supports people who experience three or more of: homelessness, current or historical offending, alcohol and drug dependency, domestic abuse, and mental ill health.

“If I didn’t have the amazing professionals working with me that I do at the moment, I wouldn’t be where I am.” - Denise



## You can

- Find out about planning for the cost of your care at **Paying For Care**
- Find out more about the Mental Health and Housing Plan at **Mental Health and Housing Plan**
- Manage your own care, and have greater independence, choice and control over services you receive through Direct Payments. Visit **Direct Payments**
- Find out how best to help people living rough on the street at **Help rough sleepers**
- Share your experiences to help us plan service improvements, email [customerfeedback@brighton-hove.gov.uk](mailto:customerfeedback@brighton-hove.gov.uk)
- You can read more about how Changing Futures is aiming to achieve systems change on their website [changingfuturesussex.org](http://changingfuturesussex.org)
- Find out more about the Autism Strategy at **Autism Strategy**

# Information & advice

Providing advice and information to ensure people are aware of their options, so they can get the right help at the right time.

## We have

- **Developed an online Adult Social Care Hub** to make it easier for people to find information and advice about support options.
- **Made it easier for people to access local Health and Wellbeing advice and services** for stopping smoking, reducing alcohol intake, losing weight or becoming more active through our Healthy Lifestyles Team.
- **Continued to fund the Carers Hub**, giving unpaid carers a single point of contact for information, advice and support.
- **Supported people to connect with activities in their community** by accessing Together Co Social Prescribing service.
- **Developed Easy Read web pages on the Council website** to make information more easily accessible for people with Learning Difficulties.
- **Supported 1,288 people to link in with services and activities** via the Ageing Well service single point of contact.

**67.4%**  
of service users easily find information about support

(2022/23 User Experience Survey)

## What is Easy Read

Easy read is a way of presenting written information to make it easier to understand for people with difficulty reading. Easy read materials use sentences of no more than 10 to 15 words, written in plain English, and with images to illustrate the key points.

**Speak Out** is an independent advocacy charity in Brighton & Hove that gives people with learning disabilities an opportunity to speak up and take action about the things that matter to them. Speak Out, AMAZE and the Carers Centre are key partners on the Learning Disability Partnership Board, which oversees progress on the Adults Learning Disability Strategy.

Members of the Speak Out LINK group, recently co-designed the new Easy Read pages on the Council website **Easy Read Information**

“The LINK Group enjoyed working with the Information and Advice working group, to review the Council’s new accessible webpage. They were particularly happy that their feedback was acted upon - the customer service phone number was made easier to find on each page, and a button was created to give people options and support to increase text size and enable screen-readers.”



## We will

- **Improve how we offer information, advice and support** to help people stay healthy and independent, and to access the care and support they need.
- **Continue to make our information more accessible** for people with a learning disability, with support from Speak Out.
- **Be clear with people who contact us regarding what we can and cannot do for them**, and advise them on where they might find the help they need, if we cannot provide it.
- **Continue to develop online information services** while also exploring alternative options to best meet the changing needs of people in the city.

## You can

- Ask at your local library for help to access resources and the internet, plus information about local events.
- Find out about your local library at **Brighton & Hove Libraries**
- Get support to develop your basic digital skills, and find out where you can get online for free at **Digital Brighton & Hove**
- Go to [www.carershub.co.uk](http://www.carershub.co.uk) or call **01273 977000** (Monday to Friday, 9am - 5pm)
- Get support to improve your health and wellbeing at **Brighton & Hove Healthy Lifestyles** or call **01273 294589**
- Find out more about the Social Care services we provide at **Brighton & Hove Social Care**
- Contact Access Point for the full range of care options available on **01273 295555** or email [AccessPoint@brighton-hove.gov.uk](mailto:AccessPoint@brighton-hove.gov.uk)
- Access Together Co Social Prescribing service at **Together Co** or call **01273 775888**
- Learn more about the Adults Learning Disability Strategy here: **Brighton and Hove Adult Learning Disability Strategy: The Big Plan 2021-2026**

## Did you know

Libraries help to support residents who are at risk of social isolation, by providing or hosting a wide range of free activities - from knitting and craft groups, book groups and writing groups, to mindful colouring and creating Lego mosaics.

