



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

TELEPHONE: 020 8464 3333

CONTACT: Philippa Stone
philippa.stone@bromley.gov.uk

DIRECT LINE: 020 8313 4871

FAX: 020 8290 0608

DATE: 10 June 2010

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

Councillor Judi Ellis (Chairman)
Councillor Roger Charsley (Vice-Chairman)
Councillors Reg Adams, Ruth Bennett, Peter Fookes, William Huntington-Thresher,
Diana MacMull, Charles Rideout and Diane Smith

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 **TUESDAY 22 JUNE 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

PART 1 AGENDA

Note for Members: Members are reminded that Officer contact details are shown on each report and Members are welcome to raise questions in advance of the meeting.

STANDARD ITEMS

- 1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS**
- 2 CO-OPTIONS TO THE A&C PDS COMMITTEE 2010/11 (Pages 5 - 8)**

3 DECLARATIONS OF INTEREST

4 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

To hear questions to the Committee received in writing by the Legal, Democratic and Customer Services Department by 5pm on Wednesday 16th June 2010 and to respond.

5 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETINGS HELD ON 17 MARCH 2010 AND 14 APRIL 2010 (Pages 9 - 22)

6 MATTERS ARISING FROM PREVIOUS MEETINGS (Pages 23 - 26)

PORTFOLIO HOLDER PRESENTATIONS AND DECISIONS

7 QUESTIONS TO THE ADULT AND COMMUNITY PORTFOLIO HOLDER FROM MEMBERS OF THE PUBLIC AND COUNCILLORS ATTENDING THE MEETING

To hear questions to the Adult and Community Portfolio Holder received in writing by the Legal, Democratic and Customer Services Department by 5pm on Wednesday 16th June 2010 and to respond.

8 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING (Pages 27 - 30)

9 SUPPORTING INDEPENDENCE IN BROMLEY - PRESENTATION (Pages 31 - 38)

10 PRE-DECISION SCRUTINY OF ADULT AND COMMUNITY PORTFOLIO REPORTS

The Adult and Community Portfolio Holder to present scheduled reports for pre-decision scrutiny on matters where he is minded to make decisions.

a CONFIRMATION OF ACS PDS PORTFOLIO PLAN 2010/11_(Pages 39 - 66)

HEALTH SCRUTINY ITEMS

11 UPDATE FROM SOUTH LONDON HEALTHCARE TRUST

POLICY DEVELOPMENT AND OTHER ITEMS

12 ANNUAL MONITORING REPORT ON A&CS DEPT - COMPLAINTS RECEIVED - APRIL 2009 TO MARCH 2010 (Pages 67 - 96)

13 OUTTURN REPORT 2009/10 - ADULT & COMMUNITY SERVICES (Pages 97 - 104)

14 HOUSING AND RESIDENTIAL SERVICES 2009/10 ANNUAL REPORT (Pages 105 - 120)

15 TRANSITION STRATEGY FOR YOUNG PEOPLE WITH DISABILITIES

To Follow



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Report No.
LDCS10093

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 22nd June 2010

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

Title: CO-OPTIONS TO THE A&C PDS COMMITTEE 2010/11

Contact Officer: Philippa Stone, Scrutiny Co-ordinator
Tel: 020 8313 4871 E-mail: Philippa.Stone@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Legal, Democratic and Customer Services

Ward: N/A

1. Reason for report

1.1 Members are asked to confirm certain Co-opted Membership appointments for 2010/11.

2. RECOMMENDATION

2.1 That the following A&C PDS Co-opted Membership appointments be made to the A&C PDS Committee for 2009/10 without voting rights:

- Dr Angela Bhan as NHS Bromley Representative,
- Mrs Angela Clayton-Turner as Bromley Mental Health Forum Representative
- Mr Richard Lane as Bromley Learning Disability Forum Representative;
- Mrs Leslie Marks as Bromley Council on Ageing Representative;
- Mr Keith Marshall as Disability Voice Bromley Representative;
- Mrs Lynn Powrie as Carers Bromley Representative and
- Mrs Gill Rose as Bromley Housing Federation Representative

Corporate Policy

1. Policy Status: Existing policy. Co-opted Membership at relevant PDS Committees is encouraged given the added value that Co-opted Membership can bring to a PDS Committee's work
 2. BBB Priority: Children and Young People.
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Financial

1. Cost of proposal: N/A
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £476,706
 5. Source of funding: N/A
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Staff

1. Number of staff (current and additional): There are 14 posts in the Democratic Services team (11.89 fte, of which 10 fte are dedicated to committee support).
 2. If from existing staff resources, number of staff hours: N/A
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Legal

1. Legal Requirement: Statutory requirement. The Parent Governor Representatives (England) Regulations 2001 require the election of a minimum of two and a maximum of five Parent Governors to any Education Overview and Scrutiny Committee. DfEE Circular 19/99 contains a specific direction of the Secretary of State under section 499 of the Education Act 1996 requiring local authorities in England to appoint representatives of the Church of England and the Roman Catholic Church to their Committees dealing with education.
 2. Call-in: Call-in is not applicable. This report does not involve an executive decision
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): N/A
-

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 Confirmation is currently being sought from Co-opted members and their alternates that they wish to continue to serve. Any developments will be reported at the meeting. It is proposed that the following Co-opted Members and alternates are appointed for 2009/10 -

Nominating Organisation	Co-opted member	Alternate co-opted member
Health Bromley Primary Care Trust	Dr Angela Bhan Bromley PCT – Director of Public Health	Mimi Morris Cotterill Bromley PCT
Housing Bromley Federation of Housing Associations	Gill Rose Penge Churches Housing Association	TBC
Physical Disability Disability Voice Bromley	Keith Marshall Disability Voice Bromley	Eleanor Yates Disability Voice Bromley
Older People Bromley Council on Ageing	Leslie Marks Bromley Council on Ageing	Maureen Falloon Age Concern, Bromley
Learning Disabilities Bromley Learning Disability Forum Service User	Richard Lane Bromley Learning Disability Forum TBC	Vivienne Lester Bexley and Bromley Advocacy
Carers Bromley Carers Forum	Lynne Powrie Carers Bromley	Maureen Falloon Age Concern, Bromley
Mental Health Bromley Mental Health Forum	Angela Clayton Turner Mental Health Forum	Shirley Burrows Bromley Advocacy Project

Role of Co-opted Members

- 3.2 Co-opted Members bring their own area of interest and expertise to the work of a PDS Committee. Co-opted Members often represent the interests of key groups within a Portfolio and co-option to a Committee can ensure that their views are taken into account when issues are considered. They broaden the spectrum of involvement in the PDS process and make the intrusion of party politics into scrutiny proceedings more difficult.

Non-Applicable Sections:	Policy, Financial, Legal and Personnel
Background Documents: (Access via Contact Officer)	N/A

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ADULT AND COMMUNITY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held on 17 March 2010

Present:

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

Richard Lane, Angela Clayton-Turner, Lynne Powrie and
Gill Rose

Also Present:

Councillor Graham Arthur, Terry Belcher, Councillor Colin
Bloom, Councillor Alexa Michael, Councillor Sarah Phillips
and Councillor Tim Stevens J.P.

100 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS

Apologies were received from Leslie Marks.

101 DECLARATIONS OF INTEREST

Councillor Ellis declared a personal interest as her daughter worked for SLaM
and Councillor Charsley declared an interest as a member of SLaM.

102 SLAM - LEARNING FROM ABSCONDING

The object of the report is to advise and re-assure the PDS and residents of
Bromley of South London and Maudsley Trust's (SLaM) awareness of the risk
of patients on leave becoming absconders and the actions that have been put
into place to address these risks.

On 30th November 2009, Prof, Hilary McCallion – Dir. Nursing and
Education, Patrick Gillespie, Service Director and Prof. Tom Fahy – Clinical
Director of the Service from SLaM attended a joint meeting of the PP+S and
A+C PDS to respond to the concerns following the absconding of a patient
over the weekend of 13th November 2009.

The Joint PDS were advised that a) an investigation was underway around the circumstances of the incident and b) that a review of patient leave from the Medium Secure Unit was also underway.

Representatives of the SLaM Trust agreed to return to the PDS on 17th March 2010 to report on progress with that Review. Members requested that the Chief Executive and Chairman of the SLaM Trust attend the meeting.

In the meantime, it was noted that the Director of Adult and Community Services would be invited by SLaM Trust to review the outcome of the investigation of the incident on a confidential basis.

Members received a report from SLaM and an updated copy was circulated at the meeting. SLaM was brought with them Sara Murray whose company "Buddi" had provided the trust with a "tagging" system. Unlike like the ones used by the probation service the Buddi tags had a GPS tracking device and so the trust were able to track patients on leave. In the event that a patient absconded, went more than 25 miles from the hospital or failed to return at the correct time the hospital would be alerted and immediate action would be taken. In addition the tag could have an alarm programmed so that it vibrated to remind patients when to return. Patients themselves had requested this feature. It could be set to a desired time, for example 30 minutes before leave was due to end so that patients know when to return. The device itself was tamper proof, if a patient did try to tamper with it an alert would be sent to the hospital. Patients had to agree to wear a tag if they wanted to go on leave.

Members had concerns that tracking patients was a breach of their human rights. The company explained that the device only alerted the hospital if the patient breached their leave conditions it did not record what patients were doing, it was purely for tracking purposes. Members were also concerned that they were kept informed.

Members then debated the SLaM report. The Chief Executive explained that they recognised that things went wrong and had changed their policies and procedures in light of this. Whilst they could not entirely eliminate it occurring they would now have systems which would mean they could respond more rapidly to recover the patient.

Councillor Nicholas Bennett requested that all Ward Members of the 3 surrounding wards were kept informed of abscontions and not just Kelsey and

Eden Park wards. The trust agreed that as soon as they alerted the Police they would also alert the Chairmen of the Public Protection and Safety Policy Development and Scrutiny Committee and the ACS Policy Development and Scrutiny Committee as well as ward members of the 3 surrounding wards, one of which was a Croydon ward.

Members welcomed the 10 point action plan. They queried why a GRAB plan had not been used in the past. SLaM representatives explained that it had but had now been updated and included more information.

The Trust answered a number of questions from the Portfolio Holder for Public Protection and Safety relating to patient profiles and medication.

The Portfolio Holder for ACS questioned that assessment process which determined whether patients were suitable for leave. The Trust explained that before agreeing to leave clinicians assessed each patient using a very detailed process. These assessments were then sent to the Ministry of Justice who approved the leave.

The trust also confirmed that only low risk patients were allowed unescorted leave. High risk patients were always escorted and only went out for emergency apportionments or court appearances.

They acknowledged that mistakes had been made but were confident, with the new systems in place. They also explained that they were also subject to auditing by the Royal College of Psychiatry and were 86% compliant with the performance outcomes.

Members welcomed the recommendations and requested an update in a year's time.

The chairman thanked the SLAM team, they had taken Members concerns very seriously and he was delighted to see the progress made. He also thanked the Portfolio Holder and Members for their persistence in getting this matter reviewed.

Resolved that the report is noted.

The Meeting ended at 8.00 pm

Chairman

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ADULT AND COMMUNITY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held on 14 April 2010

Present:

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

Dr Angela Bhan, Angela Clayton-Turner, Richard Lane
and Keith Marshall

Also Present:

Councillor Graham Arthur and Councillor Catherine
Rideout

103 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS

Apologies for absence were received from Mrs Leslie Marks, Mrs Lynn Powrie and Mrs Gill Rose. Maureen Falloon attended the meeting as substitute for Leslie Marks and Lynne Pawrie. Dr Angela Bhan apologised that she would have to leave the meeting at 9pm.

104 DECLARATIONS OF INTEREST

Councillor Hubbard declared a personal interest as an Employee of Bromley PCT, Councillor William Huntington-Thresher declared a personal interest as a Member of the Board of Broomleigh Housing Association. Councillor Nicholas Bennett declared a personal interest as a Member of the Board of Bromley Mytime. Councillor Roger Charsley declared a personal interest as a Member of the Board of Affinity Sutton. Councillor Brenda Thompson declared a personal interest as a Member of Bromley MIND.

105 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

No questions were received.

106 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE HELD ON 24 FEBRUARY 2010.

Councillor Karen Roberts requested that her name be added to the list of Councillors present at the meeting.

RESOLVED that the minutes of the meeting held on 24th February 2010 be approved.

107 MATTERS ARISING FROM PREVIOUS MEETINGS

Report LDCS10066

The Committee considered recommendations from previous meetings which continue to be outstanding.

RESOLVED that the progress on recommendations made at previous meetings be noted.

108 QUESTIONS TO THE ADULT AND COMMUNITY PORTFOLIO HOLDER FROM MEMBERS OF THE PUBLIC AND COUNCILLORS ATTENDING THE MEETING

Two written questions were received from Mr Colin Willetts and these are attached to the minutes as Appendix A.

109 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING

The Committee noted decisions taken by the Portfolio Holder on 4th March 2010.

110 PRE-DECISION SCRUTINY OF ADULT AND COMMUNITY PORTFOLIO REPORTS

A) ADULT AND COMMUNITY PORTFOLIO PLAN 2010/2011

Report ACS10023

The Portfolio Holder introduced a report updating Members on progress with the Adult and Community Portfolio Priorities. The Committee also considered the Draft Portfolio Plan for 2010-2011.

The Portfolio Holder thanked partners, stakeholders, service users and members of the Committee for their input into the Portfolio Plan.

The key themes of partnership, innovation and addressing issues of well-being were highlighted. Partnership had been extended to cross-portfolio working, and assistive technology was drawing on expertise from private

providers. Elements of training were now being undertaken across the Partnership and the team responsible for tackling rogue traders had been brought into the Adult and Community Portfolio.

Innovative thinking had improved access to employment opportunities through schemes such as job carving and Thyme Out. Housing staff had been providing services in a innovative way, adapting national schemes in order to meet local needs.

The Portfolio Holder reported that since the last meeting, he and other Members of the PDS Committee had visited the Blue Circle site (now called the Crown Meadow Site). The Portfolio Holder emphasised the high quality accommodation that would be provided, the excellent size of the accommodation and the high standard of living that would be experienced by occupants.

The Portfolio Holder and Councillor Catherine Rideout had visited the Princess Royal University Hospital (PRUH) and had seen first hand the speed of assessments conducted by social care staff.

The Portfolio Holder had also participated in the Democracy Day hosted by Ravensbourne School. This had been an encouraging event with young people demonstrating that they were well informed about the challenges and issues that were faced by more vulnerable members of the community. Transport issues had also been discussed during the day and participants had shown that they had a good knowledge of the issues and problems that had developed in terms of access to transport and issues of bullying.

The Portfolio Holder suggested that over the next year issues of prevention and quality of life should be built on and further developed.

The Committee considered aspects of the Portfolio Plan, including issues surrounding assessment and self-assessment, workforce issues and partnership working with the PCT and mental health awareness training.

