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DATE: 6 April 2010

To: Members of the
**ADULT AND COMMUNITY POLICY DEVELOPMENT AND SCRUTINY
COMMITTEE**

Councillor Judi Ellis (Chairman)
Councillor Roger Charsley (Vice-Chairman)
Councillors Nicholas Bennett J.P., Ruth Bennett, Carole Hubbard,
William Huntington-Thresher, Charles Rideout, Karen Roberts and
Brenda Thompson

Non-Voting Co-opted Members

Dr Angela Bhan, Bromley Primary Care Trust
Angela Clayton-Turner, Bromley Mental Health Forum
Richard Lane, Learning Disability Forum
Leslie Marks, Bromley Council on Ageing
Keith Marshall, Disability Voice Bromley
Lynne Powrie, Carers Bromley
Gill Rose, Bromley Federation of Housing Associations

A meeting of the Adult and Community Policy Development and Scrutiny Committee
will be held at Civic Centre on **WEDNESDAY 14 APRIL 2010 AT 7.00 PM**

MARK BOWEN
Director of Legal, Democratic and
Customer Services.

***Copies of the documents referred to below can be obtained from
<http://sharepoint.bromley.gov.uk>***

A G E N D A

- a **ADULT AND COMMUNITY PORTFOLIO PLAN 2010/201**
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Report No.
ACS10023

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: **Adult and Community PDS Committee**

Date: **14th April 2010**

Decision Type: Non-Urgent Non-Executive Non-Key

Title: **2010/11 ADULT & COMMUNITY PORTFOLIO PLAN**

Contact Officer: Helen Stewart, Information Services Manager
Tel: 020 8313 4691 E-mail: helen.stewart@bromley.gov.uk

Chief Officer: Terry Rich, Director of Adult and Community Services

Ward: Borough-wide

1. Reason for report

This report presents members with the most recent update on progress with the ACS Portfolio Priorities. The report also presents the Draft Portfolio Plan for 2010-11 for member consideration and comment.

2. **RECOMMENDATION(S)**

- (a) To note and comment on the performance against the actions in the 2009/10 plan; and
- (b) To comment on the outcomes, aims and actions contained in the draft 2010/11 plan.

Corporate Policy

1. Policy Status: Existing policy. Building a Better Bromley - Promoting Independence - The plan includes the main LPSA actions of the Local Area Agreement as they relate to this portfolio. Other policy implications are included within the substance of the Plan.
 2. BBB Priority: Supporting Independence.
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Financial

1. Cost of proposal: No cost No additional cost arises from this plan, which is based on the current budget.
 2. Ongoing costs: Non-recurring cost.
 3. Budget head/performance centre: Social Care and Housing
 4. Total current budget for this head: ££94.6m (2010/11 Budget)
 5. Source of funding: Existing revenue budgets
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Staff

1. Number of staff (current and additional): 803 full time equivalent posts (as per 2010/11 Budget)
 2. If from existing staff resources, number of staff hours: 803 FTE
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Legal

1. Legal Requirement: No statutory requirement or Government guidance. Both Adult Social Care and Housing Needs Service is governed by legislation (NHS & Community Care Act 1990 and Housing Act 1996 and the Homelessness Act 2002).
 2. Call-in: Call-in is not applicable.
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): - Approximately 8,500 receiving services in social care with approximately 5,000 people on the Housing Register across the Portfolio. Housing Advice Options work with in excess of 4,000 households each year who are experiencing a variety of household difficulties. Approximately 2,000 people are supported by the Home Improvement Agency annually.
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

3.1 Introduction:

The priorities within the Adult and Community Portfolio Plan last and this year are aimed at improving the quality of life of some of the most vulnerable members of our community. These priorities contribute towards the 'Building a Better Bromley' aim to '**support independence**'. They will also impact on the Building a Better Bromley aims to develop:

- **A 'quality environment'** through our plans to improve housing and prevent homelessness,
- '**Ensure that all children and young people have opportunities to achieve their potential**', through our plans to support young people with disabilities to move successfully into adulthood, and in
- **Achieving 'an excellent council'** through our continuing agenda for performance management and improvement.

3.2 Progress on 2009/10 Plan:

The attached summary report (appendix A) highlights progress so far this year. In particular there has been progress in the following areas:

- Work is well under way for 3 new Extra Care Housing (ECH) Schemes: Work commenced at the Blue Circle site during May 2009 to enable the delivery of 55 x 1 bed flats and 5 x 2 bed flats for elderly extra care purposes. This scheme is due to deliver in 2011. Detailed work is also underway in relation to planning and funding on 2 further schemes to deliver approximately 90 units in 2010/11
- The Supporting Independence in Bromley (SIB) programme for transforming social care is on track to meet the national milestones including
 - The establishment of the reablement service in February 2010 to help people to regain their independence. Currently 14 services users have received this service with plans for 250 service users to be part of this service within the first year.
 - The number of people offered self directed support and personal budgets have improved and is also in line with targets currently set. At the time of this report there are currently 706 service users that have been offered Self Directed Support packages against a target of 750 by the end of March 09-10
- The involvement of service users and carers in the transformation of social care in Bromley is key and during the year an Expert by Experience Group "X by X" was established who have made an invaluable contribution to the success of the programme. For example they have provided advice about the revised Direct Payments leaflets and guidance and have formed a Champions Group focusing on Direct Payments, working closely with the Supporting Independence Programme on changes and developments.
- The Bromley Mencap Support Planning and Care Brokerage service set up in January 2009 has helped 248 people with learning disabilities since its launch in January 2009 with a range of issues, for example; 20 have been assisted with achieving welfare benefits, 24 have been assisted with achieving one off benefit payments and grants, 16 have been assisted with making housing applications, 60 have been assisted with referral to other services such as Summer scheme, Buddying scheme, Jobmatch, Bromley Sparks and a range of other local services.

- In the last year there has been a 40% increase in approaches to the service from households either homeless, threatened with homelessness or with mortgage or rent difficulties that could lead to their homelessness that can be linked to their financial difficulties resulting from the recession. This equates to 222 households. The Council has put in place a number of measures including a money and debt advice service, maximising take up of the national mortgage rescue scheme, a LBB mortgage rescue option, arrear repayment plans negotiated with the lender/landlord and client, small loans scheme secured against their property, plus extended the rent deposit guarantee scheme and increased work to establish more private landlords who will take referrals of such households from the Council so as to prevent their homelessness. As a result the 40% increase in approaches has been dealt with in such a way as to only result in a 2% increase in actual homeless acceptances. There has also been a 300% increase per week in households applying to the Council's Housing Register (c 100 every week) as the means to meet their housing needs such that there are now in excess of 5,500 households on the register'.
- The PCT reprovion programme continues to enable people to live in the community. There are currently 49 people now living in the community and there are plans for a further 40 people to move by February 2011.
- The first Empty Dwelling Management Order has been finalised and work has started on the property to make it habitable and safe. Two further Interim Orders have been prepared and are with senior officers for approval.

3.3 In addition to these areas the following LAA priorities are making good progress:

- We have achieved 231% of the March 2010 LAA Energy Efficiency target (LAA reward target 5).
- Carers receiving needs assessments or reviews and access to advice and information is currently at 30%, which is above the LAA target of 24% set for 09-10.
- Hospital admissions for people with pre-existing conditions have been reduced by 69% (LAA reward target 8)

The following LAA priorities are not doing so well:

- Percentage of older people having care planning intervention who feel better in four quality of life areas (LAA reward target 9). The health component of the survey brings down the score for this target. However, overall the interventions are making a difference to people's lives with 66% of respondents to the post intervention survey feeling better in at least one area of their lives than before
- Number of people achieving a 5% reduction in body weight (LAA reward target 10): Despite these targets being a real challenge progress has been made to increase the number of individuals on the weight management programmes and to increase the % of individuals achieving the 5% weight loss. More realistic goals were set within this target for 09/10 and the projected 80 people with a 5% reduction in body weight by the end of 2009 has been achieved and we are on track for 108 people to have achieved the target by June 2010.
- The percentage of adults aged 16 and over participating in at least 30 minutes activity (LAA reward target 11): Active Bromley events currently developed include a workplace health programme at Priory school, and the 2010 Fun Run which took place in March 2010. Current performance at the end of Quarter 3 is 21.4% against a target of 25%, but it is

anticipated that this should improve by the end of the current year, following the completion of above planned events.

