



Adult Social Care Annual Report 2024/25

Foreword

Welcome to the Adult Social Care Annual report for Halton Borough Council for the year 2024-2025.

This report provides a summary of just some of the work that Adult Social Care in Halton has done over the year. Throughout the report you will hear the voice of the people who use our services on how Adult Social Care has helped them to live the life that they want.

At the heart of what we do is prevention, independence and choice, enabling people to identify their own needs and make choices about how and when they are supported to live their lives.

We do this in a personalised way by looking at what people need, what strengths they have and how their needs can be met in a meaningful way to them, either through help available in the community, or where their needs are more complex, through more formal support from Adult Social Care services.

We can't do this on our own. We work in partnership with colleagues in other parts of the council and other organisations and services, such as those in the health, voluntary and community sectors. These relationships are key to helping us all achieve our goals of improving the lives of people who live in our communities. I would like to personally thank our partners in supporting us in our joint work to achieve many positive outcomes for people, some of which feature in this report.

I hope you find this report informative and if you have any comments please do get in touch. Details of how you can get in touch are at the end of the report.

Thank you for taking time to read this report.

Councillor Angela Ball

Halton Borough Council Portfolio Holder for Adult Social Care

If you need this report in a different language or format, including easy read, then please contact ascservicedevelopment@halton.gov.uk with details of your request.



Adult Social Care in Halton

Working together to improve wellbeing

THE VISION OF ADULT SOCIAL CARE TEAMS IN HALTON IS TO IMPROVE THE HEALTH AND WELLBEING OF HALTON PEOPLE SO THAT THEY LIVE LONGER, HEALTHIER AND HAPPY LIVES.

- 1.1 **This is the Halton Adult Social Care Annual Report for 2024-2025**, also known as ‘the local account’. The report sets out what progress we have made on our priorities, how we are doing against what we said we would do in our business plan and our priorities for 2025-2026. The report also includes some key figures about how we are performing and how we spend our budget.
- 1.2 **The report highlights *just some of the ways in which Adult Social Care is supporting the communities of Halton*** to live well and how we work with partners and key stakeholders to ensure that people have choice and control over how their care and support needs are provided in a way that is good for them. We call this ‘a personalised approach’.
- 1.3 **Adult Social Care in Halton works to encourage healthy behaviours, good mental and physical wellbeing** and deliver good quality social care services safely by involving everybody in our community. Throughout the report you will hear the voice of staff who work in social care, partners who help us deliver services and, importantly, from the people who use our services on how they feel that Adult Social Care has made a difference to them.

Adult Social Care in Halton

What we do

- 2.1 Working in partnership with a variety of local and national organisations, Adult Social Care offers a range of services to help adults and carers to **live well, live independently and to achieve the outcomes that matter to them.**
- 2.2 In line with Halton Borough Council’s duties under the [Care Act 2014](#), Adult Social Care has a responsibility to make sure that people who live in Halton and appear to have needs for care and support will:
 - ✓ **Have a care assessment** to see if they are eligible for a package of care.
 - ✓ **Be offered other things beside care services** that can help them stay healthy and happy.
 - ✓ **Get the information and advice** they need to make good decisions.
 - ✓ **Be supported to make decisions** about how they want their needs to be met.
 - ✓ **Receive services that prevent** their care needs from becoming more serious.

Our Services



Prevention and Wellbeing Service

Not everyone who is assessed for care and support will be eligible for a care package, however the Prevention and Wellbeing Service can still play an important role in helping people to stay independent and healthy for as long as possible. By directing everyone who comes through our doors to the most appropriate information, community resources or services, we can all work together to prevent or delay the need for more in-depth care so that people can keep their skills and confidence and live the life they want to. If they need a care package, we will work with them to understand what would best suit their needs.



Community Services

Community Day Services help people live a fulfilling life, retain their independence, learn new skills and avoid social isolation through meaningful activities that they choose. There are a wide range of opportunities for people with health conditions, learning or physical disability to engage in voluntary work, training and social activities. The Halton Supported Housing Network helps people with a learning or physical disability to live independently and manage their tenancy through tailored support from staff.



Care Management

Registered Social Workers, Occupational Therapists, Vision Rehabilitation Specialist/Visual Impairment team and other care and support staff work with people and their families to help people maintain a good quality of life. From connecting people to support in their communities to arranging appropriate social care support because of frailty, illness, disability or a mental health condition.



Halton Intermediate Care and Frailty Service (HICaFS)

Integrated with health, this service supports the hospital discharge process and reablement of patients after a hospital stay. Social care, occupational therapy and nursing staff help people be cared for at home and avoid unnecessary hospital admission or re-admission.



Mental Health Services

These services offer mental ill health prevention, identification, early intervention, access to support, treatments and recovery. Working closely with local partners such as health, education

and employers, our mental health teams also work with wider services that can affect poor mental health, such as housing, to create a local approach to improving mental wellbeing in our communities.



Independent Living Services, Housing Solutions and Safeguarding

The Independent Living Service helps people maintain their dignity and independence to remain living in their own home through support such as equipment to help make daily tasks easier. The Housing Solutions Service helps people who are homeless, or threatened with homelessness, under the Council's statutory duties. The Integrated Safeguarding Unit works with services, social care providers and the public to ensure that people are safeguarded against abuse, including physical and financial abuse.



Quality Assurance Team

The Quality Assurance Team works with adult social care services that are contracted by Halton Borough Council to ensure that they deliver services in line with legal, contract and quality requirements. The Team work closely with providers that deliver care at home and residential care (in a care home or in a supported living environment) as part of the council's commitment to continuous quality improvement, making sure that people who use those services are getting the best service and outcomes for them.



In-House Care Homes

Care homes are places to live with other people where staff provide care and support for people who cannot live independently due to complex needs as a result of frailty, disability or a health condition. Halton Borough Council manages five of the adult care homes available in Halton, providing both residential and nursing care, working collaboratively with partners such as health services.