Officers confirmed that the final Portfolio Plan update report would reflect the true position in terms of targets met. In drafting the report being considered by Members, Officers had erred on the side of caution and underlined that targets would be met. Achievements against targets were monitored on a monthly basis and this monitoring would continue to ensure continuous improvement. In terms of workforce targets, vacant posts within social care were largely a result of retirements and secondments to the Supporting Independence in Bromley Programme. This issue would also continue to be monitored.

The Committee considered issues surrounding the provision of rented accommodation and Members noted that private landlords did not appear to be using the Bromley Homeseekers system as much as anticipated. Members highlighted that there would be a huge resource available if private landlords advertised available properties on the system, and that it would be

helpful for prospective tenants to be able to compare all the available properties. Members considered the quality of housing that was available and it was noted that the quality of social housing was generally of a higher quality than that of private rented accommodation. The Committee was told that in terms of meeting the decent homes standard, the Environmental Health Team did intervene with basic quality assurance.

The Chairman suggested that a review of advocacy provision across the Borough should be added to the Committee's work programme for next year.

The Chairman also thanked the Portfolio Holder for hosting the Portfolio Planning Day which continued to be a popular event amongst service users and the groups representing them.

RESOLVED that the Portfolio Holder be recommended to endorse the draft Adult and Community Portfolio Plan for 2010-2011.

B) GRANTS IN CONTINGENCY

Report ACS10025

The Portfolio Holder introduced a report which provided an overview of the grants held in the 2010/2011 central contingency relating to the Adult and Community Services Portfolio. The report requested that the grants be released into the Portfolio budget.

RESOLVED that the Portfolio Holder be recommended to request that the Executive release the Mental Capacity Act Grant and the increase in Carers Grant from the central contingency into the Adult and Community Portfolio budget for 2010/11.

111 BUDGET MONITORING 2009/2010

Report ACS10022

The Portfolio Holder introduced a report providing an update of the latest budget monitoring position for 2009/10 for the Adult and Community Portfolio, based on expenditure and activity levels up to 31st January 2010.

The Director ACS reported that the Budget outturn would show a budget overspend of approximately £250,000 to £260,000. Officers had identified a number of budget pressures that would continue into the next financial year but highlighted that these would be managed and maintained as appropriate. Members would be presented with the final year end figures at a future PDS meeting.

RESOLVED that the reduction in the projected overspend for the Adult and Community Portfolio from £292,000 to £275,000 as at 31st January 2010 be noted.

112 REPORT FROM THE HEALTH CHECK WORKING GROUP

Report LDCS10064

The Committee reviewed the report of the NHS Health Check Working Group. The NHS Health Check Working Group is the forum through which the Adult and Community committee exercises its health scrutiny function and can provide comments to the Care Quality Commission on the performance of the health trusts that serve the people of Bromley.

The Chairman circulated a copy of a letter that she had received from the Chairman and Joint Vice-Chairmen of Bromley LINK. This letter is attached to the minutes as Appendix B. The Chairman suggested that a meeting between South London Hospital Trusts (SLHT), Bromley LINK and representatives from LBB be arranged in order to discuss the issues raised in the report. Jennie Hall, Director Nursing, Governance and Patient Experience at SLHT, reported that the Trust would be happy to take part in any such meeting. The Chairman explained to the Committee that the LINK had not been involved in the Health Check Working Group and confirmed that the PDS Committee would work with Bromley LINK on issues of joint concern.

A Co-opted Member queried paragraph 4.4 and the statement concerning the safe management of dementia patients at Green Parks House, as wards could not be locked. The Co-opted Member reported that she had recently visited Cator Ward and this had been locked. The Chairman reported that the comments would be forwarded to Oxleas NHS Trust for a response and further clarification regarding the definition of a locked ward in terms of voluntary patients.

Councillor Charles Rideout, a Member of the NHS Health Check Working Group, expressed concern at altering the content of the report as it would materially change what was said by the healthcare representatives interviewed by the Working Group. It was suggested that an addendum be made to the report providing any further clarification received.

The Chairman reported that this was the first time that the working group had interviewed representatives from London Ambulance Service (LAS). This had provided Members with a valuable insight to the Ambulance Service. It was suggested that the Committee should review LAS response times in 12 months and this was agreed by the Committee.

The Committee considered the possibility of further developing the Community Responder Scheme and whilst some Members expressed concern surrounding issues with possible litigation, it was suggested that this could be something that was developed in conjunction with the British Red Cross who also ran an emergency response team and had the necessary insurance in place.

Dr Angela Bhan highlighted that over the next few months the Commissioning and Provider arms of the PCT would separate and would therefore have to be considered separately.

In reviewing South London Healthcare NHS Trust the Committee considered the shortage of qualified midwives and the importance of recruiting experienced midwives. Ms Jennie Hall reported that on the Bromley site of the Trust, the ratio of midwives to patients was good and that recruitment was ongoing.

The Chairman suggested that it may also be helpful to undertake a piece of work on missed appointments in order to highlight the cost implications of high numbers of missed appointments. Dr Angela Bhan agreed that it would be useful to identify where there was a large volume of missed appointments in order to target campaigns.

A Co-opted Member stressed the importance of ensuring that staff in hospitals were trained in the necessary skills to develop an understanding of the needs of older people and those with dementia. Ms Hall reported that the Trust was commencing work around dementia training and had now appointed a full-time patient experience lead. A post that would lead on older peoples services would also be developed.

The Chairman also suggested that the Committee receive a report on the development of the 'A Picture of Health' programme and that this be added to the work programme in the new municipal year.

RESOLVED that (1) the NHS Health Check Working Group report and recommendations be endorsed; (2) that the Committee receive an update regarding LAS response times in 12 months; (3) that an update on the 'A Picture of Health' Programme be added to the Work Programme.

113 SUPPORTING INDEPENDENCE IN BROMLEY PROGRAMME

Report ACS10026

The Committee reviewed a report providing an update on the Supporting Independence in Bromley Programme and the key deliverables achieved in order to meet the April 2010/2011 milestones agreed by the Association of Directors of Adult Social Services in September 2009. Officers reported that a Performance Management Framework was currently under development and would be presented to the Committee in June 2010.

A Co-opted Member sought clarification surrounding reporting outcomes, as it was important to ensure that the effectiveness of personal budgets was being measured as this would provide evidence that the supporting Independence Programme was improving peoples lives. Officers explained that the framework that was being developed would assist with monitoring the effectiveness of the programme.

The Director ACS reported that the scheme with Age Concern would be evaluated through the Quality of Life Survey and the Department would focus on how quality of life outcomes could be further built upon. The Director confirmed that the target for next year was to ensure that one third of service users had a personal budget. This did not mean that they had to receive a direct payment, but that service users were aware of the value of the care that was being provided to them.

RESOLVED that the progress made to date be noted.

**114 QUALITY MONITORING OF DOMICILIARY CARE SERVICES -
ANNUAL REPORT**

Report ACS10024

The Committee considered a report setting out the work undertaken to monitor the quality of domiciliary care services provided in the Borough.

A Member noted that Redspot Homecare did not appear to have a rating listed in Appendix 2 of the report. The Strategic Manager for Procurement and Contract Compliance reported that Redspot Healthcare had two offices and both offices had not yet been rated. In Bromley, Redspot Healthcare had been rated as 'very good' but the organisation was still awaiting a rating for its Catford Office.

A Co-opted Member highlighted that some agencies had not been visited by inspectors since 2007 and that ratings could change in this time. The Strategic Manager acknowledged this but explained that Officers from the Council undertook frequent visits to the agencies where Bromley service users were placed.

Another Co-opted Member noted that there appeared to be a large number of in-house complaints and the Strategic Manager reported that these were closely monitored and Officers hoped that the introduction of electronic monitoring would see a reduction in the number of these complaints. Members of the Committee suggested it would be helpful to have a breakdown of the type of complaints received for each agency.

The Chairman sought assurances that new contracts would be granted to companies that operated an electronic monitoring system and Officers confirmed that this was the case.

It was also suggested that the Committee should receive a further report in 6 months rather than the annual report that had been recommended. The Director ACS confirmed that in 6 months time, Officers would be in a position

to provide an update on the effectiveness of electronic monitoring in addressing the problem of missed or late calls.

RESOLVED that the Committee notes (1) all domiciliary care providers used by the Council are rated good or excellent by the Care Quality Commission. The Council constantly monitors domiciliary care services and takes action where concerns are raised; (2) the Council undertakes quality assurance visits to individual service users; (3) the Council uses lessons learned from complaints and safeguarding alerts to work with providers towards continuously improving services and that evidence of this be provided in 6 months; and (4) that a report on domiciliary care will be provided to the Committee in 6 months.

115 FINDINGS FROM THE TRANSPORT REFERENCE GROUP

In September 2009 the Adult and Community PDS Committee established the Transport reference Group to review transport provision across the Borough. The Committee reviewed a report outlining the findings and recommendations from the Transport Reference Group. The Chairman introduced the report and explained that the Reference Group had reviewed a great deal of information in a short space of time.

Councillor Nicholas Bennett expressed disappointment in the content of the report and sought clarification regarding Recommendation Two which he argued was unclear. Councillor Bennett also questioned why it was necessary to establish another Forum in the Borough and queried why a paid co-ordinator for the Forum would be needed. Concern was expressed by Councillor Bennett surrounding recommendations to spend more public money in the present economic climate.

The Director ACS explained that Transport for London had already allocated funding for the Forum and highlighted the importance of improving access to transport in order to decrease costs faced by the local authority.

In terms of Recommendation Two, the Chairman agreed to revise the wording to reflect that the recommendation referred to young people with Special Educational Needs.

The Chairman highlighted the importance of changing attitudes towards Borough transport and the way that service users were transported to activities. The Chairman also reported that a Bromley Mobility Forum would have a stronger voice on transport issues than the Local Authority and with Leslie Marks acting as Chairman for the Forum, issues would be efficiently addressed.

A Co-opted Member commented on how refreshing it was to hear people speaking passionately about an issue. The need to educate people about transport issues was highlighted, as was the need to address the issues that had developed over a number of years.

Another Co-opted Member questioned why Disability Voice was not included in the Membership of the Mobility Forum, and the Chairman agreed to review this and report back.

RESOLVED that the report and recommendations from the Transport Reference Group be endorsed and forwarded to the relevant Portfolio Holders subject to the amendment to Recommendation Two.

116 SUPPORT FOR STAFF SECONDED TO PARTNERSHIP BODIES

On 16th February 2010, the General Purposes and Licensing committee referred issues of concern arising from a Disciplinary Dismissal Appeal case which was considered by the Appeals Sub-committee over two meetings on 25th November 2009 and 4th December 2009. Issues of concern, in particular in relation to support provided to staff seconded to partnership bodies, had been raised by the Appeals Sub-Committee and referred to the General Purposes and Licensing Committee and then to the Adult and Community PDS Committee.

The Director ACS reported that the appeal was pending review by an Employment Tribunal and he was therefore unable to discuss specific elements of the Appeal.

RESOLVED that the five issues set out in the report , together with the response of the Director of Adult and Community Services be noted.

117 REVIEW OF THE SCHEME OF DELEGATIONS

At the Annual Council meeting each year a Scheme of Delegation to Officers is approved. The Scheme has been amended to meet the requirements of the Local Government and Public Involvement in Health Act 2007, principally by clarifying whether powers are delegated by the Council, by the Leader in the case of Executive powers, or both.

RESOLVED that the Scheme of Delegation to Officers be noted.

118 WORK PROGRAMME

The Committee reviewed its Work Programme for the forthcoming year. The Chairman suggested that it would be helpful to have a Learning Disability Service User as a Co-opted Member and this was endorsed by the Committee.

RESOLVED that the Work Programme for 2010/2011 be noted and that a Learning Disability Service User be co-opted to the Committee in the new municipal year.

119 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006, AND THE FREEDOM OF INFORMATION ACT 2000

RESOLVED that the Press and Public be excluded during consideration of the items listed below as it was likely in view of the nature of the business transacted or the nature of the proceedings that if members of the press and public were present there would be disclosure to them of exempt information.

120 SUPPORT TO STAFF SECONDED TO PARTNERSHIP BODIES

Subsequent to Minute 116, the Committee considered issues arising from a disciplinary dismissal appeal case.

RESOLVED that the five particular issues set out in the report, together with the response from the Director for Adult and Community Services, be noted.

As it was the final meeting of the year, the Chairman extended her thanks to Councillor Roger Charsley for his support as Vice-chairman and to Councillor Carole Hubbard who would not be standing in the forthcoming local election. Councillor Nicholas Bennett also moved a vote of thanks to the Chairman and Vice-Chairman and this was supported by the Committee. Councillor Karen Roberts extended this thanks to the Portfolio Holder, Councillor Graham Arthur and the Executive Assistant, Councillor Catherine Rideout, for their dedication to the Adult and Community Portfolio.

The Meeting ended at 9.56 pm

Chairman

Agenda Item 6

Report No.
LDCS10066

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

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

Date: **22nd June 2010**

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

Title: **MATTERS ARISING FROM PREVIOUS MEETINGS**

Contact Officer: Philippa Stone, Democratic Services and Scrutiny Officer
Tel: 020 8313 4871 E-mail: philippa.stone@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Legal, Democratic and Customer Services

Ward: N/A

1. Reason for report

- 1.1 This report updates Members on recommendations from previous meetings which continue to be "live".

2. **RECOMMENDATION(S)**

- 2.1 The Committee is asked to note the progress on recommendations made at previous meetings.

Corporate Policy

1. Policy Status: Existing policy. "Building a Better Bromley"
 2. BBB Priority: Excellent Council.
-

Financial

1. Cost of proposal: No cost
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £476,706
 5. Source of funding: Existing Budget
-

Staff

1. Number of staff (current and additional): There are 14 posts in the Democratic Services team (11.89 fte, of which 10 fte are dedicated to committee support).
 2. If from existing staff resources, number of staff hours: Maintaining the matters arising report takes less than an hour per meeting.
-

Legal

1. Legal Requirement: No statutory requirement or Government guidance.
 2. Call-in: Call-in is not applicable.
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Current Membership of the A&C PDS Committee (16 Members including Co-opted Members)
-

Ward Councillor Views

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

<u>Minute Number/Title</u>	<u>Decision</u>	<u>Update</u>	<u>Action</u>	<u>Completion Date</u>
29th September 2009				
44(A) Budget monitoring 2009/10	That a joint report be considered with CYP PDS reviewing the transition period from CYP Services to Adult Services for individuals with disabilities.		Scrutiny Co-ordinator and Head of ACS Finance	June 2010
45. Bromley PCT: Update on Primary Care Developments	That representatives from the PCT be asked to return to the Committee in September 2010 to provide a further update.		Scrutiny Co-ordinator	September 2010
17th November 2009				
65. Adult and Community Services Mid-Year Performance	That a further report outlining details of the project allocating self monitoring machines to patients with long-term conditions be provided to a future meeting.	The project is being led by Supporting Independence in Bromley. Further information will be available towards the end of 2010.	Manager - Supporting Independence in Bromley	November 2010
24th February 2010				
88. Quality Monitoring of Care Homes – Annual Report	That a rota for visits to care homes be circulated to the Committee	This will be circulated to Members prior to the next meeting of the Committee	Democratic Services and Scrutiny Officer	July 2010
92. Timeliness of Assessments	That data covering the		Assistant Director Care Services	February 2011

<u>Minute Number/Title</u>	<u>Decision</u>	<u>Update</u>	<u>Action</u>	<u>Completion Date</u>
and Reviews	<p>number of referrals from 2006 to 2009 be provided.</p> <p>That an update report be provided to the Committee is 12 months.</p>			
14th April 2010				
115. Findings from the Transport Reference Group	<p>That the report and recommendations from the Transport Reference Group be endorsed and forwarded to the relevant Portfolio Holders subject to the amendment to Recommendation Two.</p>	<p>Funding for the Mobility Forum is awaiting approval from the Environment Portfolio Holder.</p>		

Agenda Item 8

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

The Portfolio Holder for Adult and Community, Councillor Graham Arthur, has made the following executive decision -

QUALITY MONITORING OF CARE HOMES

(Report ACS10009)

Decision:

That the principle that new placements are only made in one star homes if the service user wishes to exercise choice be endorsed.