3.4 In the progress report that was presented to the Portfolio Holder in November the following areas were highlighted as needing more input to meet the end of year targets:

- Current performance for completion of assessments within 28 days was at 75% as at the end of January 2010. If the current assessment performance continues, the year end forecast is 80% despite a growth in referrals of just over 63%. This is a key performance area within the department's improvement plan. Next year as previously reported targets will be set to ensure that those in the most need receive the fastest response within the overall target for timeliness of assessment / support planning and Self Directed Support.
- The number of people taking up Direct Payments has improved and will continue to support the delivery of personal budgets to customers, which is a key outcome of the Supporting Independence Programme.

3.5 The Adult & Community Service Department has a regular performance meeting that monitors these targets, reporting progress and management action. The LAA targets are monitored by the HSCH Partnership Board quarterly to ensure that the main outcomes are being met.

3.6. Development of the 2010/11 Plan

3.6.1 The Portfolio Holder hosted the 7th Planning Conference in December which was attended by over 100 stakeholders who represented:

- Service Users and Carers from the Partnership Boards.
- LBB Departments (ACS, Environmental Services, Legal, Democratic and Customer Services & Chief Executives).
- Adult & Community Portfolio PDS elected members.
- Health Representatives (Bromley PCT and Oxleas NHS Foundation Trust).
- Voluntary Sector representatives from the Partnership Boards and Groups and PDS.

3.6.2 During the day there were a range of presentations and workshops about service developments including:

- Extra Care housing and Supported Living
- Brokerage services for people with learning difficulties
- Presentation by the Chair of “X by X”, the Experts by experience Group with the theme “nothing about us without us”

There was also the year ahead to consider, and issues included:

- Future challenges and possible solutions
- Personalisation
- The changing market for provision
- Enabling people to lead independent lifestyles and keep safe.

3.6.3 The day allowed participants to explore the key issues of the Personalisation agenda and identified the key priority areas for 2010-2011. These included:

- Commissioning a web based portal for the provision of information, advice and guidance.
- Improving access to information and communication to promote a better understanding of users’ needs.
- Developing the market to provide greater flexibility and choice in the future.

3.6.5 Consultation Process/ timescales.

Consultation on this plan began at the Conference in November and many stakeholders shared their thoughts in the early draft stage of the plan. The draft plan was circulated for wider stakeholder consultation in March. As part of this exercise easy read and sensory impairment formats have been developed to achieve the maximum participation. The plan has been circulated to the 100 stakeholders that attended the day plus representatives from all the partnership groups and boards. Formal endorsement by the Portfolio Holder of the final Portfolio Plan will be submitted to the June meeting.

3.7 The draft plan for 2010 – 2011 moves forward on last year’s plan priorities, with the emphasis on Promoting personalisation, Choice and Independence and with a greater focus on keeping vulnerable adults safe from abuse and neglect. The Plan highlights some of the key issues facing the service in the coming year and identifies suggested aims and actions.

3.8 Summary of the main areas of the Plan

The plan has 4 priority outcomes which are:

1. Enhancing opportunities for all to have greater access to information and services and the ability to make choices and exercise control over their own lives
2. Maximise Health and Quality of Life outcomes for vulnerable people through closer partnership working
3. Enable vulnerable and disabled people to participate actively in their local communities and provide access to employment opportunities (paid and voluntary)

4. Ensure the safety and protection of vulnerable adults through a Safeguarding framework that protects people from risk of abuse and neglect.
- 3.8 The above outcomes for next years Plan are consistent with the outcomes in Bromley Local Area Agreement and Building a Better Bromley.
- 3.9 A key issue for the Portfolio in the coming year will be continuing to deliver developments required by the Transforming Social Care agenda through the Supporting Independence in Bromley programme. The plan will be building on some of the key activities which have commenced in 2009/10 including:
- Evaluating the learning from the Age Concern and Mencap brokerage service and determine the future shape of brokerage across all user groups.
 - Working with the PCT to provide alternative person centred living options for people with a learning disability currently living in campus accommodation.
 - Improving access to debt management advice and mortgage rescue funds to reduce the number of people made homeless through repossession.
 - Strengthen the links with the Community Safety and Public Protection and other Portfolios to obtain better outcomes for vulnerable people

4. POLICY IMPLICATIONS

- 4.1 The plan reflects the priorities of 'Building a Better Bromley' and includes the main LPSA actions of the Local Area Agreement as they relate to this portfolio. Other policy implications are included within the substance of the Plan.

5. FINANCIAL IMPLICATIONS

- 5.1 The Four Year Financial Forecast gives an overview of the key service and financial pressures facing the Council over the next four years and identifies in detail the cost pressures facing the Adult & Community Services department.
- 5.2 As part of the Portfolio Planning process linkages are made with the Financial Forecast to ensure that any additional cost pressures or savings that arise are taken into account.

6. LEGAL IMPLICATIONS

- 6.1 There are no legal implications directly arising from this report. Any legal implications arising from the implementation of the various actions contained within the Plan will be reported to the Portfolio Holder.




Non-Applicable Sections:	Personnel Implications
Background Documents: (Access via Contact Officer)	Portfolio Plan 2008/09 – main plan and six month update Portfolio Plan 2009/10 – main plan and six month update

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Appendix A







Adult & Community Portfolio 2009/10 Summary Report

The following summary reports and outlines the key progress and areas achieved against the aims and objectives set out in the 2009/10 Adult and Community Services (ACS) Portfolio Plan.


-  Good progress has been made and end of year target will be achieved
-  Action is under way and target is still likely to be achieved
-  Action has been delayed and will need to be developed further in 2010/11

Outcome 1: Enhancing opportunities for all to have greater access and ability to make choices and exercise control over their own lives. 12 actions have made good progress; 2 actions are under way.

1.a Increase access to person centred planning and self directed support, to enable vulnerable people to remain in their own homes.




-  The Supporting Independence in Bromley (SIB) Programme Expert by Experience reference group meets regularly and together with the Bromley LINKs stakeholder group are key in information sharing and involvement in shaping the delivery self directed support
-  Support Planning and Brokerage schemes for older people and people with learning disabilities who fund their own care or do not meet the Fair Access to Care criteria has been evaluated. Meetings are being held with Age Concern and Mencap to build the learning from these schemes into the wider programme. So far this year 335 older people and 248 people with a learning disability have been supported. As we develop our universal offer, arrangements for Support Planning and Brokerage for people with a physical disability or sensory impairment who fund their own care or do not meet the Fair Access to Care criteria will be a priority area for further development and will be built into the Commissioning plan for self directed support.
-  A project manager has been appointed to lead the development of personal budgets within Bromley. Personal budgets allow people to know how much money is available to spend on their care/support needs at the time of assessment. People can choose the level of responsibility they wish to have in managing the budget and support. Bromley's "Early Adopter" programme has been implemented to allocate personal budgets to all people being assessed and reviewed by selected teams. 57 LBB and partner staff have been trained on Direct Payments across a range of courses and Direct payments targets have been set for each service delivery team. Bromley is projected to reach the Association of Directors of Adult Social Services (ADASS) suggested target of 10% of service users allocated a Personal Budget by 31 March 2010. This includes 411 people being supported by a direct payment.
-  The Association of Directors of Adult Social Services (ADASS) have commissioned a partnership with OLM and Symmetric to work with all London Authorities to assist in the creation of a fit for purpose resource allocation system (RAS) to support the development of Personal Budgets. Following a one day workshop we are now implementing the action plan for use from April 2010.
-  Work on an assisted assessment and self assessment for service users and carers will be developed as well as a resource allocation system. A toolkit is now available and will be rolled out early in the next financial year
-  The revised reablement service was launched on 8 February 2010. A new team comprising reablement assessors and reablement facilitators are working on phase one of the reablement project, and developing an 'early adopter site'. The service will operate for 7 days a week, 7am - 10pm and will initially be for people being discharged from hospital. The team will hold a caseload of 25 service users and it is anticipated that 250 service users will receive a reablement service in the first year of operation. 14 people were receiving a reablement service by March 2010.

1.b Information, services and support are available to all sectors of the Community.