Libraries provide books to support people’s health and wellbeing, including recommended Reading Well collections of titles on mental health, long term conditions and dementia, selected by health professionals and people with lived experience. Visit [reading-well.org.uk](http://reading-well.org.uk)

Our Library Home Delivery Service takes books and audiobooks out to people who can no longer get to a library, owing to ill health, lack of mobility or disability.



# Living well and staying healthy

Helping people to be as healthy as possible, and managing the impact of long term health conditions.

## We have

- **Supported more than 3,700 local people to improve their health and wellbeing** through activities delivered by the Healthy Lifestyles Team.
- **Increased uptake of cancer screening and awareness** of the early signs and symptoms of cancer among Brighton & Hove residents, with particular focus on people and communities who are often diagnosed with cancer later.
- **Made our stop smoking services ‘vape friendly.’** Evidence tells us that vapes are at least 95% safer than smoking tobacco and vapes can help people successfully quit smoking. Residents can now bring their own vapes and access free behavioural support to enable them to ‘swap to stop’.
- **Continued to support adults with mental health and wellbeing needs** in Brighton & Hove, through the voluntary and community sector led UOK service.
- **Been working closely with communities** to support and understand what the barriers are to getting vaccinated, and adjusting our service provision to ensure improved access and vaccination take up.
- **Enabled neighbourhoods to self-allocate small funding pots** for grassroots projects, to improve the health and wellbeing of their local communities.

## Healthy Neighbourhoods

### Bevendean - ‘Cooking with Carly’

Providing accessible and free cooking workshops, in the foodbank community garden.

New skills, recipe ideas, cooking with accessible and low-cost items, to improve nutrition and wellbeing in households locally.



## We will

- **Work with local partners to develop plans and support people** to live healthy lifestyles and improve access to health prevention services.
- **Target support towards local groups at greater risk of mental ill health** and suicide in the recommissioning of the UOK service.
- **Deliver our Local Action Plan to reduce the risk of suicide** and provide better support for people who self-harm and for those who are bereaved by suicide in Brighton & Hove.
- **Improve outcomes for people with mental health and drugs and alcohol support**, through reviewing methods of support in mental health and drug and alcohol services.
- **Work with our newly commissioned weight management provider**, Thrive Tribe, who will be offering free support for adults and families from January 2024.
- **Be utilising brand new funding for Public Health to improve and upscale our Stop Smoking services for residents**, as part of the Government’s commitment to creating a smokefree generation.

## You can

- Get support to make changes to get active, eat better, stop smoking, reduce alcohol intake, and improve your wellbeing through our [Healthy Lifestyles Team](#) or call **01273 294589**
- Find out how to access cancer screening programmes at [Act on Cancer together resources](#)
- See if you are eligible for a free NHS Health check (to spot the early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia) at [Brighton & Hove Healthchecks](#)
- Recognise symptoms of flu and check if you are eligible for a free vaccine at [NHS - Flu](#)
- Talk to someone about health and wellbeing advice and support at your local Healthy Living Pharmacy
- Adults can get advice and support for mental health and wellbeing at [UOK](#) or call **0808 196 1768**
- Children and young people can get advice and support for mental health and wellbeing at [e-wellbeing](#) or call **0300 002 0060**
- If you feel at risk of harming yourself or others, call 999 or go to your nearest A&E. For mental health support in a crisis, call **111** and select **option 2**, or text **SUSSEX** on **85258**.

## Hangleton and Knoll - Yoga for Well Being Group



“Yoga has changed my life, I never realised how powerful it could be in helping me to recharge and sleep.”

“I think Yoga has reduced my blood pressure as it’s the only thing I’ve introduced into my routine recently, and my blood pressure reading has significantly reduced.”

# Staying active and connected

Supporting people to access their communities, reduce social isolation and maintain an active life.