That the enhanced review activity which is employed where residents are living in a nil or one star home be endorsed.

Reasons:

Under Section 21 of the National Assistance Act 1948 the Council has a duty to provide or arrange for residential accommodation for persons who by reason of age, illness, disability or any other circumstances are in need of care and attention not otherwise available to them.

Once a person has been assessed as being in need of such care, the Council must have regard to the National Assistance Act 1948 (Choice of Accommodation) Direction 1992 which is intended to give clients a choice over where they receive such care arranged or provided by the Council. Such choice has to reflect both the costs of such accommodation as well as its availability.

National and local policies expect that continuous improvement be achieved in the quality of care delivered in residential and nursing homes service the local community.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 24th February and the Committee supported the proposal.

Councillor Graham Arthur
Adult and Community Portfolio Holder

Mark Bowen
Director of Legal, Democratic and Customer Services
Bromley Civic Centre
Stockwell Close
Bromley
BR1 3UH

Date of Decision: 4th March 2010

Implementation Date (subject to call-in): 11th March 2010

Decision Reference: A&C10002

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

The Portfolio Holder for Adult and Community, Councillor Graham Arthur, has made the following executive decision -

BUDGET MONITORING 2009/10

(Report ACS10005)

Decision:

That the projected reduction in overspend for the Adult and Community Services Portfolio from £333k to £292k as at 31st December 2009 be noted.

That the transfer of the sum of £100k from the budget for Private Sector Renewals to fund the increased cost of Renovation Grants in 2009/10, as approved by the Executive on 3rd February 2010, be noted.

Reasons:

The Resources Portfolio Plan for 2009/10 includes the aim of effective monitoring and control of expenditure within budget and includes the target that each services department will spend within its own budget. Bromley's Best Value Performance Plan "Making a Difference" refers to the Council's intention to remain amongst the lowest Council Tax levels in outer London and the importance of greater focus on prioritise. The four year financial forecast report highlights the financial pressures facing the Council. It remains imperative that strict budgetary control continues to be exercised in 2009/10 to minimise the risk of compounding financial pressures in future years. Chief Officers and Departmental Heads of Financial are continuing to place emphasis on the need for strict compliance with the Council's budgetary control and monitoring arrangements.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 24th February and the Committee supported the proposal.

Councillor Graham Arthur
Adult and Community Portfolio Holder

Mark Bowen
Director of Legal, Democratic and Customer Services
Bromley Civic Centre
Stockwell Close
Bromley
BR1 3UH

Date of Decision: 4th March 2010

Implementation Date (subject to call-in): 11th March 2010

Decision Reference: A&C10003

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

The Portfolio Holder for Adult and Community, Councillor Graham Arthur, has made the following executive decision -

SUPPORTING PEOPLE FRAMEWORK CONTRACT

(Report ACS10006)

Decision:

That the proposed use of the Framework for housing-related support services and for other appropriate contracts from 1st April 2010 be approved.

Reasons:

The Supporting People programme helps to deliver the aim of Building a Better Bromley to support people to remain independent.

On March 10th 2009 the Portfolio Holder agreed that Bromley would be a secondary partner in the joint framework being developed by the boroughs of Southwark and Lewisham for the procurement of Supporting People services. The associated tendering exercise has now been completed and has established a ranked list of providers based on the most economically most advantageous bids (taking into account quality and price).

There are a range of potential benefits in using the framework agreement to both providers and commissioning authorities as the framework will establish clear prices and ensure that services deliver a high level of quality. The costs of the procurement process will be reduced, both for authorities as the administration is shared and for providers as they only need to tender once.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 24th February and the Committee supported the proposal.

Councillor Graham Arthur
Adult and Community Portfolio Holder

Mark Bowen
Director of Legal, Democratic and Customer Services
Bromley Civic Centre
Stockwell Close
Bromley
BR1 3UH

Date of Decision: 4th March 2010
Implementation Date (subject to call-in): 11th March 2010
Decision Reference: A&C10004

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Agenda Item 9

Report No.
ACS10038

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: Adult and Community Policy Development & Scrutiny

Date: 22nd June 2010

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

Title: SUPPORTING INDEPENDENCE IN BROMLEY PROGRAMME

Contact Officer: Jean Penney, Programme Manager, Supporting Independence in Bromley
Tel: 020 84617994 Tel No E-mail: jean.penney@bromley.gov.uk

Chief Officer: Terry Rich, Director, Adult & Community Services

Ward: Borough Wide

1. Reason for report

To inform and update members of the Policy Development and Scrutiny Committee on the work of the Supporting Independence in Bromley Programme.

2. RECOMMENDATION(S)

2.1 Members of the Policy Development and Scrutiny Committee are asked to comment on the development on the programme.

2.2. The Portfolio Holder is asked to endorse the further development of the Re-ablement and Assessment service as a mainstream service available to all people who are eligible for social care at point of referral.

Corporate Policy

1. Policy Status: Existing policy.
 2. BBB Priority: Supporting Independence.
-

Financial

1. Cost of proposal: <please select>
 2. Ongoing costs: <please select>.
 3. Budget head/performance centre: Transforming Social Care - Programme Manager - Jean Penney
 4. Total current budget for this head: £2.1 m over two years
 5. Source of funding: Social Care Reform Grant
-

Staff

1. Number of staff (current and additional):
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: Non-statutory - Government guidance. Government guidance. Grant conditions required to secure Social Care Reform Grant as above. Transforming Adult Social Care, LAC (DH) (2009) 15th March, 2009. Putting People First 10th December, 2007
 2. Call-in: Call-in is not applicable.
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): The transformation agenda will impact upon all who require publicly funded adult social care as well as shaping the wider social care market for those who self-fund. Currently 10,000 adults per annum receive support and social care services in Bromley.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? No.
2. Summary of Ward Councillors comments:

3. COMMENTARY

Introduction

3.1 The Supporting Independence in Bromley programme has been designed to promote the independence, health and wellbeing of service users and carers by focusing on prevention, early intervention, enablement and high quality personally tailored services. This is in line with the strategic direction articulated in the Putting People First concordat (December, 2007) which set out:

- a new direction for care services;
- A new relationship between citizens and their public servants;
- A shift from crisis intervention towards re-ablement and early intervention to promote independence; and
- The need for support and services to be built around the specific needs and aspirations of individuals; to fit into their lives

Meeting future demand

3.2 The population of Bromley is just under 300,000, and is projected to rise by 0.9% over the next five years. Delivering efficiencies within the system is therefore an essential element of the Supporting Independence in Bromley programme and will place Bromley in a position where it is able to meet increased demand in the future. The programme aims to develop ways of helping people that remove or reduce their need for care and support so that our staffing resources are able to maintain and improve focus on those that need us most. The Programme will therefore deliver a programme of change that will:

- Maintain our focus on funding people deemed to have critical and substantial needs and safeguarding adults.
- Focus our specialist advice and support on those that need and want it and allowing those that prefer to do more for themselves to do so.
- Focus our internal resources on reducing need and building independence, through targeted short-term prevention, re-ablement and independence training.

Universal and Targeted Offer

3.3 The Programme will develop two “offers” i.e. two ways that services can be provided to residents of Bromley.

1. The ‘universal offer’ which represents services available to all adults living in Bromley and relates to peoples widest needs i.e. public health, housing, recreation, transport. Developing understand about the role and responsibility of local strategic partners in meeting the needs of disabled and older people in their community and increasing access to universal services will reduce the need for people to access social care.
2. The ‘targeted offer’ which represents the services delivered to those adults who need to engage very directly with social care services.

The council and its local strategic partners have an important role to play in delivering the ‘universal offer’ whilst ACS is crucial to the delivery of the ‘targeted offer’.

4. CUSTOMER JOURNEY

4.1 The 'Customer Journey' has been designed and the Supporting Independence in Bromley programme developed around delivering changes to the current system. This includes:

Access to Support

4.2 The starting point for service changes looks at how people who do not meet eligibility and would normally have to navigate the system themselves will access information, advice and guidance that will facilitate decision making and enable them to find their own solutions without the need for accessing statutory support therefore we are: -.

- currently looking at a variety of web-portals that are easy to navigate and use and will provide or signpost people to information, advice and guidance which will help them to find their own solutions. Information, advice and guidance will not only be accessible by web but by telephone, as well as face to face and available in a variety of locations for example Libraries, GP surgeries.
- developing a self-assessment web-site will help people to identify their own needs and will tell people whether they are likely to receive social care funding or not. For people who are not eligible it will signpost them to appropriate support and advice services. For people who request a community care assessment the self-assessment will be used to inform the assessment and reduce staff time.
- working with the Library service with the aim of using those facilities to provide information on social care closer to where people live. This will include helping people to make informed decision about their lives so that they are able to lead independent lifestyles in the community. Through the channel we will also focus on community participation and encourage people to become active members of their local community so that through peer networking and support groups they are helped to live independently and safely within the community.

Access to Social care Services

4.3 Care Management staff based in Bromley Social Service Direct (BSSD) will deliver an enhanced approach to providing information, advice and guidance at the point of contact. This will include the ability to 'switch on' of low cost simple services, enabling the Care management teams to focus on those with higher levels of need. It is anticipated that this arrangement will reduce delays in people getting access to the support they require and will increase customer satisfaction, increasing knowledge of what is available and where, as well as streamlining the delivery of all services resulting in less referrals to the Assessment service.

4.4 The impact of the secondment of care management staff into BSSD will be evaluated and help inform the forthcoming reorganisation of the remaining Care Management team structure to meet the demands of the revised customer journey.

Prevention & Reablement

4.5 A major part of the reforms associated with the Supporting Independence Programme is a strategic shift in the focus of care and support away from intervention at the point of crisis to a more pro-active and preventative model centred on improved well-being. The introduction of reablement at the point of in-take aims to significantly reduce the numbers of people being referred for on-going Council funded support.

4.6 A Re-ablement and Assessment early adopter site was established in February 2010 as part of hospital discharge and a total number of 52 people have been accepted by the service. 22

people have now completed a re-ablement programme of which 18 did not require an ongoing service, 2 had a reduction in the base line package and only 2 people required the original ongoing assessed support. Although this represents a small number of people there have been positive outcomes which suggest that further investment and mainstreaming of this service would prevent people requiring long term packages of care/support.

- 4.7 It is now proposed to expand this service and to roll re-ablement and assessment out to all new referrals coming into the service. This will require an expansion of the numbers of staff undertaking re-ablement work, and it is planned that this will be achieved through recruitment of existing Home Care staff into re-ablement facilitator posts.

Equipment

- 4.8 The introduction of assistive technology to support people in their own homes aims to reduce the need for people to have packages of support which are managed by LBB. A 'Smart house' at Lewis House in Beckenham has been set up so that people can try out equipment for themselves and reduce the need for staff visiting people at home.
- 4.9 The community equipment retail model provides an opportunity for people to access accredited information about equipment in the high street without having to come through statutory services.
- 4.10 A specialist web-site called AskSARA has been commissioned which provides an on-line self-assessment capability for individuals, giving details of equipment that can be purchased to meet individuals' specific needs. It gives full details of why the item of equipment has been recommended and for people who define themselves as having more complex needs suggests that they ask for an Occupational Therapy Assessment. The completed self-assessment can be sent on to the appropriate social care team resulting in a reduction in staff time in completing the assessment. Care Management staff based at BSSD will be able to support people over the telephone to complete the Assessment.

Personal Budgets

- 4.11 Every person will 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. Some people will choose to have total choice and control and manage the budget and support themselves i.e. receive a direct payment. People choosing to have a direct payment and manage their own support will save LBB staff time changing service delivery etc. There are now 760 people receiving a personal budget with 222 people choosing to have their money as a direct payment.
- 4.12 The introduction of pre-paid cards will help streamline and make direct payments a more attractive option for many of our clients in the future. A pre-paid card will make monitoring the direct payment easier as staff will be able to view the statement on-line in the office without having to visit clients and chase clients to send in their accounts.

Support Planning and Brokerage

- 4.13 When people have been allocated their personal budget they will be able to choose the level of support they need and who will help them plan how to spend their money and to secure the service/support. Some people may choose to do this themselves, others may ask a family member, friends or ask Council staff or Inspire, which is an organisation commissioned by the Council, to help with support planning and brokerage. By giving people greater choice on where their support comes from we aim to free up Care Management resources to focus on those in greater need.

- 4.14 Age Concern and Mencap Brokerage service is supporting people who do not meet the Council's eligibility for social care funding.

Integrated Approach

- 4.15 An integrated approach to case management for health and social care professionals where clients/patients have one primary case worker will enable qualified staff to focus their skills on those in greater need and meet rising demand.
- 4.16 The development of a trusted assessor programme where staff from other agencies are trained to deliver low level assessments which are authorised by care management staff will reduce waiting lists and access to services.

Processes

- 4.17 Introducing assessment, support planning and review processes that are proportionate to need, will allow ACS staff to concentrate on those with more complex needs and meet increased demand.
- 4.18 Developing new, optimised processes removing the unnecessary "hand-offs" and ensuring that tasks are carried out by the most appropriate level of resources will reduce waiting lists, speed up and improve the customer journey.
- 4.19 The introduction of web enabled technology so that assessment and care planning, on user friendly forms, can take place alongside a client in their own home and then uploaded to the current social care system will save time for care management staff and prevent double inputting of information.

Risk Enablement

- 4.20 Support for managing risks and positive risk taking will be built into the new system so that people are able to make good choices, understand the consequences and take some responsibility for them.

5 POLICY IMPLICATIONS

The Supporting Independence in Bromley programme is supported by the Building a Better Bromley key aim Supporting Independence and is the key theme within the Adult and Community Portfolio Plan 09/10. The programme is in line with national developments to transform social care and supported by specific 3 year funding through the "social care reform grant". This funding supports the vision as laid down in "Our Health, Our Care our Say" and the "Putting People First" Dec. 2007

6 LEGAL AND FINANCIAL IMPLICATIONS

Government circulate LAC(DH)(2009) has the effect of Mandatory Guidance and thus will need to be complied with to enable monies to be released contingent to section 31 of the Local Government Act 2003. The Social Care Reform Grant is a specific grant for a limited period of 3 years. All expenditure is of a temporary nature and any posts are either short term project management posts or will only continue at the end of the programme where compensating savings have been identified elsewhere as a consequence of the change programme. The expenditure plan is overseen by the Programme Board.