-  Provision of information, advice and guidance is a key strand of Supporting Independence In Bromley. An Information and Guidance Strategy will be presented to the Supporting Independence in Bromley Board in April 2010 with a delivery framework to be developed and in place by October 2010.

Appendix A

Adult & Community Portfolio 2009/10 Summary Report





-  The Transforming Community Equipment Service (TCES) programme has been awarded funding of £1.9m to deliver the retail model across the London region within 2 years. Bromley has secured a place in the initial phase of implementation and a project manager joined on 30th November to initiate and launch the local project, which will be launched in May 2010 with the first prescriptions for 'Simple Aids to Daily Living' due to take place in September 2010.
-  The Universal Services Project seeking a suitable business partner to develop and implement an internet based information service is now in its final stages. Members and partners have been involved in attending presentations from providers. A proposals will be submitted to the SIB programme board in respect of next steps, with a view to have a solution in place by October 2010.
-  The Experts by Experience group meets regularly and is the main Reference Group for Supporting Independence in Bromley.

1.c Promote equality for all Service Users in every aspect of their life.

-  As part of SIB Programme, each project will produce a equality impact assessment as projects develop to ensure that all sections of the community can access services appropriately.
-  Developments to ensure that the range of access points has well developed customer care services to ensure people can work out the best options for their support are underway and this is a priority for the "Supporting Independence Programme". Members and staff have visited The Tunbridge Wells 'One Stop Shop' and further developments will be part of the Renewal and regeneration agenda regarding Bromley Town Centre, as well as the Supporting Independence Programme.
-  The Experts by Experience Reference Group is promoting service user and carer participation to ensure that all groups can access services that meet their needs.
-  The Carers Community Outreach worker based at Carers Bromley provides advice to help the group to support carers from BME and hard to reach groups. Currently Carers Bromley are supporting 343 carers from BME groups.

Outcome 2: Securing Better Health and Quality of Life outcomes for vulnerable people through closer partnership working. 18 actions have made good progress; 2 action are under way


2.a Provide better access to community support and improve health outcomes through working with NHS Partners and the Voluntary and Independent Sectors.


-  A pilot scheme developed to provide older people referred to the Occupational Therapy with a single assessment for both care and equipment. This means that older people do not have to wait on two lists, and have a more seamless service.
-  We are working with the PCT to implement multi agency working across the borough to support people with long term conditions. The integrated team has supported over 300 people so far this year. The Out of Hospital Programme led by the PCT has given this area of work a focus.
-  A joint tendering process has been carried out with the PCT for Mental Health advocacy and day services. New contracts will be issued by April 2010 which will provide more support for approximately 180 older people who are being supported to remain at home.
-  Carers have been consulted about effective support in an emergency and plans are now being developed by the Carers Partnership group in line with the outcome of the consultation.


Appendix A


Adult & Community Portfolio 2009/10 Summary Report

2.b Reduce health inequalities for the most vulnerable within Bromley


-  As a result of work with Bromley Mytime, the PCT, Learning Disabilities and Mental Health services dieticians now attend the Good Health sub-group of the Learning Disabilities Partnership Board and are working with the LD healthy living nurses to develop training for carers in weight management and healthy eating/physical activity.


-  Active Bromley events promoting increased physical activity (Fun Run, Walk4Life and walk leader training) have included learning disability groups. Support also given to the new Healthy Living group established by Bromley and Bexley Advocacy. A new project (starting in 2010 developed by Staying Healthy Partnership) will develop a programme of outdoor activities (led by the Parks Team) including food growing and environmental projects in the Crays aimed at older people and people with learning disabilities or mental health problems.


-  Bexley and Bromley Advocacy's "Advocate 4 Health" initiative has developed an accessible website offering support and guidance regarding healthy living.

-  Five gentle exercise courses are being held in Extra Care Housing Units. All have been very well received by residents and staff report noticeable differences in mental well-being. This work has been included in the Bromley Mytime contract. 54 older people have been taking part in the classes.#


2.c Develop support services for Older People with Mental Health Needs.


-  Bromley's response to the National Dementia Strategy was agreed by the Departmental Management Team in August, and the actions to implement have been incorporated in the Older People's Delivery Plan. During the remainder of 2009/10 the priority will be dementia support in Extra Care Housing. 21 extra places per week have been commissioned at dementia day services. The memory service provided by Oxleas has been expanded to see more cases.


-  Funding has been secured to commission dementia training from Bromley Mind to Extra Care Housing staff. The worker has been recruited and is now in post. Delivery of training to staff has now started.

-  The provider training consortium programme for 2009-10 began in April 2009 and there has been good take up from care homes and domiciliary care providers within the Borough. The content of the programme is developed with consortium members and developed during the year to meet key areas when identified, and includes monthly dementia courses and twice yearly advanced dementia courses, which are well attended by managers and staff from care homes and domiciliary care providers within the Borough.

2.d Develop alternatives to residential care within the borough to promote independence.







-  During 2009/10 14 people were supported to move into their own tenancies through the Supported Living Initiative.

-  During quarter 3, the PCT reprovion programme has focussed upon the tendering of care services and securing accommodation for the remaining PCT clients. Tendering has progressed well with interviews of future providers taking place during January and tender awards scheduled for April. All required properties have now been identified with development commencing during February. A further 2 clients have moved to specialist placements and 6 clients moved to self contained flats in Biggin Hill. The number of Campus clients has reduced to 40 by February 2010 with plans for the remaining PCT clients to be moved by February 2011.






-  Tenants with mental health needs receive improved, more flexible support through a new tenancy containment service which started on 1st April 2009. The provider is Look Ahead Housing and Care, who are working closely with Community Mental Health Teams and the Council's Support and Resettlement Team to make sure that people get help when they need it, 7 days a week. They provide 250 hours of support per week to up to 70 people at any one time.

Appendix A

Adult & Community Portfolio 2009/10 Summary Report

-  New contracts are currently being negotiated for the sheltered housing schemes with costs of high cost schemes being reduced to provide funding to expand availability of support. A business case for floating support is being developed and the joint framework agreement with 3 other London boroughs is on schedule to be in place by 1st April 2010.
-  The Assistive Technology project plan is now being implemented, with 99 people being helped by new assistive technology packages by March 2010, against a target of 150. The roll out of the project will continue and the number of people receiving assistive technology will increase in the new financial year. 600 planned users by March 2011.
-  20 self monitoring machines have been allocated to patients with long term conditions to help reduce avoidable hospital admissions and enable people to better manage conditions such as COPD at home.
-  The proposal to establish 8 step-down flats has been superseded by the installation of a range of assistive technology devices in most extra care housing flats. The first phase of 24 flats was completed in March 2010.
-  The Assistive Technology project aims to provide telecare packages to 35 people with a learning disability moving from institutionalised care into supported living or moving from the family home into supported living. The project is working with the programme lead for the LD Campus Re provision and Supported Living Initiative to progress a telecare package for people identified. 25 people have been assisted so far this year.
-  The Transition team has completed person centred transition plans for all young people (185) over the age of 16 and community care assessments for those above 17.5. The team is working in partnership with colleagues in CYP and other adult teams to redefine the process of transition with timescales for transition planning, to add efficiency to the process in accordance with the principles of "lean thinking"



2.e Improve energy efficiency in homes and return vacant houses to use.

-  We have approved 7 empty property grants and loans and 6 properties have been brought back into use with financial assistance and a further 2 without.
-  The first Final Empty Dwelling Management Order has been made and work has started on the property. Two further Interim Orders have been prepared and are with senior officers for approval.
-  Solid wall insulation is now being used where appropriate on empty property renovation following an initial pilot and training for local contractors.
-  We have achieved 231% of our March 2010 LAA Energy Efficiency target.
-  We promote the Government's Warm Front scheme and help clients to apply for grants to pay off fuel debt.

Outcome 3: Enabling vulnerable people to participate actively in their local communities and provide access to employment opportunities (paid and unpaid).

15 actions have made good progress; 3 actions are under way 2 actions have been delayed and need to be developed further in 2010/11

3.a Develop a 'promoting independence' model that encourages community participation and increases access to services.