The TAKEPART Festival returned with a launch event at the Level, starting a week of over 70 free community events and activities promoting the wide variety of sport and physical activity opportunities in the city. In collaboration with Speak Out and Amaze we introduced a quiet hour during the launch event and raised awareness of learning disability inclusion throughout the festival.



One volunteer from Speak Out said the event was **“Amazing! Everything was amazing.”**



## We have

- **Launched the Age and Dementia Friendly Business Recognition Scheme**, which is a toolkit that supports organisations to take simple steps to become more inclusive and accessible.
- **Engaged with over 800 local people to find out their views as part of Let’s Talk Active for Life** to help shape a new Physical Activity Strategy for the city.
- **Created a new Active Ageing Alliance**, bringing together organisations in the city to focus on supporting people to live well for longer, by moving more and staying active.
- **Continued to fund the Ageing Well Service 50+**. This offers information and advice, befriending, group and one to one activity, volunteering opportunities and health promotion.
- **Delivered the Ageing Well Festival**, with over 4,000 people attending 113 events across the city.
- **Worked together with 23 community dance groups to create Dance Active** – an event celebrating inclusive community dance opportunities in the city, involving over 200 performers of all ages and abilities.

**“I am so glad I came to your session today. I danced when I was younger, back in the 60’s, but thought I was too old now. Today has changed my opinion on this and I will be moving again going forward!”**

## Age and Dementia Friendly City



East Brighton Café owner Marilyn Chelliah said:

**“The programme has provided myself and my staff with tools we can now use in assisting our customers who are living with dementia. It’s given us the understanding to help others and ensure they have a pleasurable experience. My ambition has always been for the café to be a hub for the community - so this new age and dementia friendly status is the icing on the cake for us all.”**

Ed Wills, Managing Director of Brighton & Hove Buses and Metrobus, said:

**“We are pleased to support the Council in their mission to make Brighton & Hove an age and dementia friendly city. We make travel by bus as accessible as possible. That’s why we have invested in dementia friendly floors, next stop audio-visual announcements and trained our drivers to be dementia friends.”**



## We will

- **Continue to deliver opportunities for people to participate in activities** and learn about support, to ensure people can get involved in their communities.
- **Launch a new 10-year Physical Activity Strategy** with the aim of making Brighton & Hove a city where everyone has the opportunity, the encouragement, and the environment to move more, live well and be healthy.
- **Support people to age well** and make Brighton & Hove a dementia friendly city.

## You can

- Get in touch with the Ageing Well Service on **0808 175 3234** (freephone) or text **07770 061072** Monday -Friday, 9am-5pm, or you can email [ageingwellbh@impact-initiatives.org.uk](mailto:ageingwellbh@impact-initiatives.org.uk)
- Find details of weekly Healthwalks and other free community activities that can help you or your family to stay active at **Brighton & Hove Active for Life** or call **01273 294589**
- If you receive benefits, you might be able to apply for a leisure card to get discounts at some local leisure centres **Brighton & Hove Leisure card**
- Receive support to make changes to get active, eat better, stop smoking, reduce alcohol intake and improve your wellbeing through our Healthy Lifestyles Team at **Brighton & Hove Healthy Lifestyles** or call **01273 294589**
- Find out more about the Age and Dementia Friendly Business Recognition scheme here: **Age and dementia friendly business recognition scheme**
- See if you are eligible for a free NHS Health check to spot the early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia at **NHS Health check**

# Feeling safe and in control

Working with providers to ensure local people receive good quality, safe services, and feel in control.

## We have

- **Delivered a 'Stay Strong, Steady, and Independent' campaign**, working with 15 partners and offering 70 free activities in 20 locations, to highlight the role of strength and balance exercises in reducing the risk of falls.
- **Worked in partnership with Healthwatch to deliver the Homecare Checks service**, regularly visiting and interviewing people in the city who receive homecare services, to ensure the quality of services are monitored and supporting people's wellbeing.
- **Supported a number of providers in the city, to enable them to provide good quality and safe care.**
- **Made some changes to the Community Equipment Service, reflecting feedback from service users.**
- **Helped vulnerable people to warm their homes and afford energy bills** by providing money advice, fuel grants and home energy visits.
- **Supported 4,542 people** to be independent and feel safe at home through our CareLink Plus telecare alarm service.