7 PERSONNEL IMPLICATIONS

Changes in staffing requirements, including the types and levels of staff required and the appropriate competences to deliver personalised social care will be subject to the usual HR procedures and will be reported to Members as a matter of course.

Non-Applicable Sections:	
Background Documents: (Access via Contact Officer)	[Title of document and date]

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Report No.
ACS10039

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: ADULT AND COMMUNITY PDS COMMITTEE

Date: 22nd June 2010

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

Title: ADULT AND COMMUNITY PORTFOLIO PLAN 2010/11

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: N/A

1. Reason for report

This report presents the Adult and Community Portfolio Plan for 2010/11 for final approval (attached as Appendix 1). Adult & Community PDS provided their comments to the plan on the 14th April. The Portfolio Plan circulated for consultation has been updated to reflect comments received. A list of the sections updated is provided in Appendix 2.

2. **RECOMMENDATION(S)**

The Portfolio Holder is asked to agree this as the final Portfolio Plan for 2010/11.

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 implications are included within the substance of the plan.
 2. BBB Priority: Supporting Independence.
-

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: Adult and Community Services
 4. Total current budget for this head: £94.6m (2010/11 Budget)
 5. Source of funding: Current budget
-

Staff

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

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 Homelessness Act 2002)
 2. Call-in: Call-in is not applicable.
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Approx 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.
-

Ward Councillor Views

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

3. COMMENTARY

Consultation on this plan began at the Conference in November 2009 and many stakeholders shared their thoughts during the early stages of the draft plan. The plan was then circulated for wider stakeholder consultation in March. As part of this exercise, easy read and sensory impairment formats have been developed to achieve maximum participation. The plan has been circulated to over 100 stakeholders who attended the day plus representatives from all the partnership groups and boards.

The plan, which supports the 'Building a Better Bromley 2020 vision' aim of 'Independence and Health', was presented to the Adult and Community Service PDS Committee on 14th April 2010.

The consultation period has now closed. Feedback has been received from a high proportion of representatives and all comments have been considered. Responses have been received from a wide range of partners. Where the feedback falls outside the remit of the plan, it has been forwarded to the appropriate Lead Commissioner for consideration in the wider service delivery plans.

The final proposed version of the plan is attached as Appendix 1 and a list of the sections updated is provided as Appendix 2.

As in previous years, an update on progress made against the plan in the first half of the 2010/11 financial year will be brought back to PDS in November 2009.

4. POLICY IMPLICATIONS

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

The Four Year Financial Forecast gives an overview of the key service and financial pressures facing the Council and identifies in detail the cost pressures facing the Adult and Community Services department.

6. LEGAL IMPLICATIONS

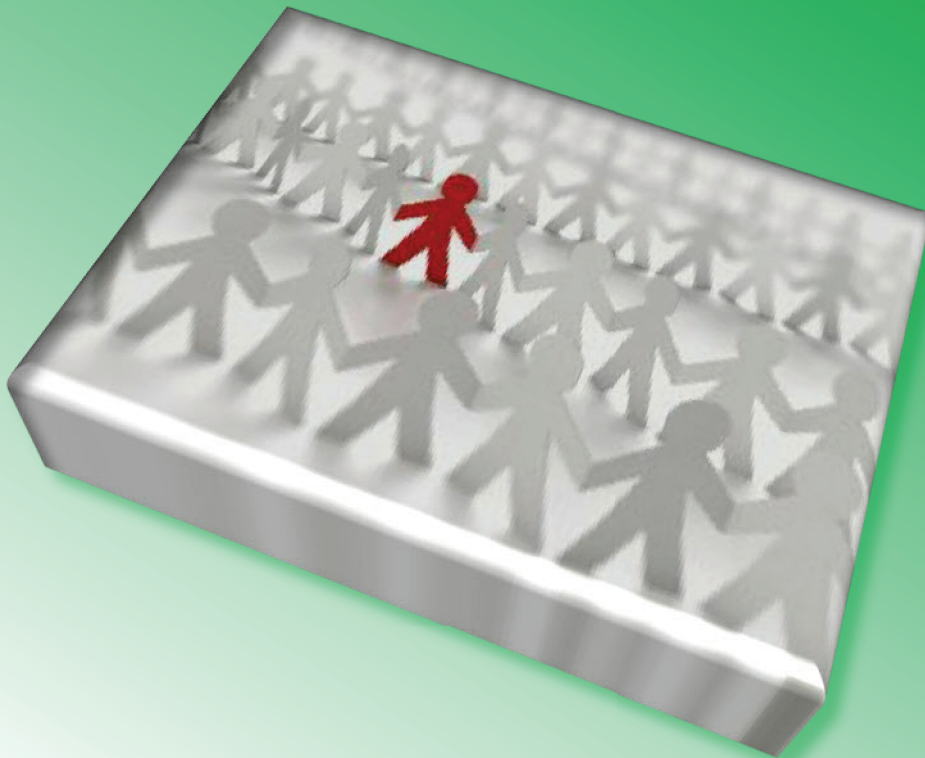
There are no legal implications directly arising from this report. Any legal implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee.

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

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Adult and Community Services Portfolio Plan 2010/11

Promoting choice, personalisation and independence



Foreword

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.



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- 1. Priority Outcome 1** **Page 4**
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.

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

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

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

- 5. Abbreviations and glossary** **Page 21**

Outcome 1

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).**



Outcome 1

aims and targets

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 and meets the needs of all people in the community (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 Bromley and Mencap Brokerage services to determine a model of brokerage across all user groups for people who do not meet the criteria for social care funding or who wish to self fund, 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 (SIB).	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 Care Quality Commission Standards.	ACS	Training Grant	

Outcome 1

aims and targets

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 Re provision 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. Assist eligible service users to remain in their own homes through the provision of advice, handyperson services, small grants and loans, to carry out repairs and adaptations where appropriate.	ACS	Existing Resources and targeted funding stream/ sub regional funding	
6. 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	
7. Secure alternatives to residential care for older people through:- <ul style="list-style-type: none"> • The completion of Crown Meadow Court extra care housing scheme – 60 homes • The provision of further extra care housing places, including commencement of another 50 home scheme in the north of the borough • Securing the development of a new care home in the east of the borough. 	ACS	Existing Resources	
8. 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 • Support the development of micro-providers for specific services. 	ACS	Existing Resources	

Outcome 1

aims and targets

Aim 1d	Provide choice and control over how support needs are met.		
What we are doing (Actions)	Lead Service	Resources	
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.	ACS	Existing Resources TSC Grant	
2. Enable more service users to have total control over their care by offering personal budgets to all service users and carers when their needs are assessed or reviewed. (SIB)	ACS	Existing Resources TSC Grant	
3. Develop an accreditation scheme for personal assistants 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	749	2250	*	*
2. Percentage of vulnerable people achieving independent living. NI 141 (LAA)	85%	80.56%	87%	90%	90%
3. % of vulnerable people who are supported to maintain independent living. NI 142	>98%	97.94%	98%	98%	98%
Local Indicators					
1. No of self assessments completed.	New	New	TBC	*	*
2. Number of older people having support planning and brokerage.	308	402	TBC	*	*
3. No of people receiving a service from Mencap support planning and brokerage	200	248	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

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 to support development of the Supporting Independence in Bromley programme 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. Increase joint commissioning 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. Update JSNA and include more detailed information on people with physical disabilities and on end of life care needs.	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	

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 Children and Young People service to ensure an effective transition with the ambition of all young people 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

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 RE:new programme to 1,000 properties in an area of poor thermal comfort.	ACS	London Development Agency	

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. (LAA)	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%	77.3%	80%	80%	88%
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	5.94	5 people	*	*
4. Healthy life expectancy at age 65 (self reported health assessment). NI 137. (LAA)	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%	48.1%	28%	28%	*

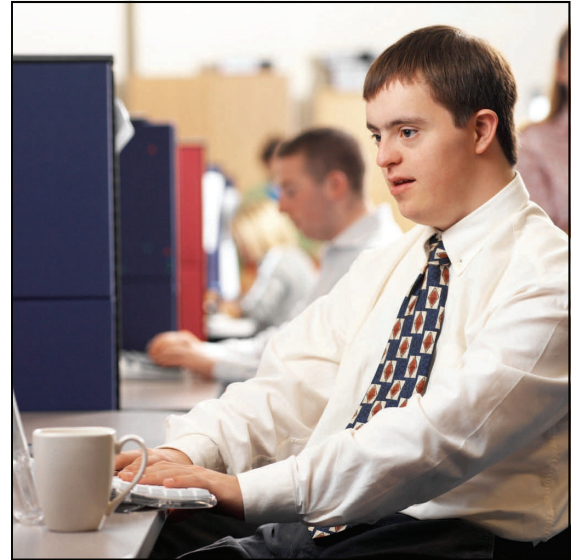
* To be confirmed



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

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. Monitor and report publicly on the quality of care services commissioned by the Council through the 'Quality of Care Homes' and the 'Quality of Domiciliary Care' Annual Reports available on Bromley's web site.	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 (SIB).	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	

Outcome 3

aims and targets

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 carers to remain in or seek employment opportunities.	ACS/	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	

Outcome 3 aims and targets

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	
6. Implement the London wide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.	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%	85.8%	90%	*	*
2. Timeliness of social care packages following assessment. NI 133	79%	90.6%	95%	*	*
3. Carers receiving needs assessment or review and a specific carer's service or advice and information. NI 135 (LAA)	24%	36.7%	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%	14.0%	*	*	*
5. Adults in contact with secondary mental health services in settled accommodation. NI 149 (LAA)	99%	TBC	99%	99%	99%

Outcome 3 aims and targets

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	477	438	390	380
Local Indicators					
1. Number of people with learning disabilities who are accessing a) paid work b) voluntary work.	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	9.61	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**
- **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.**



Outcome 4

aims and targets

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 (SIB).	ACS	Existing Resources TSC Grant	
3. Continue training and awareness around deprivation of liberty safeguards from 1st April 2010.	ACS	Training Grant	

Outcome 4

aims and targets

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 a 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

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%	12.85%	15%	15%	15%
2. Proportion of strategy meetings/ discussions held within 5 days of alert.	65%	64%	90%	*	*
3. % of formal complaints resolved in 20 days.	65%	66%	70%	75%	*

* To be confirmed

Abbreviations and Glossary

A&E - Accident & Emergency

ACS – Adult & Community Services

BMT – Bromley Mytime (Leisure Trust)

BSAB—Bromley Safeguarding Adults Board

CLG – Communities & Local Government

Care Management— The process of tailoring services to individual needs.

ECH – Extra Care Housing

EDMO – Empty Dwelling Management Order

Expert By Experience— People whose knowledge about Social Services comes directly from using Social Care services and choose to become more closely involved.

HC – Housing Corporation

JSNA—Joint Strategic Needs Assessment

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.

Appendix 2

<u>Portfolio Plan – Consultation Comments</u>	
<u>Comment raised</u>	<u>LBB response</u>
Aim 1a (2)	Amended to read '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 and meets the needs of all people in the community'.
Aim 1a (4)	Amended to read 'Evaluate the learning from Age Concern Bromley and Mencap Brokerage services to determine a model of brokerage across all user groups for people who do not meet the criteria for social care funding or who wish to self fund and need help to plan their lives and access support and services'.
Aim 1b (4)	Amended to read 'Work with Bromley Care Homes through the residential providers forum to raise standards in line with Care Quality Commission Standards.
Aim 1c (5) (renumbered)	Aim added 'assist eligible service users to remain in their own homes through the provision of advice, handyperson services, small grants and loans to carry out repairs and adaptations where appropriate'.
Aim 1c (7) (renumbered)	Amended to read 'Secure alternatives to residential care for Older People through:- <ul style="list-style-type: none"> - The completion of Crown Meadow Court extra care housing scheme – 60 homes. - The provision of further extra care housing places, including commencement of another 50 home scheme in the north of the borough. - Securing the development of a new care home in the east of the borough.
Aim 1d (2)	Amended to read 'Enable more service users to have total control over their care by offering personal budgets to all service users and carers when their needs are assessed and reviewed'.
Aim 1d (3)	Amended to read 'Develop an accreditation scheme for personal assistants so that people can access safe services and support'.
Aim 2a (1)	Amended to read 'Establish a stakeholder group to support development of the Supporting Independence in Bromley programme which includes people using services, carers and other local citizens.
Aim 2e (5)	Amended to read 'Work with Children and Young People service to ensure an effective transition with the ambition of all young people living in the community once they become adults'.
Aim 2f (4)	Amended to read 'Work with the London Development Agency (LDA) to deliver the RE:new programme to 1,000 properties in an area of poor thermal comfort'.
Aim 3b (1)	Amend to read 'Monitor and report publicly on the quality of care services commissioned by the Council through the 'Quality of Care Homes' annual reports available on Bromley's web site'.

Appendix 2

Aim 3b (2)	Deleted 'in forums such as the Partnership Boards'.
Aim 3c (3)	Amended to read 'Work with partners to ensure that carers support enables carers to remain in or seek employment opportunities.
Aim 3e (6)	Aim added 'Implement the London wide Accessible Housing Register and encourage Social Landlords operating in the borough to adopt the scheme.
Abbreviations/Glossary	'Experts By Experience' definition added to the glossary.
Abbreviations/Glossary	'Care Management' definition added to the glossary.

Report No.
ACS10035

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: **Adult and Community Policy, Development And Scrutiny Committee**

Date: **22 June 2010**

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

Title: **ANNUAL REPORT ON ADULT & COMMUNITY SERVICES COMPLAINTS RECEIVED APRIL 2009 TO MARCH 2010**

Contact Officer: Aileen Stamate Quality Assurance Manager,,
Tel: 020 8313-4618 E-mail: aileen.stamate@bromley.gov.uk

Chief Officer: Terry Rich

Ward: Boroughwide

1. Reason for report

This report provides Members with an overview of the main issues raised and lessons learnt from this year's Annual Report on Adult and Community Services Complaints received April 2009 to March 2010 (Appendix 1)

2. **RECOMMENDATION(S)**

The Committee are asked to consider and comment on the contents of this report.