Progress against our priorities

over the year 2024/25

Priority 1: Prevention and Wellbeing - Services that connect people to their community.

4.1 **Accessing support** The Prevention and Wellbeing Service was introduced this year as a central access point for all adult social care enquiries to make it easier for people and partners, such as health, to make a referral. The team is made up of social workers, occupational therapists, community care workers and wellbeing officers that provide specialist information, advice and help to connect people to support in their community that can help them live well and prevent a need for formal services (where appropriate).

4.2 The service has completed over 400 response visits to resolve people's short term needs quickly to prevent falls, further deterioration of their condition, carer breakdown or a hospital admission.

4.3 It is now easier for people to access social services through one 'front door'. People are provided with the right information at the right time to meet their needs. The service can respond quickly if there is a need for formal social care services.

4.4 *"Thank you so much for your quick response, it's good to know support was there quickly when needed". Prevention and Wellbeing service client*

4.5 *"This new process has helped me do my job effectively to a high professional caring standard". Prevention and Wellbeing Service worker*

4.6 **Providing information** The Living Well in Halton Guide was launched as an easy reference tool for people in Halton to use to help them understand what support is available in their community, locally and nationally.

4.7 The guide is available in a range of formats on request and has information on things from staying healthy to employment, money, housing and getting around and having a social life.

4.8 People can directly navigate to the information, advice or support that they need. A useful reference resource for information and support in all aspects of life in Halton.

Priority 2: Independence at home - Identifying people's needs early so that they may remain independent at home for as long as possible.

- 5.1 **Understanding people's needs** Where people may need more formal support from Adult Social Care to stay independent, referrals for a Care Act assessment are prioritised by the Prevention and Wellbeing Service to ensure that those most in need do not wait too long.
- 5.2 We are committed to supporting people to 'wait well' for their assessment or access to a service, during periods of high demand, to minimise any risks, keep them safe and independent and make sure they know what to expect and when. We have committed to principles which set out how we support people to 'wait well' in the event that there is a wait for assessment/service. These principles can be found in our [Waiting Well Framework](#) available on the [Adult Social Care](#) pages of the council's website.
- 5.3 The person's strengths are always considered as part of the assessment, and their needs are looked at in a holistic way. That is, the Prevention and Wellbeing service look at *all* the things that impact on the person's wellbeing, using the person's personal strengths and what help is available in the community, arranging any necessary formal support to provide a personalised solution.
- 5.4 Just 45% of people go on to require an assessment under the Care Act. The Prevention and Wellbeing Service are able to provide more suitable, alternative options to formal services through using knowledge of community services and signposting effectively. People's requirements are assessed in a timely way.
- 5.5 People get the information and help that they need through the least intensive support means needed to meet their needs. *This may then be supplemented by a formal care package from Adult Social Care where the person is eligible under the Care Act.*

- 5.6 *"I liked the way you gave options and felt I was in control", "The service with the Occupational Therapist was first rate. He gave me confidence to carry out tasks on my own. I am most grateful for this service. Thank you." Prevention and Wellbeing Service clients*

- 5.7 **Meaningful activities in the community** Halton Community Day services offers opportunities to Adults with Physical, Sensory, Learning Disabilities and Dementia such as groups in the community focusing on developing and maintaining living skills, supporting

people who may have behaviour that can challenge or offering therapeutic and social value through activities such as The Samba Band, Craft production and dementia group.

5.8 In addition, we have a portfolio of businesses where people are able to develop their employment skills, that includes: A brewery, cafes, Shopmobility outlets, market garden allotment, hair and beauty salon, community pantries and a small urban farm.

5.9 Day services activities help to build social relationships between people who use services and their local communities.

5.10 **Halton Supported Housing Network** The service provides accommodation with support in the community for adults with learning disabilities and physical disabilities. Staff support people within their own homes with a variety of support packages based on their individual needs.

5.11 During 2024-2025 we had 46 tenants residing across 19 homes.

5.12 **Reviewing packages of care** Where a person has a care package it is reviewed at regular intervals to make sure that it continues to meet their needs. A Reviewing Team has been established to do reviews of care packages where social care services have been in place for 12 months.

5.13 Within the Reviewing Team there are also dedicated staff that help people put things in place to manage their on-going and historical care bills.

5.14 People's care packages are reviewed and amended, if required, in a timely way. People are provided with information and support on how to manage their care costs.

5.15

“Time is given to ensure the support in place is still working for that person and information is exchanged: on their life and support and we are able to update the person on different services that might be more beneficial”.

Reviewing Team worker

5.16 **Helping Carers** Under the Care Act 2014, carers are recognised in their own right and are entitled to their own care and support assessment and, where eligible, access to services which support their own wellbeing. Working with [Halton Carers Centre](#), we actively promote carers' right to an assessment and make sure that Carers are accessing all the support available to them, such as welfare and benefits advice, mental wellbeing support and opportunities to take a break from their caring duties and even fun days out and pamper sessions!

5.17 Halton Carers Centre has over 6,900 carers registered with them. Over 1,300 are young carers. 1022 carers registered for support from the centre during 2024-2025.