**of service users say our services made them feel safe and secure**

(2022/23 User Experience Survey)

## Did you know

### Social value

The Community Equipment Service, jointly funded with the NHS, provides training about equipment for carers, employability workshops and placements - raising community awareness of how to access equipment.

### Sustainability

The service promotes the recycling and reuse of equipment by working with partners, including the Fire Service. Equipment is delivered to people by a fleet of electric vans reducing emissions in the city.

### Improved Digital Access

The service is developing the facility for customers to be able to track service requests online from a smart device.

"I am very, very grateful for the help I continue to receive from my local Council, and the health service, and wish to thank everybody involved!" "I feel confident with their work and their aftercare. Especially with the 24/7 help available if the bed/hoist breaks."



## We will

- **Continue to represent Adult Social Care services** on the Local Safeguarding Adults Board.

**"We continue to work in partnership to meet our strategic priorities, and to achieve improved outcomes in adult safeguarding, that benefit those who use services and those who care for them."**

**Seona Douglas, Independent Chair, Brighton & Hove Safeguarding Adults Board**

- **Ensure good quality care is provided** by all services and action is taken when quality is not reaching acceptable standards through our Care Governance Framework.
- **Continue to monitor training to ensure staff are fully trained** to provide safe and quality care in the role provided.



**of people who use services felt in control of their daily lives**

CareLink Plus is the Council's telecare alarm system, offering a range of services and equipment that allow you to call for help in an emergency. This could be in and outside the home. Telecare can increase your independence and help you to feel safe.

"EL's daughter thanked us for getting the ambulance so promptly for her Mum back in February. She had sepsis and the paramedics got to her in 18 mins and managed to save her life. The family are very grateful for everything we do."

Carelink Team



## You can

- Find further information about reducing your risk of a fall. Visit: **Brighton & Hove Falls**
- Get support to identify what equipment you need, and how and where to purchase it, via the Safe and Well service at **Safe and Wellservice**
- Contact CareLink at **Brighton & Hove Carelink Plus** to find out what services and equipment you can access to call for help in an emergency.
- Get help and support if you or someone you know is at risk or experiencing abuse or neglect. Visit: **Brighton & Hove Feeling Safe**, or contact Access Point on **01273 295555**.
- In an emergency, call **999** or the Typetalk Emergency Line on **18000** (for deaf or speech impaired people).
- Report a crime (non-emergency) at **Sussex Police**, call 101 or textphone on **18001 101**.
- Report anti-social behavior and hate crime at **Safe in the City** or call **01273 292735**
- Find out about quality of regulated service in the city, at **Care Quality Commission**

# Carers

Supporting carers to maintain their caring role and to have a life outside of caring.

## We have

- **Increased carer awareness** by working in partnership with local care providers, employers and NHS partners, and have ensured good working pathways to refer carers to the Carers Hub.
- **Continued to develop a range of opportunities for carers**, including running both adult carer and young carer cooking sessions at the Community Kitchen, plus other activities to support physical and mental health.
- **Participated in the Sussex Carers Forum** to ensure we are working to a pan Sussex (East, West, and Brighton & Hove) approach to supporting carers, in line with the new Integrated Care System (ICS) and Board. Carers have been identified by the ICS as a key priority group to support.
- **Responded to carers' views and new rights** on increasing support for hospital admission and discharge of cared for individuals at the Royal Sussex County Hospital.
- **Begun refreshing our Carers Strategy** - our commitment and action plan for supporting carers within the city, and have begun an engagement programme.
- **Continued to commission The Carers Hub in partnership with the NHS**, which has a range of dedicated projects supporting carers, as well as providing information and advice.



The Carers Hub is a partnership of three local charities and local authority assessment staff, who have joined together to create a focal point for unpaid carers, to provide the information and support they need.