-  The number of carers receiving services as a result of a carers assessment has increased and at February 2010 the figure for National Indicator 135 is 29.8% compared with a target of 24%.
-  The brokerage service for people with learning disabilities has provided information and support to 248 people since its commencement in January 2009. The main areas of support have been advice in respect of budget planning, debt support and signposting to other mainstream services such as employment, education and


Appendix A


Adult & Community Portfolio 2009/10 Summary Report

leisure. Drop in sessions have been set up in Mottingham, Cotmandene and Bromley Common in addition to the support provided at Community House, and these sessions are well attended.


3.b Service users and carers contribute to service planning and delivery of council services/projects; their views are heard and incorporated.


-  The Experts by Experience programme is promoting service user and carer participation to ensure that their views inform the planning and delivery of council services.


-  A client survey of Homecare have been undertaken to establish the level of satisfaction with the service. The findings were presented in September 2009.


-  Service users are actively involved in the following partnerships which sit within the Local Strategic Partnership structure :
 - Learning Disability
 - Physical Disability
 - Sensory Impairment
 - Older People
 - Mental Health
 - Carers –via a representative from Carers ForumService users are represented by the Local Involvement Network on the Health Social Care and Housing Partnership Board
Service users participate in the Portfolio Planning Day and contribute to the development of the Portfolio Plan

3.c With partners develop more work based opportunities (paid/unpaid) for people with disabilities or recovering from mental illness.


-  Mental Health awareness training has been provided to a number of employers, with a resulting reduction of 10% on sickness rates in some of these organisations. Oxleas NHS Trust are establishing the employment status of all users of secondary Mental Health services to enable detailed planning of services which need to be provided to help people with mental health problems to find or maintain employment.

-  Jobmatch is supporting 112 people in paid employment, a net increase of 8 since the beginning of the year. The Thyme Out initiative to provide training and work experience to 40 people over a 3 year period is now fully established.


-  Support to return to work is a priority in the refreshed carer's action plan which was approved by the Carers Partnership Group in October 09. This priority will be addressed in 2010 / 11 as the other pieces of work need to be delivered more urgently (e.g. carers self assessment, support in an emergency, respite review)

-  The PCT is carrying out work to maintain employment for people with mental health problems who are receiving Primary Care.

The PCT has successfully bid for £60,000 for improved access to Psychological Therapies for all age groups. Recruitment is currently under way to this post.

-  Through the People into Employment initiative 62 people have been supported back into sustained employment, with a further 3 completing the 13 week qualifying period. ESF/London Councils co-financed projects in Crays and Penge have enabled 6 people to enter employment. Potentially 71 people have been supported into sustained employment however evidence will not be verified until the end of the financial year.

3.d Focus on preventing homelessness by working in partnership to introduce new initiatives, maximise and make the best use of the supply and range of affordable housing.

-  Overall we have seen a 40% increase in approaches to the housing service. Nonetheless we have continued to reduce the overall numbers of households residing in temporary accommodation. At the end of February

Appendix A


Adult & Community Portfolio 2009/10 Summary Report

2010 there were 497 households in temporary accommodation (635 08/09).

-  At the end of Quarter 4 there will be zero young people in B&B accommodation. The team are also currently exploring the potential to develop a pilot with Nightstop to commence in the new financial year, which offers emergency short-term lodging arrangements for young people as a more suitable alternative arrangement

-  Overall there has been around a 40% increase in the number of households approaching for some level of housing advice & assistance, with approximately a 27% increase in those requiring in-depth casework intervention due to potential imminent homelessness. We have therefore continued to proactively undertake homeless prevention and housing options work to minimise the impact of increased pressure upon homelessness. During Q3 we prevented or delayed homeless for 353 households which cumulatively for the first 3 quarters totals 940 households.

-  Bromley was one of the first London Boroughs to achieve a successful prevention under the Mortgage Rescue Scheme. We have also developed a Bromley Mortgage Rescues scheme aimed at assisting households where other prevention methods (including the government scheme) are not suitable and this was approved at the June Portfolio Holder's meeting.
We have continued to run a number of awareness raising initiatives to ensure those facing mortgage difficulties are aware of the type of schemes which may be able to assist and to encourage them to seek early advice. During quarter 3 we received 60 notifications of court hearings for households facing repossession. In all cases we now make contact to offer advice and assistance. We now have one officer specialising in mortgage cases to offer the quick response and necessary expertise to maximise the effectiveness of the prevention work undertaken. We successfully completed our first prevention case under our local Bromley Mortgage Rescue scheme during quarter 3 and have 10 further cases referred to the government mortgage rescue scheme with the first shared equity prevention due to complete shortly.

-  The debt advice provided by Blackfriars money advice continues with full take up of the surgery appointments available. 76 cases have been assisted up to the end of quarter 3 through the weekly surgery. Telephone advice is also offered to ensure sufficient capacity to meet demand. Funding has been secured to enable this service to continue through 2010/11.

-  Home visiting is well established as part of the initial housing options & homeless prevention/assessment processes. In addition on going visiting takes place for households residing in temporary accommodation to continue to monitor their circumstances and consider all potential housing options that may be available to them. As a result of home visiting more households in temporary accommodation are considering alternative housing options.

- 3.e Increase Housing Options available within Bromley**
-  Work is under way to roll out the common housing register to all of the key housing associations operating in the Borough. This piece of work is dependant upon the implementation of automated banding to facilitate registration of their transfer applicants, which was planned for Quarter 2. However, this project has been rescheduled to take advantage of new technology


-  There has been a slow take up from private landlords to advertise properties on the Bromley Homeseekers website, however we are continuing to work with landlords to maximise access to the private rented sector via direct referrals with increased take up achieved in line with current targets.

-  Close work has continued with RSLs to raise awareness of the Underoccupation Scheme and to identify and assist those who are severely overcrowded. This work has included publicity and awareness raising in RSLs newsletters of the schemes operated, a rolling programme of visit to underoccupiers and overcrowded households to explore and promote options available. Overall the targets set within the overcrowding/underoccupation action plan are to be met by the end of the year. This includes the number of households assisted to move, both within housing association stock and also into the private rented sector. In addition the dedicated officer is currently liaising with Broomleigh housing association regarding the potential to extend properties to alleviate severe overcrowding.

Appendix A

Adult & Community Portfolio 2009/10 Summary Report

During the first 3 quarters of 2009/10 138 overcrowded households were assisted, together with 27 under occupying households.


-  Quarter 3 saw the successful completion of Lancaster House, a supported housing scheme for people with learning disabilities which forms part of the LB Bromley PCT Re-provision Programme. The scheme consists of 6 x one bedroom and 1 x two bedroom flats, including a wheelchair accessible unit, assistive technology and a support worker flat. A further scheme, that will deliver 7 x 1 bed flats for this Programme, was granted planning permission in Q3.


Planning permission was achieved and £4.4million Homes and Communities Agency grant funding secured that will enable the delivery of Phase 3-Ramsden Estate Renewal. The scheme will deliver 58 affordable homes for social rented and shared ownership purposes, including 32 x 3bed and 8 x 4bed family houses.


Detailed work is underway in obtaining planning permission and capital funding on 3 new Extra Care Housing schemes that will deliver approximately 160 ECH units in 2011/12. Work is underway to establish which RSLs would be interested in taking forward a Foyer within the Borough and identifying new sites that may be suitable for this provision.

Outcome 4: Securing a range of high quality, responsive, modernised services that respect and protect people from risk of abuse and danger . 12 actions have made good progress; 2 actions are under way



4.a Services are commissioned that deliver quality and a high standard of care.

-  Detailed work is under way for 3 new Extra Care Housing (ECH) Schemes:
Work commenced at the Blue Circle site during May 2009 to enable the delivery of 55 x 1 bed flats and 5 x 2 bed flats for elderly extra care purposes. This scheme is due to deliver in 2011.
Detailed work underway in relation to planning and funding on 2 further ECH schemes to deliver approximately 90 units in 2010/11.

-  We are continuing to work with Bromley Care Homes through the quarterly Care Home forums, where a work plan for the year has been agreed. Training courses are provided for key areas which need addressing to help continue to improve the standard of care in line with Care Quality Commission Standards.

-  We are working through the Bromley Care Home and Domiciliary Care Provider forums to continue to improve standards to reduce hospital admissions from care homes. The multi agency sub group is meeting with the local hospital to gain a better understanding of each work place and improve working relationships and practice between care homes and the hospital. There is a pilot scheme to encourage care homes to use the rapid response team rather than dialling emergency services for urgent but not life threatening health care needs. This has been supplemented by a training programme from the PCT in the prevention, recognition and management of the most common conditions leading to hospital admissions which has been sent to all care homes in the Borough.