5.18

"I can't thank you all enough for providing this break. It came just at the right time for me. I really enjoyed it and appreciate so much your providing it. I can never express how much it meant." Carer

5.19

"Thank you. It was one of the best days out I have had with him. It was my first trip and I am glad you guys are around! I will be looking out for more events with you all". Carer

Priority 3: Care in the home A focus on 'home first' and providing care within the person's own home

- 6.1 **Coming out of hospital** People often recover quicker and prefer to receive care or treatment in their own home where familiarity and comfort can help their recovery after a hospital stay. Over the last year, the Halton Integrated Care and Frailty Service (HICaFS) has helped people be discharged from hospital in a timely way to continue their recovery in their own home, or in an intermediate care centre for those who are clinically well but need more intensive rehabilitation on a short-term basis.
- 6.2 The service is made up of social workers, therapists and nurses that work together to co-ordinate the person's care which can help to avoid a readmission to hospital. The service also delivers urgent health and care support in the community to help people avoid hospital admission. This could include the provision of medical equipment, access to diagnostic tests and equipment that support rehabilitation and promote independence.
- 6.3 In the last year, over 4000 initial referrals were made to the service's single point of access, an increase of 21% on the previous year. 70% of referrals for people requiring an urgent community response were responded to within 2 hours. 67% of people were discharged from the service as being independent, with just 14% requiring hospital admission.
- 6.4 100% of individuals said that staff treated them with dignity and respect and 100% of individuals said that they were satisfied/very satisfied with the service overall (*from the service's satisfaction survey*).

6.5 People can get home from hospital sooner and can recover or get the care they need in the comfort of their own home. The risk of having to go to hospital, or go back to hospital, is reduced.

6.6

"We did not expect a quicker response. You did things that you promised you would do in a timely manner to support my dad. Thank you" Family member of a HICaFS patient

"Excellent care for mum, attentive and warm staff made the experience memorable. From bedbound needing a hoist to walking with aids!" Family member of a HICaFS patient

"Thanks so much for seeing my mum so quick. We were worried that we needed to take her to hospital which my mum did not want to go. Thanks for the reassurance" Family member of a HICaFS patient

6.7 **Home Adaptations** can help disabled people to remain independent in their own homes. Through person-centred conversations, Occupational Therapists can build a picture of a person's individual strengths, preferences and needs. Housing adaptations are one approach that can help people retain their independence and minimise the impact of a disabling home environment.

6.8 **Working with people to find solutions to staying independent...**After a moving into her daughter's house, Person A requested an assessment to see what help is available to support her to access the bathroom. The Occupational Therapist spoke with Person A to assess her needs, explain how the financial assessment works and how they would look at a 'stepped' approach to long term solutions. In the meantime, Person A was provided with equipment to help her bathe and with access in and out of the property. Different solutions were discussed between Person A, her daughter and the Occupational Therapist, with an application being made for Disabled Facilities Grant to facilitate the construction of a ground floor bathroom. Other options had been discounted due to the build structure of the existing bathroom limiting what could be achieved. Following completion of the adaptations, a wheeled shower chair was also provided and further moving and handling practice was undertaken with family. Signposting to Orthotics was provided due to a change in Person A's physical presentation and Person A's daughter was also referred for a carers assessment to make sure her wellbeing needs were being met.

A recent example of how an Occupational Therapist has supported someone to stay independent in their own home.

Priority 4: Good, local, affordable care - working in partnership with local organisations and community services to deliver effective services.

- 7.1 **Care and support nearer to home** Over the last year, we have continued to work with our partners, such as NHS Cheshire & Merseyside, to develop and promote 'place-based pathways' which allow convenient access to care and support closer to home with holistic, all round, support. This approach also involves further developing our voluntary and community sector within the Borough.
- 7.2 Our place-based pathways include Intermediate Care, Prevention and Wellbeing Service, Wellbeing & Engagement Services delivered by Age UK-Mid Mersey, Health at Home delivered by Halton and St Helens Voluntary and Community Action to support hospital discharge, Carers Centre and Alzheimer's Society Dementia Advisor Service.
- 7.3 **Our strong community and voluntary sector partnerships in action** The Alzheimer's Society [Halton Community Dementia Care Advisor Service](#) continued during 2024/25, providing practical specialist information, advice, social activities and emotional support to people living with dementia and their families. Dementia Café and activity groups continued to welcome people living with dementia, and their carers as a valuable opportunity for people to connect and share their experiences.
- 7.4 155 families actively supported during the year. 24 outreach events took place, raising awareness of dementia and the local support available in Halton and our services.
- 7.5 20 Activity group sessions over the year, including themed sessions for Valentines Day, St Patricks day, sporting events and an intergenerational session with local preschool children at Christmas.

7.6

"It was good to speak to you when I really needed someone who understands and not a family member. Very much appreciated". Dementia Care Advisor client

- 7.7 We have worked with [Age UK Mid-Mersey](#) Wellbeing & Engagement Service to work with people aged 50+ in Halton to promote health and wellness, social inclusion, personal independence and staying connected through activities such as a weekly digital/virtual quiz, coffee and chat groups. It helps build confidence and reduce isolation for those people who

unable to leave their home for whatever reason. There are face-to-face coffee groups and a group aimed at men who might not normally take part in social groups.

7.8 During 2024-2025 Age UK Mid-Mersey Wellbeing and Engagement services had over 3,600 contacts with older people and their carers.

7.9

"I feel so much better after just speaking to the Living Well Officer. It was someone who really listened and took time with me. This is the most help I have had from someone. I will be telling people all about your service and how kind you are" Age UK client

7.10 We continued to work with [British Red Cross](#) to offer a wellbeing service for people who have come out of hospital to increase people's resilience and independence following an illness, injury, hospital admission or crisis by making sure that the person is settled comfortably back into their home with their immediate needs met and such as food, warmth and low level support is in place.

7.11 Throughout 2024/25, [Halton Speak Out](#) continued to provide self-advocacy support services for adults with learning disability / autism, empowering people to speak up for themselves to make sure that their interests and rights are respected.

7.12 [Halton Carers Centre](#) provided information, advice, emotional support and opportunities to take part in activities and social events to people with a caring responsibility. By engaging carers in the support on offer, the risk of carer breakdown can be reduced.

7.13

"I arrive feeling lost and low and leave on a high with my confidence restored. Thanks to all concerned. You're amazing" Halton Carers Centre client

7.14 [HeathWatch Advocacy Hub](#) provides free, confidential and independent advocacy support to Halton residents who need help to have their voice heard in relation to health and social care needs.