The Hub aims to improve the quality of life of carers in Brighton & Hove by offering them a wide range of services and comprehensive local resources including:

- Information/Advice/Signposting
- Carers Awareness Training for Professionals
- Carers Assessments and Support
- Young Carers Project
- Home-Based Respite to enable carers to attend health-related appointments
- Supporting Carers who are caring for someone at the end of their life, and those who have been bereaved
- Peer Support for Carers
- Supporting Carers of people with dementia
- Improving the wellbeing of Carers through the Carers Reablement Project

Putting Carer satisfaction is at the heart of everything they do - Carers Hub is for Carers of all ages.

Visit: [www.carershub.co.uk](http://www.carershub.co.uk)  
or call 01273 977 000

**From 2018 to 2023**  
**the quarterly average contacts**  
**with carers at the Carers Hub,**  
**has increased from 1,000**  
**to nearly 7,000 per quarter**

**The 2021 Census data** identified that there are **20,804** unpaid carers in the city, **1 in 12** of the population.  
**With many carers providing over 50hrs per week**

## We will

- **Have greater contact with carers** to help us develop our plans across Brighton & Hove City Council, and NHS Sussex, to ensure the voice of carers is heard and acted upon when developing services.
- **Refresh the Carers Strategy (Carer Friendly City) - our commitment and action plan for supporting carers.** This includes four key areas that carers have told us are important to them: Carer Friendly Health/NHS services, Employment, Social Care and Education. We are working with carers to develop the Carer Friendly Blueprints, which will include Carers Rights; Carer Awareness; Pathways for Carers; and ways to tackle the health inequalities that carers face.
- **Listen to what carers have told us that they want:** more Carer Awareness, enabling better recognition, feeling valued and supported, better integration and pathways, proportionate information and advice, and more awareness and offers on the Carers Card.
- **Develop an integrated Carers Register,** to ensure that carers are kept updated regarding service changes, new opportunities, information, advice, assessment and support, and easier contact for carers to reduce anxiety and potential crisis.
- **Review and develop the Carers Card** to enable easier access and extend the offers available.

The estimated economic contribution of carers nationally is

**£162 billion per year**  
nearly the same as the total  
England NHS budget



Monthly Carers Wellbeing Walks, with walkers at Shane's Kitchen in Rottingdean.

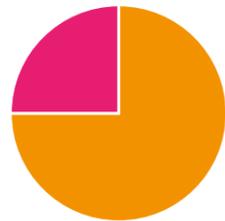
## You can

- Get advice and support for unpaid carers in Brighton & Hove at [www.carershub.co.uk](http://www.carershub.co.uk) or call 01273 977000

# Fair and inclusive city

Everyone should feel included and valued. We want to remove barriers that exclude people from services and prevent them from succeeding because of their identity, background or circumstances.

**Our city consists of different populations living in a range of geographical communities. The most up to data from the census shows:**



A quarter of residents are from a Black or Minority Ethnic Group



One in ten residents identify as Gay or Lesbian, Bisexual or other sexual orientation



One in five residents are born outside the UK



One in a hundred adult residents identify as Trans



19% of residents are disabled



Over half of residents have no religion of belief

## We have

- **Listened to the views of diverse communities** through our membership of city-wide partnerships and engagement activities.
- **Improved our understanding of our communities, of their needs** and assets, through our programme of Needs Assessments.
- **Embedded equalities monitoring into our services and consultations**, and have used this information to inform service planning.
- **Reviewed our recruitment policy and processes to improve the success rates** for under-represented groups within our workforce, particularly regarding those from a BME or White Other background, and those who are disabled - so that our workforce more closely reflects the diversity of our community.

## We will

- **Seek to continuously improve opportunities** for diverse people with lived experience, to influence and improve services.
- **Refresh how we assess any planned changes to services and policies**, to identify and avoid any negative impacts on people because of their identity.
- **Update our equality monitoring**, explaining to the people we support why this data is important and how it helps shape service design and delivery.
- **Continually monitor our progress** on specific actions from the Health & Adult Social Care Fair and Inclusive Action Plan.
- **Embed equality, diversity and inclusion** at the heart of everything we do.
- **Continue to align our work to the ambitions set out** in the Brighton & Hove Health & Wellbeing Strategy.
- **Recruit and retain a diverse, skilled workforce** which reflects the communities we serve, and meets their current and future needs.