4.b Our workforce effectively delivers modernised services.

-  Since April 2009, 22 recruitment advertisements have been placed for qualified social work posts in ACS, advertising 20 different posts. 15 people have been appointed year to date.
-  Progress in implementing a new competency based training programme last year was recognised by CQC as giving staff undertaking key roles within safeguarding the skills to do the job. Since the inspection the competency training has continued to be rolled out as planned and the department's policy is that safeguarding investigations should only be allocated to staff who have undertaken the appropriate level of training; this is mandatory and is being monitored as such. The BSAB training sub group is now assessing the evaluation from the courses to assess the outcomes of the training which will be fed through to future commissioning.

Appendix A

Adult & Community Portfolio 2009/10 Summary Report

↑ Training for deprivation of liberty safeguards has now been integrated with safeguarding training. Safeguarding training is also provided separately to homecare. Monthly training sessions are provided for 60-70 staff.

4.c Bromley Safeguarding Adults Board ensures that Vulnerable Adults are protected from harm

↑ The BSAB training programme offers six levels of competency based training, which staff and providers can undertake as part of their continuing professional development. The level and competencies of each course are advertised to the appropriate professionals who would benefit from attending them. In this quarter the following training courses have been run; safeguarding investigation level 2/3, MCA/DOLS awareness level 1, MCA/DOLS decision making level 2, decision making and accountability level 5

← The monthly monitoring and statistical analysis of recording of safeguarding referrals and casework continues to support the drive for improved performance and compliance with performance timescales. The outcomes from the May audit of safeguarding cases has been fed back to Care Services teams through revised policy guidance focused on improving both the quality of the response to safeguarding incidents and the case recording on Carefirst. This was focused on:

- Ensuring that the case record fully reflects the work with the service user and others to clarify risks and the evaluation of evidence of abuse and decision making in the case
- Improving the evidence of management overview of the case and supervision of the caseworker
- Promoting advocacy services to ensure that the service user's need for advocacy is considered and documented on the case record and that the numbers of users accessing advocacy services with support from care management increases.

↑ Bromley Safeguarding Adults Board (BSAB) asked providers through the forums to identify numbers of staff who require training to inform the BSAB Training Plan and during 2009-10 over 200 training places have been taken up by providers through the Training Consortium

During the year 22 homes have received unannounced visits from the contracts management team. As part of the visit, the monitoring process requires adult safeguarding to be discussed in terms of practice and staff training. The contract team are trained in current safeguarding practices.

↑ Bromley Mencap have supported a group of people with learning disabilities to produce a video about the impact people feel when victims of harassment. The video will be shown to young people at school and college. In addition representatives from the police have attended the learning disability partnership board to help raise awareness of the needs of people with learning disabilities who may be victims of harassment or other crimes. Following this engagement liaison officers have been identified by the police within safer neighbourhood teams. Awareness training is being provided to local police officers both by Scotland Yard and in partnership with Bromley Mencap.

↑ Links have been further strengthened between the Community Safety and Public Protection Portfolio during the year. Initiatives have been established and work continues through the safer neighbourhood teams and rogue trader service, and additionally, to obtain better outcomes for vulnerable people, the following has been put in place:

- Community Safety & Public Protection is represented on the Safeguarding Adult Board
- The Annual Report of the Safeguarding Adults Board is now presented and scrutinised by both the Public Protection & Safety PDS and Adult and Community PDS.
- Trading Standards are developing a strategy for reducing the risks which might arise from fraudulent activity associated with more people arranging and/or managing their own care.

4.d Complaints will be dealt with effectively in order to make services more effective, personal and safe.

↑ Lessons learnt forms are gathered from managers on completion of a complaint. The lessons learnt are shared with managers and the outcomes are embedded in practice by:

Appendix A

Adult & Community Portfolio 2009/10 Summary Report

- Training forum
- Department briefings
- Service delivery short fall putting into practice what we have learnt and monitoring.
- Good practice forums/ practioner/ GMT
- Surgeries from practioner.



An example of a lesson learnt resulting in improvement is:

- In December 60 complainants were asked to complete a service evaluation form. The information collected was used to improve how we respond and how we manage their complaint, and was fed back to staff via the departmental briefings and the ongoing training.



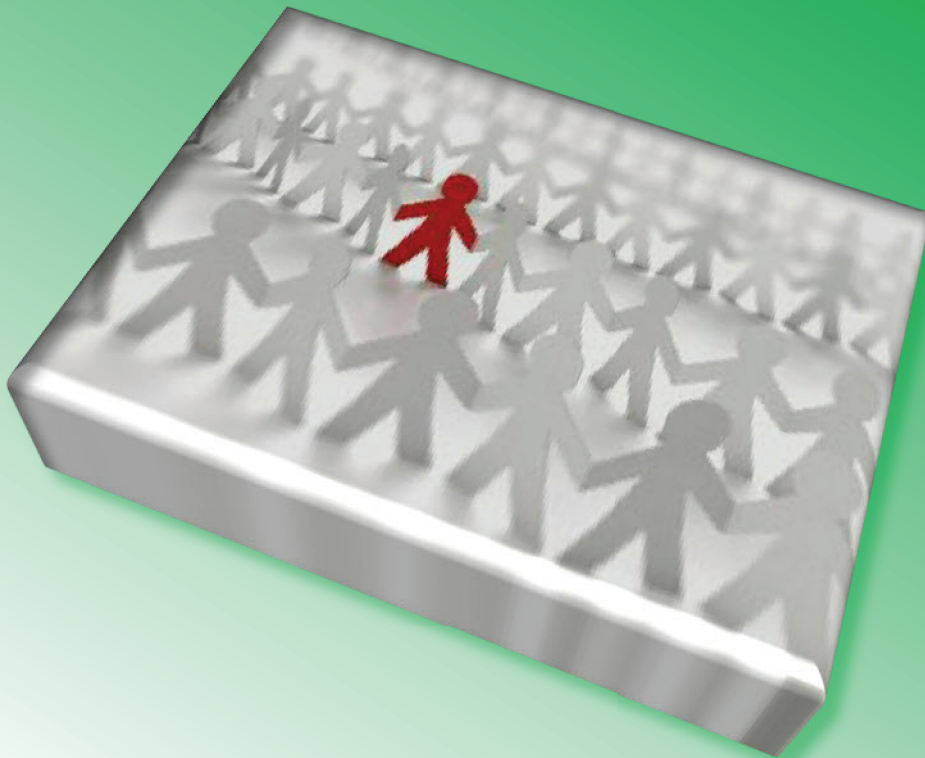
The following measures have led to a joined up approach and improved communication across customer services and complaints:

- A new team been developed incorporating complaints, Quality Assurance and Safeguarding - the joined-up service has led to an immediate improvement in outcomes for service users
- Safeguarding hierarchy over complaints, there is clarity around the process and a responsive team
- Weekly updates are emailed to the Assistant Directors to keep them informed of progress of the complaints across their area.

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Adult and Community Services Portfolio Plan 2010/11

Promoting choice, personalisation and independence



Promoting people's independence and supporting them to make informed choices are the key themes of our 2010/11 Portfolio Plan. For the seventh year we brought together over one hundred representatives from more than 44 statutory, private and voluntary organisations at a Portfolio Planning Conference in November. This has informed the plan and the result brings together the issues of the day and builds on the progress made over the last seven years to support our 'Building a Better Bromley 2020 vision' theme of Independence and Health.

We are transforming the way adult social care is delivered in Bromley to give people greater choice and control over their lives through our Supporting Independence in Bromley programme. Personalisation is already a reality for some of our residents and as we work to extend that to many, the transformation will use the following key principles identified at the Planning Conference:

- **All information is accessible and available in different formats**
- **Customer services are:**
 - **Knowledgeable and friendly**
 - **Have a professional attitude**
 - **Available when people require them**
 - **Able to tell people what they can expect**
 - **Clear about their role**
- **Delivers a person centred approach**
- **Offer a seamless service with the minimum number of handovers.**

To continue to promote dignity and well-being we will work with our partners to improve the quality of services through joint commissioning and targeting resources at early intervention.