- 7.15 With the availability of community and voluntary sector services in Halton, in many cases, people are helped to stay independent and well, without the need for more formal services. There are a variety of social activities and opportunities for people to reduce social isolation and loneliness.

Priority 5: Continuous development of a skilled workforce - investing in staff to provide quality services.

- 8.1 **Growing our own** We can attract the very best people to come and work in Halton and stay working in Halton through offering staff progression and training opportunities. As part of our commitment to 'growing our own' professionals we have:
- ✓ 6 Complex Care Workers from our Care Management Teams on the Social Work Degree Apprenticeship at University of Chester and 1 on the Social Work Master's Degree at University of Central Lancashire.
 - ✓ We have put forward an Occupational Therapist apprentice to attend Huddersfield University and a Vision Rehab apprentice has been put forward to study at Birmingham University.
 - ✓ We have 2 participants from the Think Ahead Programme* working across Halton and Mersey Care and offered placements to 9 external students. **The Think Ahead programme is a fast-track graduate scheme in the UK designed to train individuals for careers in mental health social work.*
 - ✓ 3 Social Workers undertook the Practice Educator* training through the Cheshire and Merseyside Teaching Partnership. **Practice educators are social workers who provide support, guidance, and oversight to social work students during their practice placements.*
 - ✓ Through the Cheshire and Merseyside Teaching Partnership Social Work Managers Programme, 10 places were funded and 10 non-social work managers places were funded for Occupational Therapy, Day Services, The Housing network and the Care homes.
- 8.2 **Promoting equality, diversity and inclusion** We have established 4 staff equality, diversity and integration groups – Disability and Neurodiversity, Race, Religion and Faith and LGBTQIA+ to raise awareness of under-represented groups within the Council and work with us in identifying actions for furthering our equality, diversity and integration in the organisation and beyond.
- 8.3 **Investing in staff** During 2024-2025 we invested in 57 non-mandatory training courses, such as first aid, health and safety, Mental Capacity Act and safeguarding, that were attended by over 340 staff (*in addition to mandatory training*).

How we are doing against our strategic objectives

9.0 What we set out to do: Implement technology to improve care

9.1 **Promoting the use of technology** During 2024-2025 we have been developing our *Technology Enabled Care* offer so that we can make the best use of technology to support people to live more independent lives. We recognise that technology can never take the place of another person's company, however it can support day-to-day tasks such as turning the lights on and off, raising an alarm if a person hasn't been out of bed all day or reading books to us if we have a visual impairment.

9.2 Through funding from NHS England via NHS Cheshire and Mersey Integrated Care Board, we took part in the Supporting Independence Through Technology (SITT) pilot in conjunction with Community Integrated Care and their Virtual Care Centre. The pilot involved 25 people with care needs in three different locations: two supported living properties and one nursing care home. The main aims of the pilot were:

- To increase independence of people we support;
- To support the workforce;
- Reduce the reliance on night-time care and support hours and reduce the costs from this.

9.3 The pilot ended in early 2025 and the evaluation suggested that the outcomes had been positive. The team are now looking at an implementation plan to roll this technology out into other areas.

How we are currently using technology...

9.4 **Community Alarms** – An alarm that enables the person to press a button on the alarm, or on a pendant they wear, when they are having difficulty. Pressing the button sends a message to the Council's Contact Centre which will then make contact with the person to find out what the difficulty is and provide help.

9.5 **Telecare** – A range of electronic sensors installed in a person's home which provide support and assistance using information and communication technology.

10.0 What we set out to do: Support Carers in their role

- 10.1 **Carers Strategy** We published the 3-year Halton Carers Strategy in 2024. The strategy is our commitment to carers through a number of different actions. In Halton, we intend to celebrate people's experiences of caring in Halton, including what's working well for them, and learn from what people tell us of their experiences of being a carer. The strategy also pinpoints some areas for improvement where there are perhaps some gaps in what we do which can be closed by working with our partners. You can view the strategy [here](#).
- 10.2 A Community Care Worker is based at Halton Carers Centre once a week to help carers get the help they need from adult social care in an easy and convenient location for them.
- 10.3 If you are a carer and would like to know what help is available, please contact Halton Carers Centre ☎ Telephone: 01928 592405 🌐 Website: www.haltoncarers.co.uk

11.0 What we set out to do: Meet changing needs and demand

- 11.1 **Care for those with more complex needs** For some people with more complex needs as a result of frailty, disability or a health condition, moving to a care home to receive care and support (including nursing care) is a good option for them. Here, they can access professional care in a comfortable environment and have the opportunity for companionship. During 2024/25, Halton Borough Council's care homes continued to provide quality residential and nursing care in welcoming environments. Our dedicated teams of care assistants and registered professionals focused on enhancing the quality of life of residents through meaningful activities and social events, providing personalised support alongside opportunities for developing friendships. This year saw notable improvements across our in-house services, including refurbishments that created more comfortable living spaces. Residents and their families have shared positive feedback about the sense of community and reassurance our homes provide, reflecting our commitment to dignity, safety, and wellbeing for every resident.
- 11.2 **The right support in the right place** Sometimes we commission services for adults with social care needs whose needs can be better met by an out of borough service provider. Any provider we contract with is subject to validation and assessment of quality and safeguarding before a placement is made. There are many reasons why someone may receive services from providers outside of Halton, such as it is their preference, access to specialist provision not available in Halton or as a temporary arrangement until an in-borough service is available for them. The most common reasons for people receiving services outside of Halton are *(accounting for 88% of cases)*:

- ✓ personal choice (to be closer to family or have a preference for a provider that works outside of Halton) or;
- ✓ there is a specialist provider who can provide care and support specific to the person's complex needs or;
- ✓ provision is not immediately available in Halton on discharge from hospital so to ensure discharge is not delayed make use of an out of borough provider on a temporary basis until provision within Halton is available. We work to ensure that the nearest service to Halton is considered first where this is feasible.