Corporate Policy

1. Policy Status: Existing policy.
 2. BBB Priority: Excellent Council.
-

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Anne Watts, Assistant Director ACS
 4. Total current budget for this head: £64,168
 5. Source of funding: Existing revenue budget
-

Staff

1. Number of staff (current and additional): 2 FTEs = 72 hrs per wk
 2. If from existing staff resources, number of staff hours: as above
-

Legal

1. Legal Requirement: Statutory requirement.
 2. Call-in: Call-in is not applicable.
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): During 09/10 just under 8500 received adult social care and there are approx. 500 residents on the Bromley housing register.
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The annual report (Appendix 1) details complaints information over the year from all areas of the Adult & Community Services Department. Adult & Community Services operates a complaints procedure, to offer service users, their carers and representatives, a clear and accessible channel through which to raise concerns about any aspects of service provision. The complaints received, provide helpful information about service quality which helps to inform future planning and performance management. The complaints team records informal complaint information in order to capture details of underlying issues before they become more serious or escalate into formal complaints. Complaints made and resolved orally within 48 hours are considered informal complaints.
- 3.2 Formal adult social care complaints are dealt with under the Local Authority Social Services and National Health Service Complaints (England) regulations, 2009; complaints about housing and other adult and community services are dealt with under the Council's corporate complaints procedure.
- 3.3 Both complaints procedures follow the same process, which involves investigation, resolution, and outcomes. If complainants remain dissatisfied with the Council's response, they may refer their complaint to the Local Government Ombudsman.

4. ADULT SOCIAL CARE COMPLAINTS

- 4.1 The number of complaints received by adult social care in 2009/10 was 253. This compares to 352 in 2008/9, a decrease of 28%. The average number of complaints received over the last three years is 285 per annum.
- 4.2 The significant drop in complaints received about adult social care last year, can be attributed in part to successful remedial action taken to address issues of concern with one particular domiciliary care contractor. This year complaints about commissioned domiciliary care have fallen by 60%. (127 in 08-09 to 43 in 09-10) This demonstrates that the measures being taken and reported to Members last year and more recently in the Quality of Domiciliary Care Services annual report (April 2010), is having a positive impact. In 2010 this trend has continued, with 6 complaints received between April and May 2010.
- 4.3 Whilst the statutory scheme no longer specifies a time limit for resolution, a twenty day timescale is a local target for all service complaints to be resolved. Of the 253 adult social care complaints received during 2009/10, 66% (168) were resolved within twenty working days, which is a marked improvement on the previous year's total of 56%. Response times by staff have improved because of increased awareness and the importance of complaints in improving services; along with steps taken, to regularly inform assistant directors of the progress with complaints in their service areas. However, it is recognised that social care complaints are often complex and it is often necessary to seek agreement with service users, to extend the timescale. Often this is to enable the investigation to call for all the necessary information to ensure it is completed thoroughly. This enables complaints to be resolved locally, avoiding unnecessary recourse to the Local Government Ombudsman.
- 4.4 The number of complaints regarding adult social care resolved before reaching the Local Government Ombudsman (LGO) is high, at 98%. The LGO investigated five adult social care complaints during 2009/10. The outcomes of the complaints investigated by the Ombudsman were as follows; two were partially upheld, one remains ongoing and two were discontinued as local settlements were reached.
- 4.5 The department views all complaints seriously, however it is important to note, that not all complaints are upheld. Of the 253 adult social care complaints resolved, 158 (63%) were either upheld or partially upheld, over a third of all complaints were not upheld. During 2009/10, 8,482

people are receiving a range of adult social care services and 2481 people had an assessment of their needs. Given the volume of social care services provided to people in Bromley, there are inevitably times when service delivery may not fully meet intent or expectations. The number of people making complaints is therefore, a small but significant number, equating to just fewer than 3% of service users. Those whose complaints are then upheld/ partially upheld equates to fewer than 2% of service users.

- 4.6 Most complaints received relates to operational services and this year there were 203, representing 80% (126 in 08-09) of all adult social care complaints. The largest proportion of these complaints relates to 'one off' incidents involving late or missed calls by domiciliary care staff, there were 22 in this category. This was followed by the quality of service provided, which includes care tasks not being completed to the expected standards, there were 20 in this category. The department further strengthened domiciliary care quality assurance systems last year as detailed in 'lessons learnt' and as already mentioned above in the 'Quality Domiciliary Care Annual Report 08/09' and Members are due to receive an update at the September PDS meeting.
- 4.7 A small number of complaints which are often the most complex and difficult to resolve involve disagreements with the outcome of assessments for care, perhaps involving a decision not to fund long term residential care. Such complaints usually take some time to resolve with significant effort being made to broker compromise and agreement.

5. HOUSING AND CORPORATE COMPLAINTS

- 5.1 Overall, housing services received 69 complaints which is a small increase from last year (64) with slightly more complaints upheld or partially upheld, 21 in total compared to 16 last year. Of the 77 corporate complaints received which includes housing, strategy & performance and the drug action team complaints, 21, were either upheld or partially upheld. This equated to under a third and the remaining 56 were not upheld. It is noted housing complaints took longer to resolve this year, with 60% (41) resolved in twenty days compared to 78% (50) last year. The increased number of complaints and time taken to resolve these relates to additional demands on the service, due to the economic downturn. There are approximately 5,000 people on the Housing Register and approximately 4,000 households working with the Housing Advice and Options team, who are experiencing a variety of difficulties. The number of complaints received equates to a small but significant (1.5%) number of people receiving housing services.
- 5.2 Of the 8 complaints taken to the Local Government Ombudsman this year, 6 were not upheld and 2 remain active while the Ombudsman completes his investigation.

6. CHANGES AS A RESULT OF LESSONS LEARNT

6.1 Adult Social Care Services

- Following a serious complaint made during 2009 relating to the Council's Home Care Service, the Council introduced measures to mitigate risks of the issues being repeated. An electronic monitoring system has been introduced to service user's homes which records a carer's arrival and departure from each visit. This ensures carers do not cut visits short and where the service user requires double handed care, that both carers are present. The service has also introduced unannounced quality monitoring visits which are undertaken by supervisors. The lessons learnt from this complaint have been shared with all other domiciliary care agencies that contract with the Council. A number of external agencies were already using or preparing to use electronic monitoring systems. Since the introduction of 'easy tracker' there have been; a drop of 75% of complaints received. This year two complaints about missed or late calls have been received between April and May 2010.

- Following a complaint by a care home following a safeguarding investigation, a new protocol has been established. In future, when there are safeguarding concerns relating to a contracted provider, the decision to suspend commissioning of new placements will be taken by heads of service and assistant directors. This protocol includes an appeals process, where disputed decisions can be taken to the Director. In addition, it has been recognised that in line with other local authorities, the complaints procedure can be used to review decisions in adult safeguarding investigations. No further complaints have been received in this area.
- Changes have been made as a result of a complaint with regard to fees charged for interim placements. Care managers have revised the 'letter of confirmation' sent to service users and carers, this now clearly states when they are required to make a contribution to the services they receive; this includes short term, emergency, transitional and respite placements. In addition, improved details of direct payments are now available on the Bromley website. All service users and their carers are offered direct payments as a compulsory part of the assessment process for service users who are discharged from hospital. No further complaints have been received in this area.
- We received two complaints from residents about the length of time taken to carry out assessments and delays in setting up services. In response to the concerns raised by these complaints, the duty service for people with physical disabilities has been improved and so has assessment timeliness. Since this improvement has been implemented we have received no further complaints in this area.
- Following a number of complaints about the quality of respite care at one residential home, it was agreed that written confirmation will be sent to all service users attending respite care. The letter will record what was discussed at the pre-assessment, any special requirements that may have been mentioned by the service user and details of what the home can and cannot offer, as part of their service. The aim of this was to improve information for service users and we received one further complaint in this area at the time of implementation and none have been received since.

6.2 Housing Services

- A new referral protocol has been set up between care management and housing to specify communication in relation to potential safeguarding issues. This protocol clarifies safeguarding is the responsibility of the whole Council and has proved a success when piloted, and has resulted in a successful resolution. We have received no further complaints in this area.
- The housing advice team has changed their procedures for people who are about to be made homeless due to mortgage repossession. People are now seen by an Options and Assessment Officer and if eligible for the Mortgage Rescue Scheme, their case is referred to the Money Adviser. We have received no further complaints in this area.
- The triage system and skills available within the service have been reviewed and amended to ensure a better service for those who contact the housing office. Members of staff in the housing team have received additional training to specialise in certain areas of work in order to provide a better and more comprehensive service, for example, training in mortgage advice and mortgage rescue. No further complaints have been received in this area.
- A number of complaints have come from residents who have complex and or multiple issues where a number of services or different teams are involved. Where such cases arise, residents are now allocated, wherever possible, to a specific case worker as a main

point of contact. Therefore, all communication is channelled through the case worker to improve communication, avoid confusion and to speed up services for the service user. We have received no further complaints in this area.

6.3 Key Achievements and Aims for the Complaints Service

- Further improvement in the use of complaints information has contributed to the quality assurance systems and improvements for service users through the lessons learnt. This has been achieved by better tracking of complaints and has also assisted services to achieve more timely resolution. The target for resolving complaints within twenty working days has been increased for 2009-10 to 70%.
- Last year the complaints service established a user feedback survey for people who had been through the process. This resulted in positive feedback in a number of areas, including the quality of response letters, timescales and the helpfulness and courteousness of staff handling complaints. The complaints team will continue to seek service user comments and implement changes as a result of last year's feedback. The team is developing a follow up letter to confirm complainants are happy with their response and that their complaints have been satisfactorily addressed.

7. **POLICY IMPLICATIONS**

The provision of an effective complaints procedure and the regular monitoring of this process with a view to improvement, are consistent with the key aims of the Council as set out in Building a Better Bromley and the Adult and Community Services Portfolio Plan.

8. **FINANCIAL IMPLICATIONS**

There is no specific budget identified for resolving complaints, and any compensation payments are covered from within service budgets. During 2009/10 a total of £8,000 in compensation was paid as a result of the Ombudsman decisions to uphold complaints made in the previous year.

9. **LEGAL IMPLICATIONS**

9.1 The Social Services Department of a Local Authority is required under the provisions of The Local Authority Social Services Act 1970 (as Amended) and The Local Authority Social Services (Complaints Procedure) Order 1990 to have in place a complaints procedure to deal with matters brought to the Authority's attention.

9.2 In 2009/10 Social Care complaints for adults and older persons were dealt with using the Local Authority Social Services and National Health Service Complaints (England) regulations, 2009.

Non-Applicable Sections:	
Background Documents: (Access via Contact Officer)	[Title of document and date]



FOREWORD BY TERRY RICH
DIRECTOR ADULT AND COMMUNITY SERVICES

Welcome to our 4th Annual Adult and Community Services Complaints Report.

We have had another busy and productive year in ACS in which the learning from complaints has formed an important part in improving the services we provide to our service users.

As we have increased choice and opportunity we have sought to involve the people who use our services in the changes. They are after all the 'experts' and their experiences are invaluable in shaping our future services. With change comes the challenge of developing new systems and we must ensure our customers continue to provide us with feedback on our performance. This is fundamental to our ongoing development as a customer focused organisation.

Particularly important this year has been the developments in our quality assurance systems. Learning from complaints has been key in helping us to improve the monitoring of our own domiciliary care services, making them better able to deliver consistently in the standards of delivery our customers expect.

We are committed to continuing to improve standards and our customers' complaints are vital, highlighting when our services do not meet their expectations. We continue to work in partnership with our contracted providers and we are encouraged by their willingness to engage with us to raise standards and address shortfalls.

Our complaints service has made a difference. We have handled over 250 social care complaints this year and the learning from many of these has resulted in improvements to service standards. We also receive compliments, providing valuable positive feedback to our staff and teams. We ensure a fair and robust investigation takes place into each complaint and have developed monitoring systems to ensure those who complain are fully informed of the progress of their complaint. We will continue to work with this positive approach towards complaint resolution over the coming years and hope to see continued high quality service provision as a result.

London Borough of Bromley

Section 1: Complaint Overview

Adult Social Care (Statutory Complaints)

Summary of activity from April 2009 to March 2010.

Given the large volume of adult social care services provided to people in Bromley, there are inevitably times when service delivery may not fully meet intent or expectations. The number of complaints received about Adult Social Care during 2009/10 was 253. This compares to 352 for the previous year (2008/9); a drop of 28%. Overall last year, just under 8500 people received a range of social care services so the number of complaints received equates to 3% of service users, which is a small but significant number.

Last year, the statutory complaints regulations for care and health services changed. This saw the 3 stage local resolution process change to a single process, with escalation to the Local Government Ombudsman if customers remained unhappy with the outcome of their complaint. Under the current regulations, front line staff are encouraged to resolve complaints informally, with the aim that less serious complaints can be dealt with quickly and more efficiently. As a result, fewer complaints should reach the formal stage. However, the Department continued to monitor complaints resolved informally (**45** informal complaints for adult social care).

The significant drop in complaints seen by the department this year can be attributed to actions taken during 2008/09 with respect to a particular domiciliary care provider. Complaints regarding commissioned domiciliary care have fallen by 60% this year. (**127** in 08-09 to **43** in 09-10).

The 20 working day timescale to resolve a complaint previously set by the Department of Health is no longer a statutory requirement. However, within Bromley the 20 day timescale has remained the target time overall. Of the 253 complaints received for adult social care this year, 168 (**66%**) were responded to within of 20 working days. This is an improvement from last year's figure of 56% and exceeded our 65% target.

Only 38 of the 253 complaints received for adult social care were responded to after 28 days, therefore 85% of complaints were responded to within this time. Delays were experienced mainly where investigators had to wait for information from service providers. It is recognised that there is the need for continued improvement in this area and the complaints team will make every effort to ensure the progress of all complaints is monitored carefully.

The types of complaints we receive are recorded under four main categories: Operational, Information, Lack of Action and Policy. As expected, most complaints fall under the operational category, with the relevant sub-categories representing the primary reasons for complaint i.e. late/missed call, incorrect billing and assessment delay.

We received a total of 203 complaints this year relating to operational issues, which constitutes **80%** of all complaints in 2009/10. It is important to note that not all complaints are upheld and on average this applies to just over a third of the complaints we receive. Of the operational complaints received, 77 (**38%**) are recorded as not upheld and of the largest category, which related to quality of service provided, **33%** were not upheld.

Chart 1 below represents all the operational complaints received this year for Adult Social Care and shows how many complaints were received for each sub-category. A breakdown for each service is given in the next section of this report, including details of improvements made to the services to address the issues raised.