Bromley values the part everyone plays in our community whatever their needs. Be it through the world of work, targeted training or improved access to training, the message is the same—we value the individual, are committed to supporting their independence and recognise their unique contribution. We also recognise the essential part carers play in our community and they will be supported and consulted with, as will the voluntary sector—so vital to the delivery of essential services across our borough.

The economic climate will continue to impact on demand for Housing Services, which has seen unprecedented requests and applications for the Housing Register from people no longer able to meet their housing needs. Over the next year, the portfolio will continue to build on existing work to provide high quality advice on debt management to enable those requiring it to access mortgage rescue funds. As the recession impacts on increasing numbers of our service users, we must respond to that need. All our services, housing, social and meeting health needs, will be subjected to the rigours of increased demands and we must ensure that they are fit to respond.

No one can doubt the economic downturn is one of the key challenges to our future plans and delivery of services. The Four Year financial forecast identifies in detail the cost pressures facing the Adult and Community Services Department with continuing high demand for care services being experienced at all levels. I am confident that this AC 2010/11 Portfolio Plan can promote independence and provide personalised services and greater choice whilst matching increasing demand against finite resources.

Cllr Graham Arthur, Portfolio Holder for Adult and Community.



- 1. Priority Outcome 1**
Enhancing opportunities for all to have greater access to information and services and the ability to make choices to exercise control over their own lives. **Page 4**

- 2. Priority Outcome 2**
Maximise Health and Quality of Life outcomes for vulnerable people through closer partnership working. **Page 8**

- 3. Priority Outcome 3**
Enable vulnerable and disabled people to participate actively in their local communities and provide access to employment opportunities (paid and voluntary). **Page 12**

- 4. Priority Outcome 4**
Ensure the safety and protection of vulnerable adults through a Safeguarding framework that protects people from risk of abuse and neglect. **Page 17**

- 5. Abbreviations** **Page 21**

Enhancing opportunities for all to have greater access and the ability to make choices and exercise control over their own lives.

Issues:

- **Through the Supporting Independence in Bromley Programme, empower people to shape their own lives and the services they receive. Develop service options that are flexible and innovative with a broad range of options that are not restricted to traditional service models but are shaped by individual choice.**
- **Equality of access to services for all who meet the eligibility criteria.**
- **Information available and accessible for all to support decision making and access to care services irrespective of people's social circumstances and eligibility for statutory services (source LAC (DH) 2008 1).**



Aim 1a	Locally relevant quality information and advice about care and support need is easily available to enable control and inform choice.		
What we are doing (Actions)	Lead Service	Resources	
1. Maximise the use of technology to enable people to access up to date information and advice on a range of services and support options through a specially commissioned web portal (SIB).	ACS	Existing Resources TSC Grant	
2. Develop a strategy to inform the future provision of quality assured information, advice and guidance and ensure that it is available and accessible to all through different formats and channels (SIB).	ACS	Existing Resources TSC Grant	
3. Develop a self assessment web site that signposts people to appropriate support and services (SIB).	ACS	Existing Resources TSC Grant	
4. Evaluate the learning from the Age Concern and Mencap Brokerage services to determine a model of brokerage across Bromley providing a range of options across all user groups for people who do not meet the criteria for social care funding and need help to plan their lives and access support and services (SIB).	ACS	Existing Resources TSC Grant	
5. Develop a council wide and partnership approach to the accessibility of universal services e.g. leisure, adult education, transport, employment, healthy living and health improvement along with housing and supported living options (SIB)	ACS	Existing Resources TSC Grant	

Aim 1b	Have a diverse and high quality market in care and support services to offer real choice and control to service users and their carers.		
What we are doing (Actions)	Lead Service	Resources	
1. Supporting development of the market by working with businesses and local Voluntary Organisations (SIB).	ACS	Existing Resources TSC Grant	
2. Hold a social care business event to communicate needs to a wider market.	ACS	Existing Resources TSC Grant	
3. Ensure availability of a range of high quality specialist housing schemes and care homes through working with RSLs and care home providers.	ACS	Existing Resources	
4. Work with Bromley care homes through the residential providers forum to raise standards in line with the Care Quality Commission Minimum Standards.	ACS	Training Grant	

Outcome 1 aims and targets

Promoting choice, personalisation and independence.

Aim 1c	Support service users to stay independent for as long as possible.		
What we are doing (Actions)	Lead Service	Resources	
1. Maximise usage of tele-care and tele-health equipment e.g. Crown Meadow ECH and the PCT Reprovision Project for people with learning disabilities (SIB).	ACS	Existing Resources TSC Grant	
2. Agree and implement a revised Intermediate Care strategy jointly funded with the PCT to maximise the rehabilitation potential of people to support them to remain in their own homes.	ACS	Existing Resources TSC Grant	
3. Improve access to simple items of equipment which support independent living by developing a community equipment retail model. This will enable people to access expert advice and purchase simple items of equipment for daily living from accredited retailers in the high street (SIB).	ACS	Existing Resources TSC Grant	
4. Establish re-ablement as a default service for people with social care needs (SIB).	ACS	Existing Resources TSC Grant	
5. Work with the PCT to develop an integrated Care Management and District Nursing service focussing resources on those most in need. The most appropriate health or social care professional will hold case responsibility improving the user experience by reducing the number of people with whom the service user must communicate whilst assuring a quality service from a team of specialist workers (SIB).	ACS	Existing Resources TSC Grant	
6. Secure alternatives to residential care for older people through <ul style="list-style-type: none"> • The provision of a new care home on the Leasons site • The completion of the 60 unit Crown Meadow Court extra care housing scheme • The provision of additional ECH places, including commencing build of at least 60 further units. 	ACS	Existing Resources	
7. Work with providers to ensure that services are available for people who wish to exercise choice with their personal budgets/direct payments through <ul style="list-style-type: none"> • Agreeing the future strategy for the provision of day care and respite services to provide more choice. • Ensuring that there is a range of supported accommodation available to older people. • Supporting the development of micro-providers for specific services. 	ACS	Existing Resources	

Outcome 1 aims and targets

Promoting choice, personalisation and independence.

Aim 1d	Provide choice and control over how support needs are met.		
What we are doing (Actions)	Lead Service	Resources	
1. To give people greater choice over who helps them plan their support and services, develop a range of options both within LBB and the local community so that service users are assisted to write their support plans and access services and support (SIB).	ACS	Existing Resources TSC Grant	
2. Enable more service users to have total control over their care and support by streamlining the direct payment process and increasing uptake. By October 2010 offer a personal budget to:- <ul style="list-style-type: none"> All new service users/carers (with assessed needs for ongoing support) All service users whose care plans are subject to review (SIB). 	ACS	Existing Resources TSC Grant	
3. Develop an accreditation scheme so that people can access safe services and support (SIB).	ACS	Existing Resources TSC Grant	

How will we measure success?	09/10 Target	09/10 Actual	10/11 Target	11/12 Target	12/13 Target
National Indicators					
1. Social care clients receiving self directed support (Direct payments and individual budgets). NI 130. LAA	750	TBC	2250	*	*
2. Percentage of vulnerable people achieving independent living. NI 141	85%	TBC	87%	90%	90%
3. % of vulnerable people who are supported to maintain independent living. NI 142	>98%	TBC	98%	98%	98%
Local Indicators					
1. No of self assessments completed.	New	New	*	*	*
2. Number of older people having support planning and brokerage.	308	TBC	*	*	*
3. No of people receiving a service from Mencap support planning and brokerage	200	TBC	200	*	*

* To be confirmed

Outcome 2—Maximise Health and Quality of Life outcomes for vulnerable people through closer partnership working.

Issues:

- **Developing a joint approach to Health, Social Care and Housing commissioning between LBB and the PCT.**
- **Strategic working with NHS partners to enable people with long term conditions to manage their health and well-being more effectively (source LAC (DH) 2008 1).**
- **Services are designed and targeted to reduce health inequalities through improved access.**
- **Disabled people are integrated as full participating members of our wider community. They are able to maximise their potential and live with dignity.**

Outcome 2 aims and targets

Promoting choice, personalisation and independence.