12.0 What we set out to do: Include a range of perspectives when developing services and to help us improve services

- 12.1 **Co-Production** During 2024-2025 we have worked to improve how we actively seek input from people who use our services. It is important for us to hear what people have to say so that we can make sure that what we do is representative of the communities we serve, delivering what people need in a way that they need it and at the right time. The Co-Production Charter was launched, which outlines how we are committed to work in equal partnership with people who use services, carers, and professionals to design and deliver services and how people can get involved.
- 12.2 The newly formed One Halton Co-Production Group have now met several times and helped to decide what was covered in this report.
- 12.3 **Representation from people with learning disability/autism** We recruited expert co-trainers with learning disability/autism to further develop awareness amongst our staff through the roll out of the Oliver McGowan training programme. (*Mandatory training on learning disability and autism*).
- 12.4 During 2024-2025 21 staff were trained to deliver learning disability and autism training across Adult Social Care.
- 12.5 **Ways for people to have their say and use their voice** We have improved ways for people to be involved in various types of engagement activity with Adult Social Care and provide feedback to us. You can find out more about this from our new Communication and Engagement webpage on the Halton Borough Council website. You might also see social media messages, if you use X, Facebook or YouTube, to direct you to opportunities to have your say, provide feedback or help us develop our services.

- 12.6 Sign up to our social media now if you haven't already done so! X (formally Twitter), Facebook and YouTube.
- 12.7 By taking steps to better understand people's diverse needs we are able to ensure that our services continue to meet changing and diverse demands. We have worked to improve how we engage with groups that are often seldom heard, such as those listed below.
- Particular ethnic minority groups
 - Carers
 - People with disabilities
 - Lesbian, Gay, Bisexual, Transgender, and Queer people
 - Refugees/asylum seekers
 - People who are homeless
 - Young people in transition from Children's services into Adult services
 - People with language barriers
- 12.8 People with a learning disability, and their carers, were invited to participate in an engagement event in February 2025, where 57 people shared their views on 5 key areas for inclusion in the Adult Learning Disability Strategy.
- 12.9 People who might have more complex needs, or barriers to getting preventative support, are able to get help from social care through regular outreach work in their communities. For example, we have a Refugee and Asylum Seeker Champion in the Prevention and Wellbeing Team, and the Prevention and Wellbeing Team are actively working with the Gypsy and Traveller community and with Carers.

13.0 What we set out to do: Place prevention at the heart of what we do

- 13.1 **Making it easier to get information, advice and help earlier** We are constantly working to increase partner agencies' awareness of what we do and how we can help people *they* are in touch with at an earlier stage to prevent their situation, health or wellbeing deteriorating.
- 13.2 We are doing this through using QR codes in places like Halton Direct Link so that people can directly access information, doing presentations with our partners, using displays to promote what we do and offering drop-in sessions for people to come and find out more.

- 13.2 We are working proactively through outreach to help people who may have barriers to accessing our services, for example, we have staff based in the Carers Centre one day a week to make it easier for them to get information and help from us.
- 13.3 We are working with Halton's Health Improvement team to make sure that there are preventative and wellbeing services available that meet people's needs, like the help available through [Age Well](#).
- 13.4 The [Living Well Guide](#), available in easy read, different languages or formats on request, provides lots of information and directs people to a range of help with all aspects of life and living in Halton.
- 13.5 We are working with services that are specialists in supporting people who may have additional barriers in accessing social care – such as [carers](#), people who are at risk of becoming [homeless](#), people with [refugee status](#) or people with a [learning disability](#) or autism.
- 13.6 We are making prevention a focus for *all* people, including people who may have barriers to accessing social care. Proactive, lower-level help at an earlier stage often reduces the need for more formal services.

14.0 What we set out to do: Develop a robust skilled workforce

- 14.1 **Grow our own** Recruiting staff to adult social care and keeping staff working in the sector is not just a challenge for Halton, but nationwide. That is why in Halton we are investing in a 'grow our own' approach. By providing staff with a range of training and development opportunities to upskill, and through apprenticeships and student placements, we are able to 'grow our own' social workers, care workers and other roles. This also helps to attract new staff into the sector, as they can see there are opportunities for a variety of careers in social care, supporting sustainability in the social care workforce longer term.
- 14.2 Our Registered Social Workers and Occupational Therapists were invited to take part in the national [Standards for Employers Annual 'Health Check'](#). The Employer Standards Health Check survey is designed to better understand the experience of social care professionals. In all of the domains, Halton scored highly, with workplace experience scoring higher than the northwest and national average, along with scoring highly in relation to systems in place to enable all social workers to develop skills in specialist roles and responses in relation to meeting professional development needs.

- 14.3 We are building a resilient workforce through supporting staff in their roles through induction, supervision and training and development opportunities. We have introduced ways to improve communication with and between staff, like newsletters, forums and quarterly service development events to share information so that staff can learn from each other and examples of best practice and provide feedback on things that would help them in their roles.

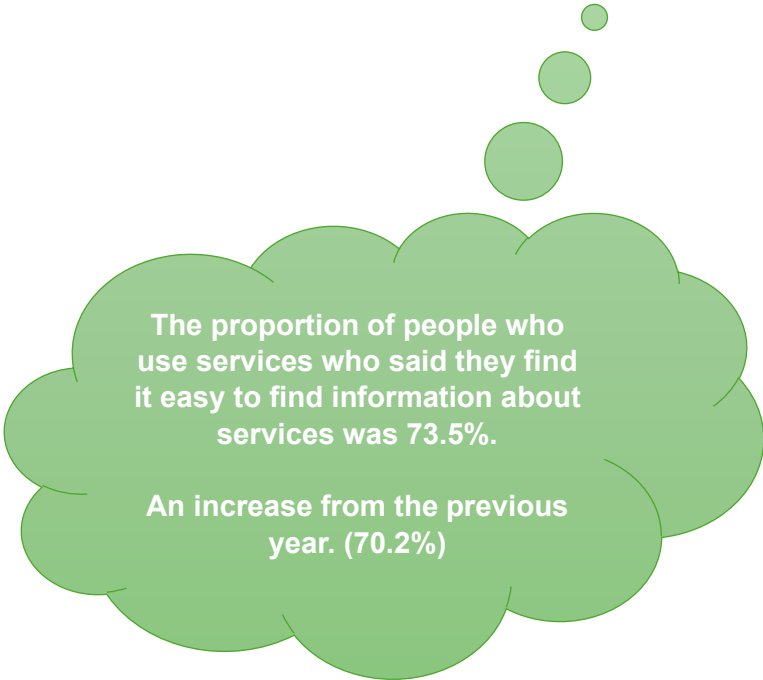
What people say about Adult Social Care in Halton – the Adult Social Care Survey