Adult & Community Services Complaints Annual Report, 2009/10

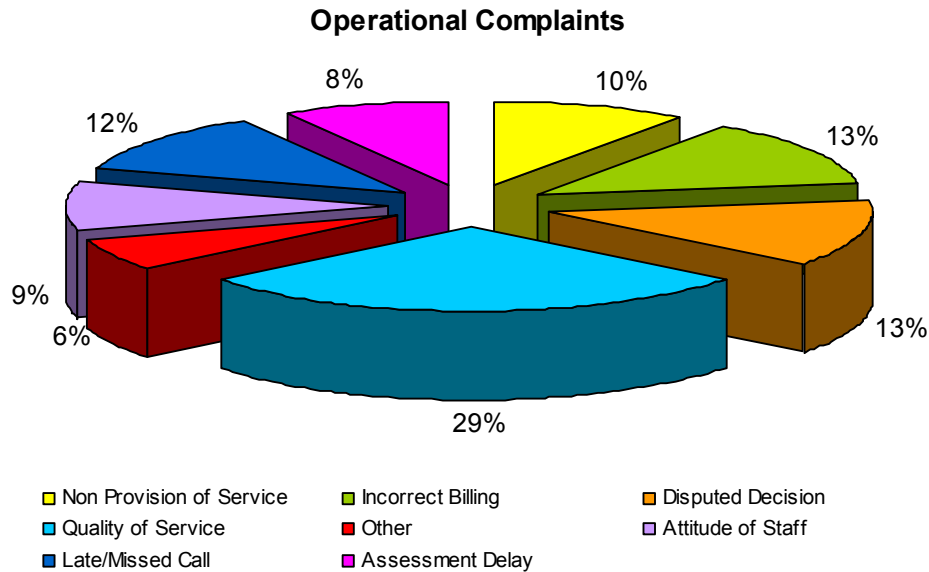


Chart 1

Of all the operational complaints received (203), 126 were either upheld or partially upheld. The largest category of complaints related to 'one off' incidents involving late or missed calls by domiciliary care staff (22) and to the quality of service provided, which includes care tasks not being completed to the expected standards (20). The department further strengthened domiciliary care quality assurance systems last year as detailed in 'lessons learnt' and as reported in the 'Quality Domiciliary Care Annual Report 08/09'.

Chart 2 below is a breakdown of complaints recorded under the remaining categories, the largest area of concern being the failure of staff to communicate (lack of response). A total of 27 complaints were received with regard to this and 19 (70%) of these were either upheld or partially upheld. Section 2 details measures that have been put in place by individual teams to address the problems highlighted by these complaints.

Complaints about Lack of Action, Information and Policy

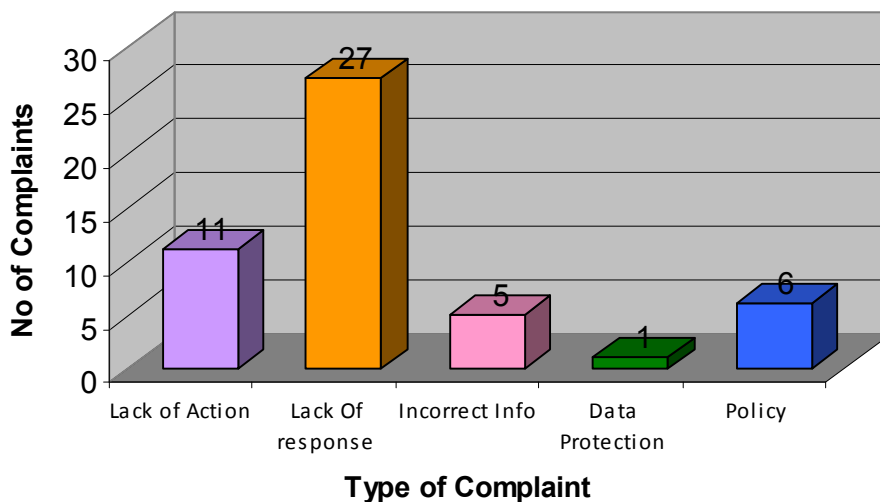


Chart 2

Adult & Community Services Complaints Annual Report, 2009/10

Housing, Strategy & Performance and Drug Action Team (Corporate Complaints)

This year, we received a total of 69 formal complaints about **Housing and Residential Services**, which is a slight increase of 8%. Last year's total was 64. The Division responded to 41 (59%) of the 69 complaints received within timescale. This is a drop on the previous year's performance, where 76% of complaints were responded to within 20 working days. The drop in performance in responding to complaints is largely due to recent increased pressures on the housing services and increased workload, of which more is discussed in section 2.

Housing and Residential Services received a total of 32 complaints relating to operational issues (disputed decisions, service delays, non-provision of requested service etc.). Meanwhile, 30 complaints were about the failure of staff to communicate or staff providing incorrect information. 7 complaints related to lack of action by staff. In total, 50 (72%) of the 69 complaints received this year are recorded as not upheld. Only 6 (19%) of the 32 operational complaints received were either upheld or partially upheld; while 10 (33%) of the 30 complaints were issues around communication/information and were either upheld or partially upheld. In addition, 3 (43%) of the 7 complaints relating to lack of action were upheld or partially upheld.

Many of the operational complaints were around disputed decisions (17 in total), and 15 of these were not upheld. As a result of the current national economic climate, there have been added pressures on the housing team and this has included an increase in complaints by residents disputing their banding position on the housing register. In most cases, these residents have been found to have been banded correctly by the housing team.

6 complaints were received for the **Strategy & Performance Division** this year; one about the Complaints Team, one relating to the Appointeeship & Deputyship service, one about the Adult Safeguarding Team and three regarding freedom pass applications. Of the 6 received; 3 concerned operational issues, 2 were about the failure to communicate and one about lack of action.

All the above complaints are recorded as not upheld, except for the complaint relating to the Adult Safeguarding Team. Lessons learnt and actions taken as a result of this complaint are discussed in section 2.

This year, we received two complaints about the **Drug Action Team**. The service is now managed by the Commissioning & Partnership Division and complaints relating to it are recorded as corporate complaints. One of the complaints received was about the attitude of staff and one concerned lack of action by Drug Action Team staff. Both complaints are recorded as not upheld.

Section 2: Complaints received by service & lessons learnt

Chart 3 and **Table 1** show the number of complaints received by each service area, in each quarter and also quarterly totals for all adult social care complaints received for the year 2009/10.

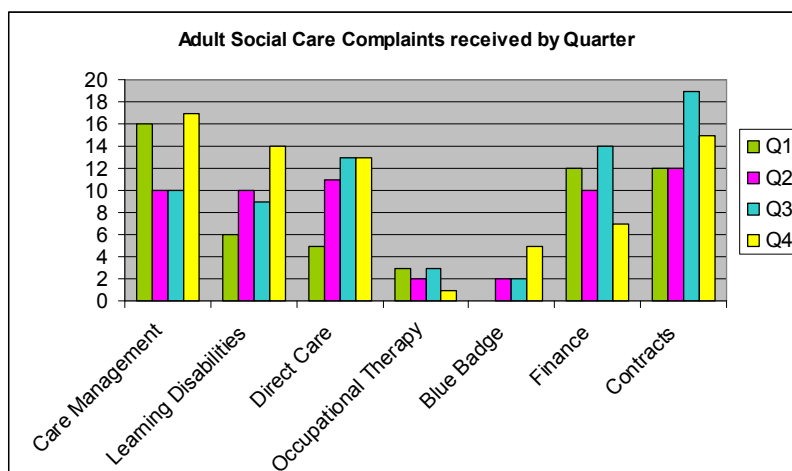


Chart 3

Adult & Community Services Complaints Annual Report, 2009/10

Adult Social Care Complaints Received specific to Service Area

	Q1	Q2	Q3	Q4	Total
Care Management	16	10	10	17	53
Learning Disabilities	6	10	9	14	39
Direct Care	5	11	13	13	42
Occupational Therap	3	2	3	1	9
Blue Badge	0	2	2	5	9
Finance	12	10	14	7	43
Contracts	12	12	19	15	58
Total	54	57	70	72	253

Table 1

Chart 4 and **Table 2** show how many corporate complaints were received in each quarter this year.

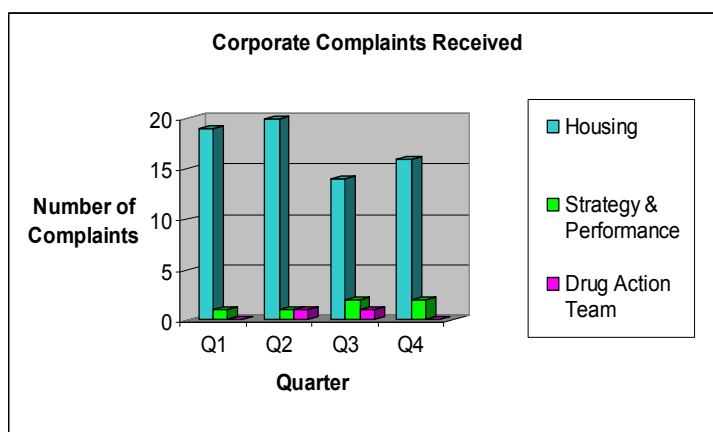


Chart 4

Corporate Complaints Received per Quarter

	Q1	Q2	Q3	Q4	Total
Housing	19	20	14	16	69
Strategy & Performance	1	1	2	2	6
Drug Action Team	0	1	1	0	2
Total	20	22	17	18	77

Table 2

The following is a summary of complaint activity for each service area and team, with details of the lessons learnt from complaints, wherever applicable.

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Care Management

CARE MANAGEMENT 2009/2010												
	Penge Team		Orpington Team		Hospital Team		PDSI Team*		Review Team		CARTS Team**	
Complaints Received	21		17		2		8		1		2	
Resolved within 20 working days	14	66.7%	9	52.9%	1	50.0%	6	75.0%	1	100.0%	0	0.0%
Upheld	5	23.8%	3	17.6%	0	0.0%	3	37.5%	1	100.0%	2	100.0%
Partially Upheld	5	23.8%	2	11.8%	0	0.0%	1	12.5%	0	0.0%	0	0.0%
Not Upheld	11	52.4%	12	70.6%	2	100.0%	4	50.0%	0	0.0%	0	0.0%
Still Active	0		0		0		0		0		0	

*Physical Disabilities and Sensory Impairment. **Community Assessment, Rehabilitation and Treatment Service.

The **Penge Older People's Team** received 21 complaints in 2009/10 compared to 18 the previous year; a rise of 17%. 16 of the complaints received for this team were in relation to operational issues, while 5 were about either non-communication or incorrect information being provided. In the first quarter, the team received 9 complaints. Of these, 3 were about the attitude of staff and 3 concerned the failure of staff to communicate. Of these, 5 were either upheld or partially upheld and, as a result, measures were put in place by senior management to address the problems highlighted by these concerns ([please see Lessons Learnt 1.1](#)). Since these measures were put in place, complaints relating to the poor attitude of staff have dropped.

Other complaints related to:

5 x failure to provide a requested service; 1 upheld, 4 not upheld.

4 x disputed decisions; all not upheld.

2 x quality of service provided; both upheld.

2 x provision of incorrect information; 1 partially upheld, 1 not upheld.

The **Orpington Older People's Team** received 17 complaints, with no notable peaks or trends quarter by quarter (Q1 = 5, Q2 = 5, Q3 = 3, Q4 = 4). In the previous year the team received 38 complaints, which means complaints about this service have dropped by 55%. This drop in complaints could be attributed to a permanent manager being in post.

9 of the 17 complaints received this year related to operational issues, while 5 related to issues around communication. The remaining 3 were about policy and lack of action. Only one complaint was made about the attitude of a member of staff in the team and, although it was recorded as not upheld, measures were taken by team managers to help prevent similar complaints being made in future ([please see Lessons Learnt 1.5](#)).

Other complaints related to:

2 x issues around adult safeguarding; 1 partially upheld, 1 not upheld.

1 x the quality of service provided, not upheld.

3 x the failure of staff to communicate; 1 upheld, 2 not upheld.

3 x disputed decisions; 1 upheld, 2 not upheld.

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1 x provision of incorrect information; not upheld.

1 x incorrect billing; upheld

1 x data protection issues; partially upheld.

1 x lack of action; not upheld.

2 x policy; both not upheld.

1 x assessment delay; not upheld.

The **Hospital Care Management Team** at the Princess Royal University Hospital received 2 complaints in 2009/10 compared to 7 in 2008/09, both were about operational issues. One related to a disputed decision and one to the non provision of a requested service. Although both were recorded as not upheld, changes were made in order to mitigate complaints around any confusion around care charges (please see [Lessons Learnt 1.6](#)).

The Physical Disabilities and Sensory Impairment Team received 8, this compares to 13 received in the previous year; a drop of 38%.

Two of the 8 complaints received this year related to delays in carrying out assessments and were either upheld or partially upheld. As a result of these, procedures were put in place to improve the assessment process (please see [Lessons Learnt 1.8](#)). In addition, 3 complaints were about the failure of staff to communicate and 2 of these were upheld. Improvements have been made to the service to address some of the communication issues highlighted (please see [Lessons Learnt 1.8](#)).

Other complaints related to:

1 x lack of action; not upheld.

1 x policy (reduction in service); not upheld.

1x non-provision of a requested service; not upheld.

The **CARTS** and **Review & Brokerage** teams recorded a total of 3 complaints this year. The complaint about the Review & Brokerage team related to an assessment delay and was upheld, while the complaints about the CARTS team were about the failure to communicate and lack of action respectively. Both of these were upheld.

Lessons Learnt

- 1.1 The duty team in the care management office in Penge now has three permanent staff. This ensures a quicker response rate and improved consistency of service to those who contact the office. In addition, to improve the quality of communication, further training has been put in place to enhance customer service skills and improve the overall experience for service users when contacting the area offices.
- 1.2 Following a complaint by a care home about a safeguarding investigation, a new protocol has been established. In future, when there are safeguarding concerns relating to a contracted provider, the decision to suspend commissioning of new placements will be taken by heads of service and assistant directors. This protocol includes an appeals process, where disputed decisions can be taken to the Director. In addition, it has been recognised that in line with other local authorities, the complaints procedure can be used to review decisions in adult safeguarding investigations. No further complaints have been received in this area.
- 1.3 The **Penge Older People's Team** has amended its assessment and care plan documents following a complaint made about the failure to follow a care plan. In response to suggestions made by the service user who made the complaint, some documents can be tailored to suit an individual's requirements.

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- 1.4 A complaint about a care manager with regard to an alleged conflict of interest, highlighted problems faced when dealing with families where internal disputes are present. Care Managers at the **Orpington Older People's Team** have been reminded to advise service users and their families when meeting with them that no formal notes will be taken. However if an agreement is in place then formal notes will be taken. Relatives will be informed of the role of the care manager and clear boundaries will be set at the outset of assessments. Care managers will also be encouraged to follow up discussions with service users and their families in writing in order to minimise instances where misunderstandings can occur.
- 1.5 Changes have been made as a result of a complaint with regard to the charging of fees for interim placements. Care managers have revised the standard written confirmation to service users and carers, which clearly states when they are required to make a contribution to the services they receive. This includes short term, emergency, transitional and respite placements. In addition, improved details of direct payments are now available on the Bromley website. The offer of direct payments to all service users and their carers is now a compulsory part of the assessment process for service users discharged from hospital. No further complaints have been received in this area.
- 1.6 Following a review of the Discharge Checklist, the **Hospital Care Management Team** has amended this to include issues of catheterisation and referrals to District Nurse Services. In future the checklist will act as a prompt to care managers to check with the discharging ward the necessary steps and advice has been given, before the patient is discharged from hospital. This follows a complaint where it was found there was not enough clarity provided to the carer around the maintenance of a service user's catheter bag. The team's group manager has also suggested that the hospital produces a leaflet on catheter care for patients.
- 1.7 We received two complaints from residents about the length of time taken to carry out assessments and delays in setting up services. In response to the concerns raised by these complaints, the duty service for people with physical disabilities has been improved and so has assessment timeliness. Since this improvement has been implemented we have received no further complaints in this area.
- 1.8 As a result of a complaint from a member of the public who was unable to contact one of the technical officers for deaf services, the **PDSI Team** has changed its voicemail messages to provide alternative contact numbers. As a consequence, there is now always an officer available to offer advice when required, during hours of operation

Learning Disabilities & Mental Health

LEARNING DISABILITIES & MENTAL HEALTH 2009/2010						
	Assessment & Support		Transition Team		Mental Health	
Complaints Received	26		11		2	
Resolved within 20 working days	15	57.7%	9	81.8%	0	0.0%
Upheld	8	30.8%	3	27.3%	1	50.0%
Partially Upheld	3	11.5%	3	27.3%	0	0.0%
Not Upheld	15	57.7%	5	45.5%	1	50.0%
Still Active	0		0		0	

The Learning Disabilities Assessment & Support Team received 26 complaints in 2009/10, compared to 24 in the previous year. The majority of the complaints received were about operational issues (21 in total), while 3 were about the failure of staff to communicate and 2 were about lack of action.