Aim 2a	There are effective partnerships with people using services, carers and other local citizens.		
What we are doing (Actions)	Lead Service	Resources	
1. Establish a stakeholder group which includes people using services, carers and other local citizens (SIB).	ACS	Existing Resources TSC Grant	
2. Establish co-production by supporting development of an Expert by Experience group (SIB)	ACS	Existing Resources TSC Grant	
3. Strengthen the voice of users within existing organisation and support development of a user led organisation that will contribute to policy and service design and development in the future (SIB)	ACS	Existing Resources TSC Grant	
Aim 2b	Provide better access to community support and improve health outcomes through working with NHS partners and the voluntary and independent sectors.		
What we are doing (Actions)	Lead Service	Resources	
1. Produce a joint commissioning strategy with health partners to focus more effectively on prevention.	ACS	Existing Resources TSC Grant	
Aim 2c	Reduce health inequalities for the most vulnerable within Bromley.		
What we are doing (Actions)	Lead Service	Resources	
1. Implement action plans arising from the rapid health needs appraisal, Gypsy traveller needs assessment and learning disability needs assessment.	ACS	Existing Resources	
2. Implement actions required to address health inequalities in identified wards to meet stretch targets for life expectancy, smoking reduction and cardio-vascular disease.	ACS	Existing Resources	
Aim 2d	Develop support services for older people with mental health needs.		
What we are doing (Actions)	Lead Service	Resources	
1. Increase the number of people with dementia accessing day opportunities and receiving specialist support at home.	ACS	Existing Resources TSC Grant	

Promoting choice, personalisation and independence.

Aim 2d	Develop support services for older people with mental health needs.		
What we are doing (Actions)		Lead Service	Resources
2. Provide targeted training for staff in extra care housing schemes to increase access for older people with dementia to ECH schemes and prevent moves into residential care.		ACS	Existing Resources TSC Grant

Aim 2e	Develop alternatives to residential care within the borough to promote independence.		
What we are doing (Actions)		Lead Service	Resources
1. Enable people with a learning disability who are living away from Bromley to return to supported living placements within the borough.		ACS	Existing Resources
2. 28 people with learning disabilities will move from campus accommodation into supported living during 2010/11.		ACS PCT	LD Campus Closure Programme Revenue Grant
3. Develop a wider range of housing options for people with mental health needs to ensure that move on opportunities exist and an appropriate level of support is provided to prevent and reduce the need for residential care.		ACS	Existing Resources
4. Support young people in transition to ensure opportunities for supported living and daytime occupation.		ACS	Existing Resources
5. Work with the Children and Young People service to ensure an effective transition with the ambition of all children living in the community once they become adults.		ACS/CYP	Existing Resources

Aim 2f	Improve energy efficiency in homes and return vacant houses to use.		
What we are doing (Actions)		Lead Service	Resources
1. Carry out work, offer grants and loans or take action (e.g. EDMO) to bring 15 private sector dwellings back into use.		ACS	Sub regional housing funding and existing resources
2. Pilot 'Hard to treat Homes' solid wall insulation scheme to reduce carbon emissions in 5 households via the Coldbusters Grant and 10 empty properties.		ACS	Existing Resources

Outcome 2 aims and targets

Promoting choice, personalisation and independence.

Aim 2f	Improve energy efficiency in homes and return vacant houses to use.		
What we are doing (Actions)	Lead Service	Resources	
3. Work with utility companies and grant providers to assist people on low incomes to address fuel poverty by switching to social tariffs, helping them to pay off fuel debt and installing heating and insulation where appropriate.	ACS	Sub regional funding	
4. Work with the London Development Agency (LDA) to deliver the Homes Energy Efficiency Programme (HEEP) to 500 properties in an area of poor thermal comfort.	ACS	Sub Regional funding	

How will we measure success?	09/10 Target	09/10 Actual	10/11 Target	11/12 Target	12/13 Target
National Indicators					
1. All age cause mortality rate (standardised mortality rate per 100,000 population from all causes at all ages). NI 120.	M: 565 F: 401	TBC	M: 547 F: 389	M: 529 F: 378	*
2. Achieving independence for older people through rehabilitation/ intermediate care. NI 125. (LAA).	76	TBC	80	80	*
3. Delayed transfers of care (the average weekly rate of delayed transfers of care from all NHS hospitals, acute and non acute, per 100,000 population aged 18+). NI 131	5 people	TBC	5 people	*	*
4. Healthy life expectancy at age 65 (self reported health assessment). NI 137.	16.3	TBC	16.67	*	*
5. Adults with Learning Disabilities in settled accommodation. (% of adults with Learning Disabilities known to the Council in settled accommodation at the time of their assessment or latest re-view). NI 145.	28%	TBC	28%	28%	*

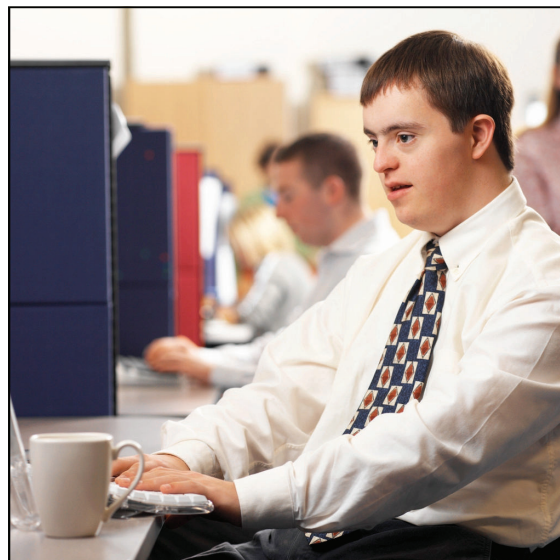
* To be confirmed



Outcome 3- Enable vulnerable and disabled people to participate actively in their local communities and provide access to employment opportunities (paid and unpaid)

Issues:

- **Involve people and their organisations in the design, commissioning and evaluation of services and how their needs are met.**
- **Carers, families and communities are supported as key partners.**
- **Providing information to enable people to access community activities.**
- **Need to manage expectations and prevent homelessness, whilst at the same time raise awareness of the implications of and the alternatives to homelessness.**
- **The current economic down turn is increasing demand and reducing availability of social housing. Planning applications for affordable housing have reduced and pressures are rising on temporary accommodation. Expectations need to be managed whilst providing high quality financial advice, debt management and access to mortgage rescue funds where possible.**



Outcome 3 aims and targets

Promoting choice, personalisation and independence.

Aim 3a	Develop a 'promoting independence' model that encourages community participation and increases access to services.		
What we are doing (Actions)	Lead Service	Resources	
1. Ensure that all carers are routinely offered carers' assessments, direct payments and carers' support services.	ACS	Existing Resources	
2. Through the strategic 10 year partnership with Carers Bromley provide more advocacy and peer support activity for carers.	ACS	Existing Resources	

Aim 3b	Service users and carers contribute to service planning and delivery of council services/project; their views are heard and incorporated.		
What we are doing (Actions)	Lead Service	Resources	
1. Report annually to Members on the quality of Domiciliary Care Services and Care Homes incorporating feedback from Service Users and Carers.	ACS VS	Existing Resources	
2. Ensure involvement of people who use services in policy development and the strategic decision making process by supporting development of an Expert By Experience group and their active involvement in forums such as the Partnership Boards.	ACS	Existing Resources	
3. Implement the priority actions arising from the Transport review to ensure that vulnerable people can use public transport safely.	ACS	Existing Resources	

Aim 3c	With partners develop more work based opportunities (paid/unpaid) for people with learning disabilities or recovering from mental illness.		
What we are doing (Actions)	Lead Service	Resources	
1. Increase the number of vulnerable service users (PDSI,MH) who are accessing work (paid/unpaid)	ACS Oxleas	Existing Resources	

Aim 3c	With partners develop more work based opportunities (paid/unpaid) for people with learning disabilities or recovering from mental illness.		
What we are doing (Actions)	Lead Service	Resources	
2. Increase the number of people with learning disabilities in paid work in the borough through social businesses and through Jobmatch and Job Carve.	ACS	Existing Resources	
3. Work with partners to ensure that carers support enables to remain in or seek employment opportunities.	ACS/ DWP	Existing Resources	