- 15.1 Each year, we conduct a survey of a random selection of people who have used adult social care services. The survey asks people about the services and support they receive as well as some questions about their general quality of life. These surveys are undertaken nationally by all local authorities, and the information is used to provide a national picture of adult social care services. Here are some quotes from our most recent survey:



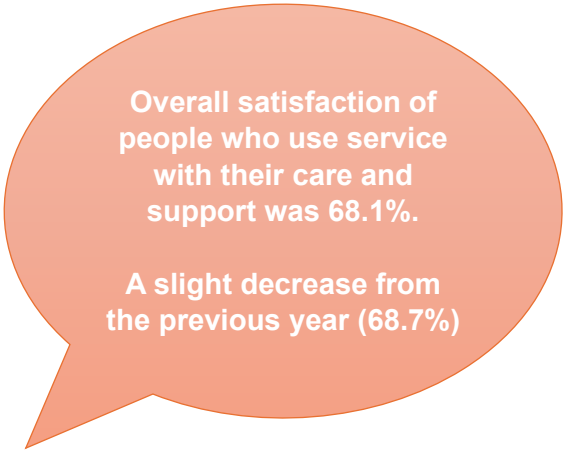
The proportion of people who use services who said that they have control over their daily life was 80.4%.

An increase from the previous year. (72.9%)



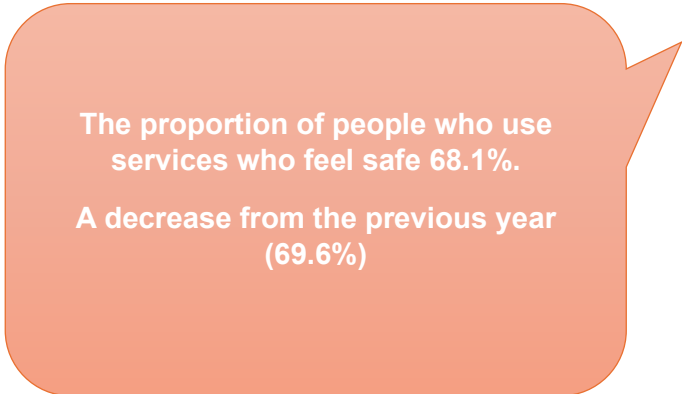
The proportion of people who use services who said they find it easy to find information about services was 73.5%.

An increase from the previous year. (70.2%)



Overall satisfaction of people who use service with their care and support was 68.1%.

A slight decrease from the previous year (68.7%)



The proportion of people who use services who feel safe 68.1%.

A decrease from the previous year (69.6%)

What people have told us about our services

16.1 What you've told us about the Prevention and Wellbeing Service...

"My parents and I both agree you've gone above and beyond to help us. Your fast response to my query yesterday was amazing, and helped to ease the stress I was dealing with. You are always very clear with your advice and options available. I can't thank you enough for your support with my parents."

16.2 What you've told us about Halton Integrated Care and Frailty Service...

".. Thanks so much for seeing my mum so quick. We were worried that we needed to take her to hospital which my mum did not want to go. Thanks for the reassurance"