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The largest area of complaint for this team was about delays in carrying out assessments. Although 8 complaints were received in regard to this, only one is recorded as upheld. For this case a shortcoming in the service was highlighted and measures were taken to address this problem (please see **Lessons Learnt 2.1**). It is noted in the fourth quarter, the complaints team received no further complaints with regard to assessment delays.

Complaints regarding disputed decisions totalled 5 and 2 of those were upheld. As a result of this, it was recognised safeguards needed to be put in place so that decisions about care provision were properly risk assessed before being finalised (please see **Lessons Learnt 2.2 & 2.3**).

Other complaints related to:

1 x non-provision of a requested service; upheld.

3 x attitudes of staff; 1 upheld, 2 not upheld.

2 x behaviour of another service user; 1 partially upheld, 1 not upheld

1 x the quality of service provided; upheld

1 x complaint about a safeguarding investigation; partially upheld

3 x the failure of staff to communicate; 1 upheld, 2 not upheld.

2 x lack of action; 1 upheld, 1 partially upheld.

The Learning Disabilities Transition Team received a total of 11 complaints in 2009/10, which is a rise from last year's total of 4. The largest area of complaint was with regard to the failure of the team to respond to service users or their families. Two of the four complaints received with regard to this particular concern were either upheld or partially upheld. A period of temporary staff shortages may have been responsible for the rise in complaints. The team is now fully staffed and, as a consequence, complaints relating to non-communication have since dropped. In the fourth quarter, only one communication-related complaint was received and this is recorded as not upheld.

Other complaints related to:

2 x disputed decisions; 1 partially upheld, 1 not upheld.

1 x non-provision of a requested service; upheld.

1 x assessment delay; not upheld.

1 x attitudes of staff; upheld.

1 x the quality of service provided; not upheld.

1 x lack of action; partially upheld.

Lessons Learnt

- 2.1 The recruitment of two new care managers in the **Learning Disabilities Assessment & Support Team** has reduced complaints regarding delays in allocations.
- 2.2 The **Learning Disabilities Assessment & Support Team** have implemented a procedure for making emergency decisions in the absence of the next of kin. The procedure requires a full risk assessment be undertaken in relation to the presenting need of the service user, before any decision is made.
- 2.3 Care managers have been reminded; where letters from clients or their families are received they should always respond in writing. Any meetings or telephone discussions should be followed up with a

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letter, setting out what was discussed, the conclusions reached and the action proposed by the Council. Although care managers might feel it more appropriate to deal with some issues on a personal basis, especially in sensitive situations; the sending of follow up letters will pre-empt complaints about the failure to respond to written communications.

- 2.4 Following a complaint about delays in **Learning Disabilities Assessment & Support Team** members completing adult safeguarding investigations, additional training has been provided. In addition, it has been made mandatory that only staff members who have completed the appropriate level of adult safeguarding training, can carry out safeguarding investigations.

Direct Care Services

DIRECT CARE SERVICES 2009/2010										
	Home Care		Extra Care Housing		Care Link		Transport		Invicta/OOH	
Complaints Received	32		7		2		0		1	
Resolved within 20 working days	18	56.3%	7	100.0%	2	100.0%	0	0.0%	1	100.0%
Upheld	15	46.9%	1	14.3%	1	50.0%	0	0.0%	1	100.0%
Partially Upheld	7	21.9%	1	14.3%	1	50.0%	0	0.0%	0	0.0%
Not Upheld	10	31.3%	5	71.4%	0	0.0%	0	0.0%	0	0.0%
Still Active	0		0		0		0		0	

The **Home Care Team** received a total of 32 complaints in 2009/10, a drop of 18% from last year's figure of 39.

12 of the 32 complaints received this year related to the quality of service provided by care staff, 3 were related to missed calls, 6 late calls and 1 both late and missed calls.

When looking at the outcomes, 7 of the complaints about service quality were either upheld or partially upheld, while 9 of the 11 complaints related to missed or late calls were either upheld or partially upheld. This represented a total **72%** in these 2 areas of concern. Steps have been taken to address the problems highlighted by these complaints ([please see Lessons Learnt 3.1 & 3.2](#)) and concerns regarding lateness and carers missing calls, will continue to be monitored to help improve the quality of service provided.

Other complaints related to:

1 x failure to communicate; upheld

5 x non-provision of a requested service; 3 upheld, 1 partially upheld, 1 not upheld

1 x attitudes of staff; partially upheld

2 x change in service; both not upheld

1 x allegation of theft; not upheld

Extra Care Housing received a total of 7 complaints in 2009/10, compared to 23 complaints the previous year. This represents a drop of 70%.

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Of the 7 complaints received this year, 3 were about the quality of care received by residents in the extra care housing units and all of these are recorded as not upheld. 2 complaints related to the attitude of care staff working at Norton Court and Durham House, both were either upheld or partially upheld. As a result of these complaints, additional training has been provided to carers by their agencies to improve communication skills and therefore avoid similar situations occurring in future.

Other complaints related to:

1 x non-provision of a requested service; not upheld.

1 x the behaviour of another service user; not upheld.

Direct Care Services received two complaints about the **Care Link** service in 2009/10; a drop of 80% on last year's total of 10.

Only one of the complaints received this year related to the quality of service and one related to the level of service provision. These were upheld and partially upheld respectively and, as a result, measures have been taken to address the shortcomings in the service highlighted by the complaints ([please see Lessons Learnt 3.3 & 3.4](#)).

Lessons Learnt

3.1 Following a serious complaint made during 2009 relating to the Councils in house home care service, the Council introduced measures to reduce the risk of these events being repeated. An electronic monitoring system has been introduced which records a carer's arrival and departure times. This ensures carers do not cut visits short and where the service user has double handed care, it records both carers are present. The service has also introduced unannounced quality monitoring visits which are undertaken by supervisors.

The lessons learnt from this complaint have been shared with all other domiciliary care contract with the Council. A number of external agencies were already using or preparing to use electronic monitoring systems. Since the 'easy tracker' system was introduced and made available across the borough, there have been two further complaints about missed or late calls this year; a drop of 75%. This trend continues with two further complaints received between April and May 2010.

3.2 The system of contacting and confirming the work domiciliary care agency staff have been requested to carry out has been reviewed. Previously, a system of faxing worksheets to the relevant agency was used and this had proven adequate at the time. As a result of a complaint about the domiciliary care service, an email system was introduced which means work can be monitored and tracked more effectively.

3.3 The Carelink service has put measures in place to ensure there is always a manager on call. Staff working out of hours can always refer to a senior colleague for guidance or instruction.

3.4 Following a complaint about Carelink and key safes, existing procedures have been re-issued. Those working in the control centre will be reminded of the service response procedures. Safeguards will be put in place to ensure all members of staff are fully aware of the locations of service users' key safes.

3.5 A complaint regarding a faulty hoist and the delay in resolving the problem indicated a shortcoming in the current system for repairing equipment. As a consequence, the procedures for dealing with faulty hoists have been amended to ensure an engineer from the supplier company is involved at an earlier stage. This means faults are identified and repaired quickly, thus minimising further distress and inconvenience to the service user. Under the new procedures, battery stocks will also be reviewed more frequently, so that problems with regard to hoist batteries can be dealt with more speedily.

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Occupational Therapy & Blue Badges

OCCUPATIONAL THERAPY & BLUE BADGES 2009/2010				
	Occupational Therapy		Blue Badges	
Complaints Received	11		9	
Resolved within 20 working days	2	18.2%	6	66.7%
Upheld	4	36.4%	1	11.1%
Partially Upheld	4	36.4%	6	66.7%
Not Upheld	3	27.3%	2	22.2%
Still Active	0		0	

The **Occupational Therapy Team** received a total of 11 complaints in 2009/10, compared to 7 in the previous year.

Of the 11 received this year, 6 related to either assessment or service delays and 5 of these were either upheld or partially upheld. One was recorded as not upheld.

In order to reduce waiting times, the Occupational Therapy Team has adopted a workload management system. This involves transferring referrals from the east to west team and vice versa to ensure service users are seen quickly.

Other complaints related to:

3 x the non-provision of a requested service; 2 partially upheld, 1 not upheld.

1 x disputed decision; not upheld.

1 x failure to communicate; partially upheld.

During 09/10 there were 9 complaints received about the **Blue Badge** service, 7 of which were upheld or partially upheld, whereas no complaints were recorded in 08/09. The main reason for this is that at short notice, the agency commissioned to assess blue badge applications ceased operating this concession on behalf of the London Borough of Bromley, causing some inconsistencies in service delivery during this time.

As a result of the complaints received for blue badges, an appeals process has been put in place to ensure fairness while at the same time ensuring blue badges are issued to applicants who meet the eligibility criteria ([please see Lessons Learnt 4.1](#)).

Complaints related to:

4 x disputed decisions; 1 upheld, 1 partially upheld, 2 not upheld.

3 x attitudes of staff; all partially upheld.

1 x quality of service provided; partially upheld.

1 x failure to communicate; partially upheld.

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Lessons Learnt

- 4.1 The care management and commissioning teams have established a blue badge appeals process to replace the process previously administered by BATH, following several complaints. BATH was the agency previously commissioned to issue blue badges on behalf of Bromley Council. Unsuccessful blue badge applications are now reviewed by a different occupational therapist, following the request for an appeal. The final decision is approved by the Head of Care Management. The Commissioning & Partnerships division is currently in negotiation with the trading arm of the Bromley PCT to deliver the mobility assessments for blue badge applications and this is still ongoing.

Charging & Finance

CHARGING & FINANCE 2009/2010						
	Charging Domiciliary Care		Charging Residential Care		Direct Payments	
Complaints Received	29		13		1	
Resolved within 20 working days	24	82.8%	6	46.2%	1	100.0%
Upheld	16	55.2%	6	46.2%	0	0.0%
Partially Upheld	4	13.8%	4	30.8%	0	0.0%
Not Upheld	9	31.0%	3	23.1%	1	100.0%
Still Active	0		0		0	

In 2009/10 we received 43 complaints relating to the charging of domiciliary and residential care, and direct payments. This compares to 16 received the previous year; a rise of over 250%.

The largest area of concern highlighted by the complaints received for **charging** in 2009/10 was incorrect billing, which constituted (25) **58%** of the complaints received for this service. 11 of those were upheld, while 5 were partially upheld and 9 were recorded as not upheld. In summary, 65% of complaints received about incorrect bills were either upheld or partially upheld and emphasised the need for clearer and more accessible billing information for the service user. Measures have been put in place to make statements clearer to understand and to ensure information is checked more thoroughly, so as to avoid instances of over or under-charging ([please see Lessons Learnt 5.1 – 5.5](#)).

Other complaints related to:

6 x failure to communicate; 5 upheld, 1 partially upheld.

6 x disputed decisions; 1 upheld, 2 partially upheld, 3 not upheld.

2 x incorrect information provided; both upheld.

3 x lack of action; all upheld.

1 x attitudes of staff; not upheld.

Lessons Learnt

- 5.1 The introduction of monthly statements will help billing disputes to be rectified much sooner and more efficiently.

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- 5.2 Targets and deadlines are now in place for financial assessments. Clients should no longer experience unnecessary delays in response to their requests. From April 2009, statements show charges for *actual*, rather than planned hours.

The aim of this is to filter out most errors and minimise the need for service users to dispute care charges.

- 5.3 The charging policy information has been amended to include details of the 30 minute minimum charge for domiciliary care, so as to avoid any future discrepancies and payment disputes relating to this. The finance team will ensure in future that all aspects of charging be explained clearly in policies and public material.
- 5.4 Due to quality issues and errors on statements, which have generated a large number of the complaints about charging, weekly reports are now run by the Fairer Charging Team. These reports identify new clients, amended care packages and closed packages. This information is then forwarded onto the relevant member of staff so records can be amended accordingly. The team also runs reports to identify which services have not yet been authorised, to ensure charges are made to all services being provided. The team also carries out weekly quality checks on data uploaded onto statements, so that any large credits and debits can be highlighted and checked before statements are sent out to clients. Since the implementation of these measures, complaints about incorrect statements have dropped significantly.
- 5.5 As a result of complaints relating to invoices for domiciliary and residential care, the Fairer Charging Team has changed its procedure for raising charges. Statements are now checked for errors on a regular basis, resulting in fewer complaints being made about incorrect billing. In addition, management of the Exchequer Services was moved back to the Head of Finance in Adult & Community Services, to ensure consistency in this area of the business.

Contracted Services

CONTRACTED SERVICES 2009/2010								
	Domiciliary Care		Residential Care		LD Day Services		LD Residential Services	
Complaints Received	43		13		1		1	
Resolved within 20 working days	37	86.0%	7	53.8%	1	100.0%	1	100.0%
Upheld	18	41.9%	1	7.7%	0	0.0%	0	0.0%
Partially Upheld	19	44.2%	7	53.8%	1	100.0%	1	100.0%
Not Upheld	6	14.0%	5	38.5%	0	0.0%	0	0.0%
Still Active	0		0		0		0	

The total number of complaints received this year about contracted domiciliary care agencies is 43, which is a considerable reduction from last year's figure of 127.

With the introduction of new complaints regulations in April 2009, which recommends front line staff deal with low risk complaints informally, more complaints are resolved to the satisfaction of customers without the need for recourse to the formal complaints process.

Last year we received 38 complaints about one particular domiciliary care agency in 2009/09. As a result of measures taken by the contracts team to address the high level of complaints received has dropped to only 2 in 2009/10.

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Of the 43 complaints received about contracted **domiciliary care** agencies, the majority were about the quality of service provided, missed or late calls. Concerns over quality of service, which included complaints about carers not following care plans, totalled 24 (56%). 18 (75%) of these, were either upheld or partially upheld. The Contracts Monitoring Team took a number of actions in order to address the problems highlighted (please see **Lessons Learnt 6.1 & 6.2**).

There were 14 (33%) complaints about carers being late or missing calls altogether. 14 of these were either upheld or partially upheld. These complaints revealed the need for more rigorous procedures to ensure carers arrive at specified times (please see **Lessons Learnt 6.3, 6.4 & 6.5**).