Aim 3d	Focus on preventing homelessness by working in partnership to pursue new initiatives, maximise and make the best use of the supply and range of affordable housing.		
What we are doing (Actions)	Lead Service	Resources	
1. Reduce the number of households who are residing in temporary accommodation to 390 by March 2011.	ACS	Existing Resources CLG Grant	
2. No 16 or 17 year olds will be housed in Bed and Breakfast accommodation unless an emergency placement. Expand the number of alternative placements through the 'Nightstop' short term supported lodging service.	ACS PCT Oxleas	Existing Resources	
3. Through effective use of Mortgage Rescue funds and debt management advice, reduce the number of people made homeless through repossession.	ACS	Existing Resources CLG Grant Supporting People grant	
4. Deliver an early intervention home visiting service to reduce homeless presentations.	ACS	Supporting People grant and CLG grant	

Aim 3e	Develop the range of Housing Options available within Bromley.		
What we are doing (Actions)	Lead Service	Resources	
1. Work with additional Housing Associations to encourage them to open up their property registers to Bromley Homeseekers increasing available property.	ACS	Existing Resources	

Aim 3e	Develop the range of Housing Options available within Bromley.		
What we are doing (Actions)	Lead Service	Resources	
2. Work with the private rented sector to encourage more landlords to let their properties through Bromley Homeseekers.	ACS	Existing Resources and CLG Grant	
3. Work closely with RSLs to identify overcrowded households and to address under occupancy.	ACS RSLs	Existing Resources. CLG Grant for overcrowding.	
4. Work with RSLs and developers to provide a level of Affordable Housing to at least meet statutory and high priority needs and enable temporary accommodation reductions/overcrowding, special needs (e.g. ECH, LD) targets to be met.	ACS RSLs	Existing Resources	
5. Explore, with partner RSLs, the potential for a viable Foyer scheme in the borough.	ACS	Existing Resources and CLG Grant	

How will we measure success?	09/10 Target	09/10 Actual	10/11 Target	11/12 Target	12/13 Target
National Indicators					
1. Timeliness of social care assessments. NI 132 (LAA).	88%	TBC	90%	*	*
2. Timeliness of social care packages following assessment. NI 133 (LAA)	79%	TBC	95%	*	*
3. Carers receiving needs assessment or review and a specific carer's service or advice and information. NI 135 (LAA)	24	TBC	25	30	35
4. Adults with Learning Disabilities known to the Council in paid employment at the time of their assessment or latest review. NI 146.	1.03%	TBC	*	*	*
5. Adults in contact with secondary mental health services in settled accommodation. NI 149	99%	TBC	99%	99%	99%

Outcome 3 aims and targets

Promoting choice, personalisation and independence.

Performance Indicators:	09/10 Target	09/10 Actual	10/11 Target	11/12 Target	12/13 Target
National Indicators					
6. Adults in contact with secondary mental health services in employment. NI 150	9.5	TBC	9.5	9.5	9.5
7. Number of households living in temporary accommodation. NI 156 (LAA)	438	TBC	438	390	380
Local Indicators					
1. Number of people with learning disabilities working in social businesses.	90	TBC	90	*	*
2. Homeless households approaching local authority's housing advice service(s) for whom housing advice casework intervention resolved their situation. BVPI 213	<10	TBC	55%	65%	69%
3. Proportion of households accepted as homeless who were previously accepted as homeless. BVPI 214	<2%	TBC	<2%	<2%	<1.5%

* To be confirmed

Outcome 4— Ensure the safety and protection of vulnerable adults through a Safeguarding framework that protects people from risk of abuse and neglect.

Issues:

- **Having Safeguarding arrangements in place to protect those who are unable to exercise choice and control and ensure that risks to vulnerable residents are assessed and managed.**
- **Continue to develop:-**
 - **A shared understanding of what is abuse and what is a vulnerable adult.**
 - **An understanding of the signs and symptoms of abuse and what to do if abuse is witnessed or reported.**
- **Having a social care workforce who use their developed and focussed professional skills to support people in realising personalisation, independence and choice.**



Aim 4a	Social Care workforce has capacity, skills and expertise in Safe-guarding.		
What we are doing (Actions)	Lead Service	Resources	
1. Ensure the multi-agency training plan is based on practice skills competencies framework and has been implemented effectively.	ACS	Existing Resources	
2. Care and health workers work closely together to improve care practices and routine.	ACS	Existing Resources	
3. Improve the consistency of practice by staff and all agencies by ensuring those undertaking tasks have the necessary skills and competencies.	ACS	Existing Resources	
4. Refine the BSAB training competence framework in terms of key agencies and implement effectively.	ACS	Existing Resources	
5. Ensure staff (ACS and providers) are trained appropriately in safeguarding practices in accordance with care professional standards.	ACS	Existing Resources	

Aim 4b	Our workforce effectively delivers modernised services.		
What we are doing (Actions)	Lead Service	Resources	
1. Target recruitment activity on key staff groups and minimise the use of agency staff within ACS.	ACS	Existing Resources	
2. Produce a workforce development strategy for the social care workforce.	ACS	Existing Resources TSC Grant	
3. Continue training and awareness around deprivation of liberty safeguards from 1st April 2010.	ACS	Training Grant	

Aim 4c	Promote excellent customer service through effective complaint handling.		
What we are doing (Actions)	Lead Service	Resources	
1. Develop in house training programme to improve customer complaints resolution. Run weekly complaints clinics to support managers in a) writing good quality responses and b) meeting time-scales.	ACS	Existing Resources	
2. Encourage customers to share their experiences of our complaints process and improve business processes as a result.	ACS	Existing Resources	

Aim 4d	Improve quality assurance of services and safe practices.		
What we are doing (Actions)	Lead Service	Resources	
1. Ensure cases meet the threshold for safeguarding investigations, and risks are appropriately identified and managed.	ACS	Existing Resources	
2. Undertake case file audits to check compliance with practice standards and procedures.	ACS	Existing Resources	

Aim 4e	Vulnerable adults are protected through the engagement, contributions and commitment of partner agencies towards the work of the safeguarding board.		
What we are doing (Actions)	Lead Service	Resources	
1. Strengthen joint performance management, compliance and monitoring processes to ensure staff from agencies meet minimum practices standards.	ACS	Existing Resources	
2. Target care homes and domiciliary care providers to participate in BSAB training programmes to raise standards to promote the benefits of skilled and proactive work force.	ACS	Existing Resources	
3. Promote wider involvement and action within the Council to improve community safety and reduce risks from harassment. - Minimise the risks faced by people who live in situations of ongoing vulnerability. - Personalisation risk assessment.	ACS	Existing Resources	

Outcome 4 aims and targets

Promoting choice, personalisation and independence.

Aim 4e	Vulnerable adults are protected through the engagement , contributions and commitment of partner agencies towards the work of the safeguarding board.		
What we are doing (Actions)	Lead Service	Resources	
4. Strengthen the links with the Community Safety and Public Protection and other Portfolios to obtain better outcomes for vulnerable people	ACS	Existing Resources	

How will we measure success?	09/10 Target	09/10 Actual	10/11 Target	11/12 Target	12/13 Target
Local Indicators					
1. Proportion of vacant social services posts.	15%	TBC	15%	15%	15%
2. Proportion of strategy meetings/ discussions held within 5 days of alert.	65%	TBC	65%	70%	75%
3. % of safeguarding cases substantiated.	50%	TBC	*	*	*
4. % of formal complaints investigated within agreed timescales	75%	TBC	85%	95%	*

* To be confirmed

A&E - Accident & Emergency

ACS – Adult & Community Services

BME – Black Minority Ethnic

BMT – Bromley Mytime (Leisure Trust)

BSAB—Bromley Safeguarding Adults Board

CLG – Communities & Local Government

ECH – Extra Care Housing

EDMO – Empty Dwelling Management Order

HC – Housing Corporation

LAA – Local Area Agreement

LDA – London Development Agency

LBB – London Borough of Bromley

MH - Mental Health

Oxleas – Oxleas NHS Trust

PWLD – People with a Learning Disability

PDSI – Physical Disability & Sensory Impairment

PCT – (Bromley) Primary Care Trust.

PS – Private Sector

RSLs – Registered Social Landlords (Housing Associations)

SIB – Supporting Independence in Bromley

TSC – Transforming Social Care

VS – Voluntary Sector

Monitoring reports are available from the ACS Performance and Information Team.