16.3 What you've told us about our Social Workers...

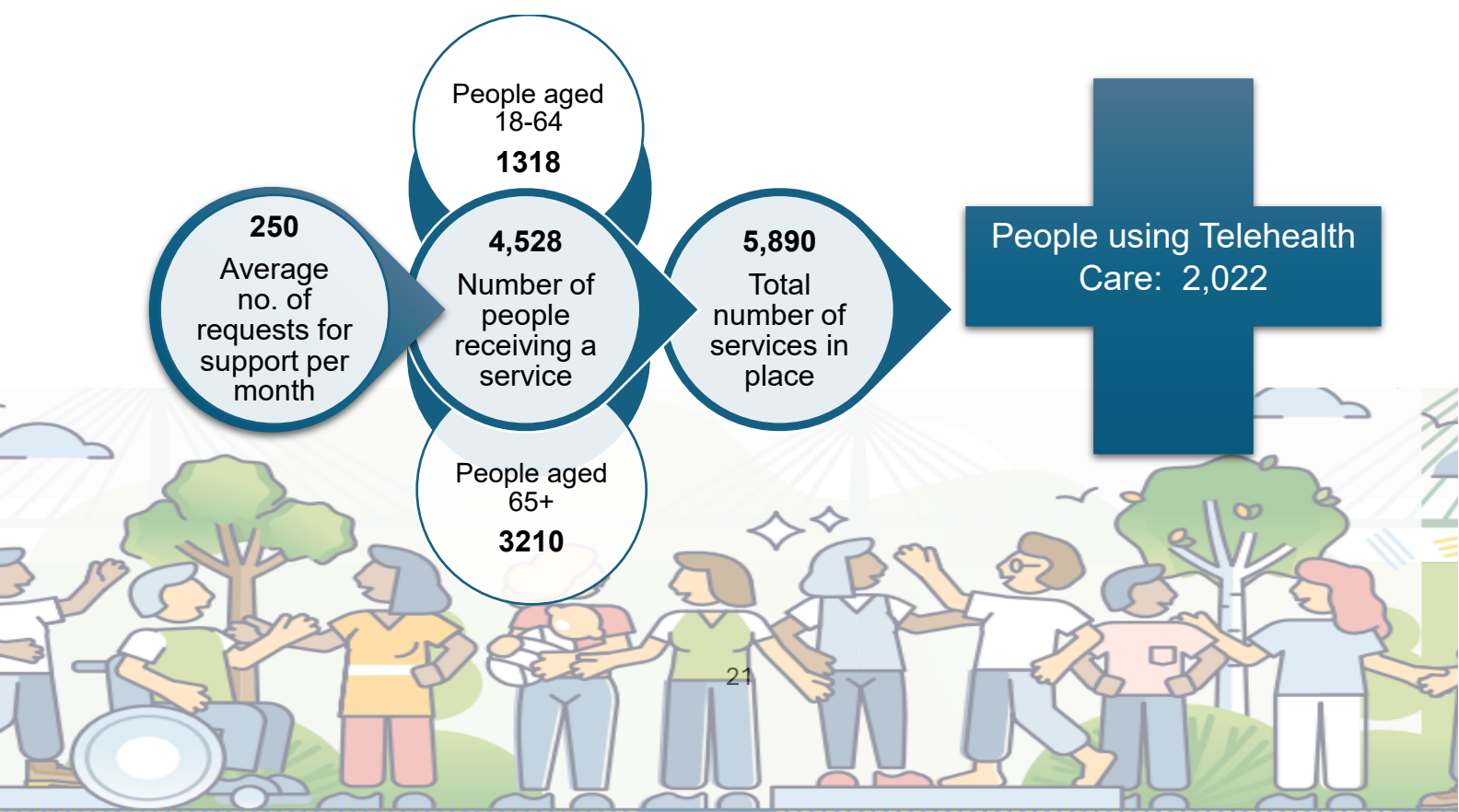
"I would like to take this opportunity to give my heartfelt thanks to the social worker assigned to my sister. The support, empathy, understanding and commitment we both received were invaluable while going through a difficult time, she certainly went above and beyond, an exemplary model of social care in the community"



Key Facts & Figures

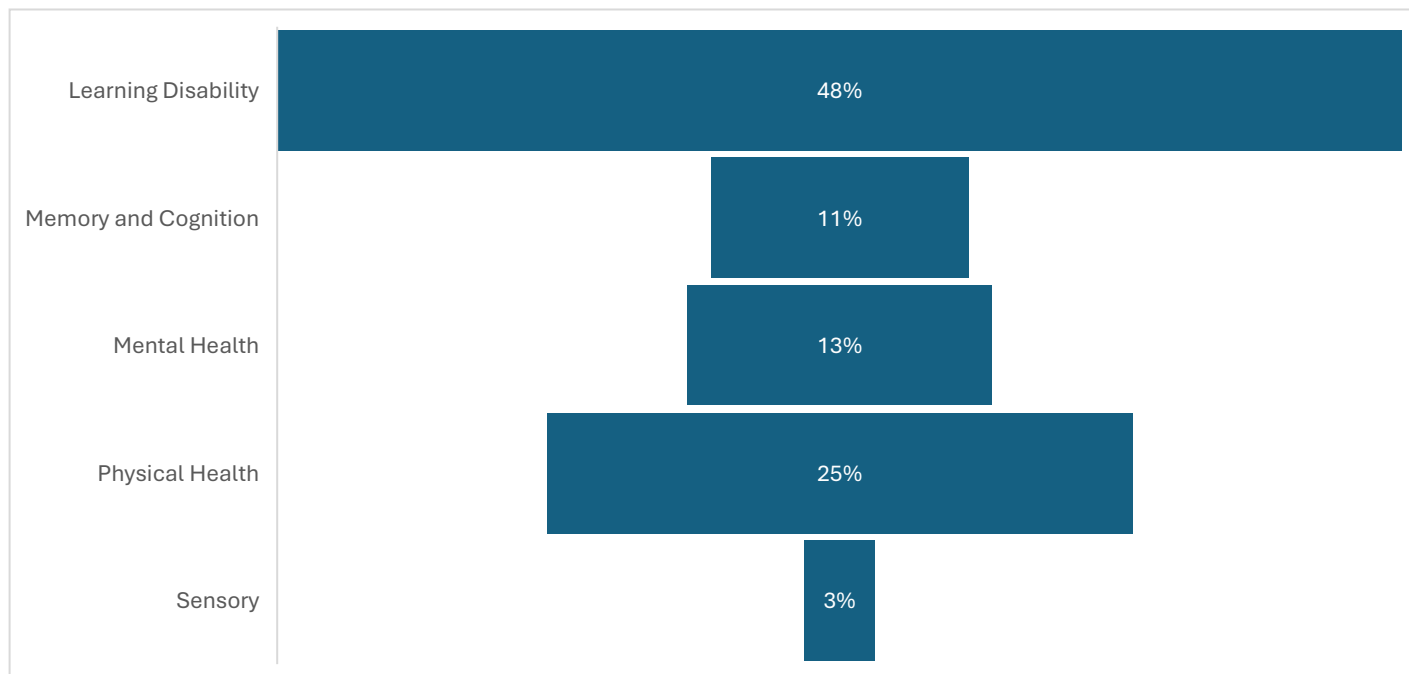
17.1 Collecting and analysing data helps Adult Social Care services in Halton to monitor capacity, pick up on changes in demand for services, provide evidence to direct future service development and help allocate resources across the range of services we offer. The figures below show the demand for Adult Social Care and across which services. It also includes data from our Adult Social Care Customer Care Team that helps us to act where experiences have fallen short of a person's expectations.