## You can

- Find out more about the Council's Fair & Inclusive Work Plan [Fair & Inclusive Work Plan](#)
- See the Council's full pledge around being anti-racist and the Anti-Racist Strategy Plan at [Brighton Hove Equality](#)
- View Council plans to make the city an accessible place for everyone, at [Brighton & Hove Accessible city](#)
- See our vision for improving the health and wellbeing of local people and reducing health inequalities, at [Brighton & Hove Health & Wellbeing Strategy](#)
- Explore the current and future health, social care and wellbeing needs of the local population at [Brighton & Hove Joint Strategic Needs Assessment](#)



## Trust for Developing Communities Research

The Trust for Developing Communities undertook some research in December 2022 exploring the views held by culturally and ethnically diverse communities of Health & Adult Social Care Services.

### We heard

- It is important that staff are aware of the cultural and communication needs of the communities they support.
- People want clear information and advice on what Health & Adult Social Care services and support they can access.
- Access to advocacy and language support services is critical.

### We have

- Re-promoted all available Equalities Training – including Cultural Awareness training.
- Committed to our Work Force Race Equalities Standard (WRES) - our Directorate Fair & Inclusive Action Plan sets out the steps that are being taken to address the profile of the workforce.

### We will

- Develop our information and advice offer to ensure people understand the level of support that health and adult social care offer.
- Continue to promote the community advocacy offer which includes bilingual advocacy for health and social care issues, and provision for other specialist community advocacy providers to access interpreting.

## Feedback and thank you

We welcome feedback from our partners

NHS



## Sussex

Over the past 12 months our Brighton & Hove Health & Care Partnership has been focused on the delivery of our Place-based priorities. This has included delivering the recommendations of the new Mental Health & Wellbeing Joint Strategic Needs Assessment, and our work to improve health and social outcomes for people in the city with multiple compound needs around homelessness, mental health, substance dependency, offending and domestic violence.

We have been working to reduce Health Inequalities through the new NHS Core20Plus5 programme targeting five mandatory clinical areas, the 20% most deprived local areas and addressing specific local health inequality areas.

Over the coming 12 months our new Place-based Health & Care Partnerships will be focused on supporting the Sussex Integrated Care Strategy's aim for Integrated Community Teams, as the model for transforming local health and care services, and providing a joined up community approach.

### Healthwatch Brighton and Hove



Using our independence, Healthwatch has worked in partnership with the Council to improve health and social care outcomes. We have captured resident's views on the equipment adaptations service, about the Home Care support they receive and continued to Chair the Safeguarding Adult's Review Board. Our evaluation of local services has been used to

deliver continuous improvement. We have also brought external scrutiny at the Council Boards we attend.

This year, we are pleased to see the publication of two important strategies which commit the city to delivering improvements to reduce suicide rates/self-harm and support people with autism. We also welcome the focus on improving support around mental health and support for carers.

Moving forward, delivering on plans to better integrate services across the city will be vital as the city addresses pressures caused by reduced budgets and workforce shortages.

### Community Works



The examples throughout this report demonstrate how closely Health and Adult Social Care work with voluntary and community organisations (VCS), targeted at specific groups like carers or with multiple partners in the Learning Disability Partnership.

The support through working with Ageing Well and Changing Futures also highlights the range of Voluntary and Community organisations HASC work in partnership with around areas of development.

The commitment to understanding what the VCS can offer as well as hearing from the VCS as experienced partners in development, and with understanding of how delivery is experienced by the local population, is valued.

We look forward to future partnership development and collaborating on how best our approaches can support local populations experiencing unprecedented need.

**Thank you to everyone involved in the development of this report.**

Find out more at [www.brighton-hove.gov.uk/social-care](http://www.brighton-hove.gov.uk/social-care)