Assessment of needs



How much we spent

18.1 In 2024/2025 Halton Borough Council spent almost **43%** of its total expenditure on Adult Social Care. *Percentage of Adult Social Care funding allocation by support need:*



Safeguarding

19.2 Adult safeguarding is about preventing and responding to concerns of abuse, harm or neglect of adults. Adult Social Care takes a person-centred approach so that adults, their families and carers are working together with agencies to find the right solutions so that everybody is:

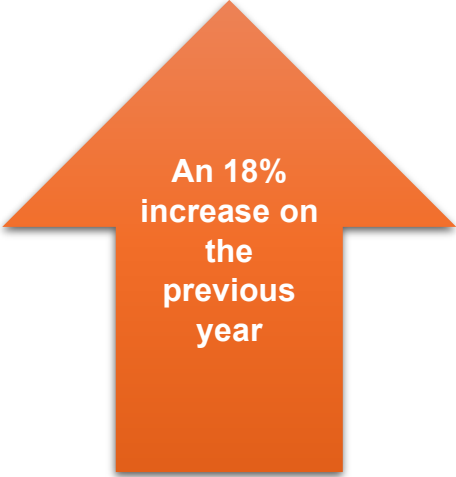
- Safe and able to protect themselves from abuse and neglect.
- Treated fairly and with dignity and respect.
- Protected when they need to be.
- Easily able to get the support, protection and services that they need.

31% increase
in
safeguarding
concerns from
the previous
year

2024/25: 832

2023/24: 635

Deprivation of Liberty Safeguards (DoLS)



An 18%
increase on
the
previous
year

19.2 The Deprivation of Liberty Safeguards (DoLS) ensure that adults lacking mental capacity are properly represented and not deprived of their liberty unless it is in their best interests.

Arrangements must be assessed to check they are necessary and, in the person's best interests.

There were 1,704 applications on record in 2024/25.

40% of applications were granted

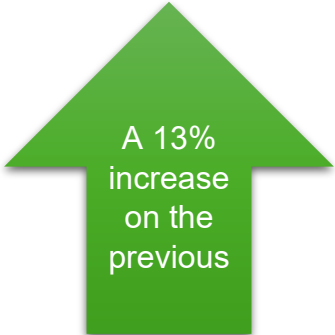
28% of applications were not granted

32% of applications were pending an outcome

Customer Care

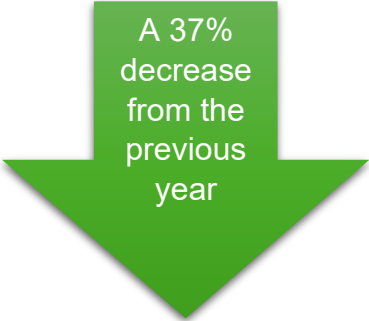
Customer Care Compliments

20.1 During 2024/25 Adult Social Care Services received 86 compliments. Compliments received are in the main from people who use services, their families or carers, to thank workers or teams for their support for going the extra mile; they can also come via other teams, providers and partner agencies.



A 13%
increase
on the
previous

Customer Care Complaints



A 37%
decrease
from the
previous
year

20.2 28 formal complaints were received between 1 April 2024 and 31 March 2025. This equates to 0.6% of the people for whom Adult Social Care provide support for. Complainants have the opportunity to have their complaints resolved without going via the formal complaints process, with a quicker resolution timeframe (local resolution). In the event that a satisfactory resolution is not agreed, the complainant can progress to a formal complaint.

The Year Ahead

Our priorities for 2025-2026

21.1 We have made good progress this year in laying the foundations for working even more closely with people with lived experience to gain insight into what matters to them and how we can work together to improve our services in the future, to ensure everyone is living the life they want. However, there is still lots more to do and our aims and priorities for next year will continue to be about delivering high quality services to improve health, promote wellbeing and support greater independence for the people of Halton throughout their lives.

Some areas of focus for next year include:

Prevention and Wellbeing	We will continue to deliver services that connect people with their communities through equipping staff with knowledge of community support. We will work to engage with seldom heard groups so that they have equality of access to support. We will work with partners so that the people they work with can get access to our services easily and at the right time.
Independent at home	We will continue to identify people's needs early so that people can remain independent and stay in their own homes longer. We will work with carers and other stakeholders and use strengths based approaches to finding solutions to meet people's needs
Care in the home	We will continue to focus on "home first" and providing care at home through working with partners in health, voluntary and community sectors.
Good, local, affordable, quality care	We will work in partnership with local organisations and community services to ensure residents have access to a range of support. We will seek the views of people who use our services to further improve what we do.
Confident and skilled workforce	We will continue to invest in our staff so that they can support people to live the lives they choose. We will promote and support diversity in the workplace to help diversity in thinking across our services.

Talk to us...

22.1 If you would like to give us feedback on any aspect of this report and what we have said, if you would like the report in a different format or if you would like further information about any aspect of this report, we would love to hear from you.

22.2 Please email: ascservicedevelopment@halton.gov.uk or telephone Halton Borough Council's contact centre on 0303 333 4300 and ask for Adult Social Care Policy, Performance and Customer Care Team.



22.3 Keep an eye on our Adult Social Care Communication and Engagement [webpage](#) for opportunities to participate in feedback, consultations, co production and other activities.

22.4 If you would like to speak to someone about having an assessment for social care: Please call our dedicated Social Care telephone line Telephone: 0151 907 8306 (Halton Adult Social Care 24 hours) or call into one of our [Halton Direct Link 'one-stop shops'](#) and speak directly to one of our staff.

22.5 Visit the Halton Borough Council Adult Social Care [Website](#) for more information about our support and services or go to www.halton.gov.uk and search Adult Social Care.

Ever considered a career in care?

There are many diverse and rewarding roles and professions in the care sector. If you would like to know more visit the Skills for Care '[Think Care Careers](#)' website or Halton Borough Council's Careers Website (<https://haltoncouncilcareers.co.uk/>) for information on our current opportunities.