Other complaints related to:

2 x lack of action; 1 upheld, 1 partially upheld.

1 x non-provision of a requested service; partially upheld.

1 x attitudes of staff; partially upheld.

Contracted **residential care** services received 13 complaints this year and 6 of these (46%) related to the quality of respite care provided by one home.

Of those 6 complaints, 5 are recorded as partially upheld, while 1 was not upheld. Having analysed the complaints with regard to the level of respite care, it was found that customer expectations were not being met effectively. As a result of this, the Contracts Monitoring Team liaised with senior management at the home to address this problem (please see **Lessons Learnt 6.9**). Overall, complaints regarding the quality of service provided by residential homes totalled 10 (77%) and, of those, 6 (60%) were recorded as either upheld or partially upheld.

Other complaints related to:

1 x non-provision of a requested service; partially upheld.

1 x failure to communicate; partially upheld.

1 x allegation of theft; not upheld.

Lessons Learnt

- 6.1 A complaint about the service provided by one particular agency revealed that some carers were not following care plans properly. The contracts monitoring team informed the agency they will be carrying out regular spot checks to ensure basic tasks such as sweeping and tidying up are being carried out as instructed. Also, the agency has undertaken to reduce the number of different carers attending the same service user to improve consistency of care.
- 6.2 One agency has been reminded that maintaining a clear channel of communication with service users is essential when there is a change of carer. The Contracts Monitoring Team has amended its monitoring visits to include a review, to look at how agencies allocate carers to service users. This will help ensure consistency of care where carers are replaced.
- 6.3 To avoid discrepancies between perceived and actual visit times, all contracted agencies will be encouraged to make mandatory the signing of time sheets by service users. Timesheets have been adjusted to include a space for an authorising signature. The issue of the service user's ability to sign must also be considered and agencies will be asked to review their policies in regard to this.
- 6.4 As a result of concerns raised about carers arriving late or missing calls, one agency has disbanded the central out-of-hours service that proved to be unsatisfactory; they transferred the business to local branches, in order for cover to be provided more easily when carers are absent or unable to make calls.

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- 6.5 One particular agency has implemented some changes to the way it organises its rotas. This came about following a recent review, where it was recommended that more travel time be allocated between calls to reduce the risk of carers arriving late. This followed complaints about late calls. This recommendation was subsequently made by the Contracts Monitoring Team to all the domiciliary care agencies in the Borough and the expectation is for an improved quality of service in the long term.
- 6.6 In response to complaints received about a specific agency, the monitoring officer will review the agency's complaints and disciplinary procedures, including training programmes. The monitoring officer will forward recommendations regarding the training or re-training of staff members who are the subject of complaints. It has been recognised that agency staff may require refresher training in all areas, not just those required in the national minimum standards.
- 6.7 Following a number of complaints about the quality of respite care at one residential home, it was agreed that written confirmation will be sent to all service users attending respite care. The letter will record what was discussed at the pre-assessment, any special requirements that may have been mentioned by the service user and details of what the home can and cannot offer. The aim of this was to improve information for service users. We received one further complaint in this area during the implementation of the letter and none have been received since.
- 6.8 Day care centres will be asked to clarify their procedures as regards the administering of medication and, to make clear when staff members are not trained to carry out specific medical procedures.

Housing & Residential Services

HOUSING & RESIDENTIAL SERVICES 2009/2010												
	Housing Options		Housing Solutions		Housing Initiatives		Support & Resettlement (Young People)		Support & Resettlement (Vulnerable Adults)		Residential Services	
Complaints Received	28		30		1		3		5		2	
Resolved within 20 working days	18	64.3%	18	60.0%	1	100.0%	0	0.0%	2	40.0%	2	100.0%
Upheld	3	10.7%	4	13.3%	0	0.0%	0	0.0%	5	100.0%	0	0.0%
Partially Upheld	5	17.9%	3	10.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Not Upheld	20	71.4%	23	76.7%	1	100.0%	3	100.0%	0	0.0%	2	100.0%
Still Active	0		0		0		0		0		0	

The **Housing Options & Advice Team** received 28 complaints this year, a slight drop of 12.5% from last year's figure of 32. The main areas of concern were around poor communication (11) and the attitude of staff (5). Out of the 11 complaints received regarding failure of housing options staff to communicate, 8 are recorded as not upheld. Of the 5 complaints received about poor attitude of staff, 2 were partially upheld while the rest were not upheld.

Although most of the above mentioned complaints were not upheld, a need to improve response times was recognised and this has been addressed by the team in a number of ways. The service has experienced increased pressures as a result of a rise in home repossessions and loss of tenancy (and threats thereof), increased break up of relationships and domestic violence. An overall increase in those approaching the service for assistance of 40% and whilst the number of applications to join the housing register has tripled. Unfortunately this has meant that resources have been put under pressure explains why there are proportionately high numbers of complaints this year with regard to delays in communication. (please see [Lessons Learnt 7.1 - 7.7](#))

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Other complaints related to:

3 x non-provision of a requested service; 2 partially upheld, 1 not upheld.

4 x disputed decision; all not upheld.

2 x quality of service; all not upheld.

2 x lack of action; 1 upheld, 1 not upheld.

1 x incorrect information provided; not upheld.

The **Housing Solutions Team** received a total of 30 complaints in 2009/10 compared to 15 the previous year. This 100% rise in complaints is further evidence of and linked to the extra pressures on housing services as a result of the current national economic situation and particularly in its effects on people seeking to address their housing situation. There has been a dramatic increase (averaging 300% per week) in housing register applications and, as a result, delays in processing these along with an unprecedented number of households pursuing the limited supply of housing, which has resulted in an increase in complaints relating to communication delays, service delays and applicants challenging their priority banding allocations.

Complaints about communications totalled 11, only one of those was upheld and two partially upheld. There were 12 complaints relating to disputing banding decisions and only two of these were either upheld or partially upheld, while one is still being investigated. In addition, there are a significant number of 'formal reviews' sought on priority banding decisions as opposed to specific complaints. Three complaints were made with regard to service delays and are all recorded as not upheld; the concerns around these areas highlighted the frustrations of those experiencing housing problems. Measures have been put in place by the service to help lessen delays and mitigate further dissatisfaction in the service provided ([please see Lessons Learnt 7.7 – 7.8](#)).

Other complaints related to:

1 x attitudes of staff; not upheld.

1 x incorrect information provided; upheld.

2 x lack of action; 1 upheld, 1 not upheld.

The main areas of concern highlighted by the complaints received for both the **support & resettlement** teams, (which received a total of 8 complaints in 2009/10 compared to 2 the previous year) were around lack of action and a the failure to communicate. One particular complaint, although recorded as not upheld, identified the need to improve joint-working between housing and children's services. Measures were put in place to resolve these issues ([please see Lessons Learnt 7.10](#)). Since the protocols have been put in place, no further complaints have been received around this issue, although the success of the system will continue to be monitored.

Complaints related to:

3 x failure to communicate; 2 upheld, 1 not upheld.

2 x lack of action; 1 upheld, 1 not upheld.

1 x incorrect information; upheld.

1 x quality of service; upheld.

1x disputed decision; not upheld.

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Lessons Learnt

- 7.1 A new referral protocol has been set up between care management and housing to clarify the lines of communication between services in relation to potential safeguarding issues. This makes clear that safeguarding is the responsibility of the whole Council. This protocol proved a success when piloted and has resulted in a successful resolution and we have received no further complaints .
- 7.2 The Housing Advice Team has changed its procedures for people about to be made homeless due to mortgage repossession. People are now seen by an Options and Assessment Officer and if eligible for the Mortgage Rescue Scheme, their case will be referred to the Money Adviser. We have received no further complaints in this area.
- 7.3 To speed up complaint response times, all complaints are now filtered through two officers in the service this guarantees complaints are being received and dealt with promptly by an available officer. In addition, the progress of complaints can be chased and tracked more easily. Complaint response times have been made a priority matter for performance management and manager's appraisals for 2010/11.
- 7.4 The triage system and skills available within the service have been reviewed and amended to ensure a better service for those who contact the housing office. Members of staff in the housing team have received additional training to specialise in certain areas of work in order to provide a better and more comprehensive service, for example, training in mortgage advice and mortgage rescue. No further complaints have been received in this area.
- 7.5 Further work has been done with staff around the key aspect of managing expectations, so as not to raise customers' aspirations and thereby leading to complaints when these are not met.
- 7.6 A number of complaints have come from residents who have complex and/or multiple issues and where a number of services are involved. Where such cases arise, residents are now allocated wherever possible to a specific case worker, as a main point of contact. All communication is channelled through the case worker to avoid confusion and speed up the service for the service user. We have received no further complaints in this area.
- 7.7 Training has been commissioned by the Housing Division in telephone skills and decision letter writing. In addition, the **Housing Options & Assessment Team** has undertaken work and revised duty rotas to improve telephone response times.
- 7.8 Due to the increased volume in casework and in the level of enquires received by the **Housing Solutions Team**, a new process has been put in place to offer holding responses and keep clients informed if responses are likely to take longer. This includes automated email responses, advising on assessment and response times, as well as procedures.
- 7.9 Following a ruling at Southwark Crown Court (July 09) on 16 & 17 year olds presenting as threatened with homelessness, Housing and Residential Service have developed protocols and a joint housing/child in need assessment process with Children and Young People Services for use as soon as vulnerable young people approach them for help. This will ensure that the needs of those seeking assistance are appropriately assessed and the proper support identified and put in to place.
- In addition, officers were advised that, if they are not able to provide an appointment within seven days of the young person approaching the service, as set out in the procedures, this needs to be brought to the attention of management in order to ensure that this is possible. These measures were discussed in team meetings and supervision sessions. This was implemented as a result of a complaint about the **Support & Resettlement Team for Young People**, following the judgement.
- 7.10 The **Support & Resettlement Team for Vulnerable Adults** is to implement quarterly case file auditing in order to monitor the support and advice it provides. The team has also put procedures in place for the effective recording of the advice and support provided, in addition to recording outcomes.

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- 7.11 Due to complaints concerning a provider of services to mental health service users, the provider was placed under scrutiny. In addition, the **Support & Resettlement team for Vulnerable Adults** has conducted a review of both its housing triage system and its medical processes.

Other Corporate Complaints

DAT & STRATEGY COMPLAINTS 2009/2010										
	Freedom Passes		Complaints Service		Drug Action Team		Adult Safeguarding		Appointeeship & Deputyship	
Complaints Received	3		1		2		1		1	
Resolved within 20 working days	2	66.7%	1	100.0%	2	100.0%	1	1	1	1
Upheld	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%
Partially Upheld	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Not Upheld	3	100.0%	1	100.0%	2	100.0%	0	0.0%	1	1
Still Active	0		0		0		0		0	

Lessons Learnt

- Following a complaint from a member of the public who was misdirected when attempting to make a safeguarding alert, relevant front-line staff members have been reminded how to deal with adult safeguarding referrals, or requests for information made by the public and how the Bromley Social Services Direct service functions. A training session was given to relevant staff on 14th July 2009 for this purpose. Since the training, no further complaints about misdirected safeguarding enquiries have been received.

Section 3: Ombudsman Enquiries

Adult Social Care

This year, we received 5 Ombudsman enquiries for adult social care. Two of these have been completed, while three are still being investigated by the Local Government Ombudsman (LGO).

One of the two completed enquiries concerned a complaint against the Physical Disabilities and Sensory Impairment Team. The enquiry was concluded early when an agreement was reached between the Council and the complainant. The second complaint was in regard to a taxi card application and the Ombudsman discontinued their investigation following an offer by the Council to use its discretion and issue a taxi card, without the requirement to complete an assessment. The three active Ombudsman enquiries are in regard to complaints made about Occupational Therapy Services, the Orpington Older People's Team and a direct payment, respectively.

Housing

The Council received 8 Ombudsman enquiries regarding housing in 2009/10. Of those received, 5 of the complaints were not upheld by the Ombudsman and, as a result, the LGO discontinued their investigations. Three of the Ombudsman Enquiries received this year are still active, while the LGO completes its investigations.

Compensation Payments

As a result of Ombudsman Enquiries completed and upheld the previous year, £8000 in compensation payments were made during this financial year.

Section 4: Informal Complaints

The new complaints regulations encourage front line staff to deal with and, whenever possible, resolve less serious complaints orally and within 48 hours. The aim of this is that service users who have less serious concerns can have them dealt with quickly and without the need to go through a lengthy formal complaints process; which may unnecessarily delay resolution and cause further inconvenience or frustration. Although there is no requirement under the complaints regulations to record informal complaints, the complaints team understands the importance of recording informal complaint information, in order to identify problems in service provision before they become more serious. Front line staff are therefore encouraged to record details of informal complaints they deal with and to provide this information to the complaints team.

The following is a breakdown of informal complaints received for adult social care in 2009/10.

We received a total of 45 informal complaints for adult social care this year.

2 x assessment delays	8 x attitudes of staff	1 x change in service
2 x disputed decisions	1 x disputing eligibility criteria	6 x failure to communicate
1 x incorrect billing	4 x incorrect information	1 x lack of action
1 x level of service	7 x late or missed call	3 x non-provision of a requested service
6 x quality of service	2 x service delays	

The largest number of informal complaints received by service this year was Home Care (**11**), and these were mostly around missed/late calls and the attitude of staff. The largest areas of concern for those who made informal complaints were around the attitude of staff, the failure to communicate and the quality of service received. These were across all services in adult social care.

Section 5: MP Enquiries, Comments and Compliments

As well as complaints and Ombudsman enquiries, we also record MP enquiries, comments and compliments. This year we received 18 MP enquiries for adult social care and 45 MP and Members enquiries for housing. 67 comments and general enquiries were received for adult social care and 26 for housing.

In addition, the Complaints Team received 23 compliments for adult social care and 23 for housing. The following is a sample of some of the compliments we received in 2009/10:

Adult Social Care

'My mothers care manager was pro-active, caring and efficient'

'My son's care manager was a tremendous source of support during the recent difficulties my family have faced and while my son was in hospital and has also helped with regard to adult safeguarding referrals.'

Housing

'Thank you for finding me a property, it's much appreciated'

'I would like to say a big thank you for all the advice, it's refreshing to speak to someone who I felt not only listened but actually wanted to help.'

Section 6: Listening to our service users

Complaints survey

We sent 60 customer satisfaction questionnaires to clients who had made formal complaints in 2009 and, of those, 22 (37%) were returned. The purpose was to gather information from service users who had made formal complaints about how they felt their complaint was handled.

Overall, we found the survey to paint a positive picture of the complaints service. While 64% of those who responded said they have not experienced a re-occurrence of the issues that caused them to complain, 55% thought their complaint was handled impartially.

Most encouraging of all is that 59% of respondents thought the person who handled their complaint was helpful and 68% said they were treated with courtesy and respect.

We found that 67% said they were satisfied with the way their complaint was handled. Of those, 27% said they were very satisfied, while 40% said they were fairly satisfied. We also found that, of those who responded, 50% were satisfied with the outcome of their complaint and of those, more than half said they were very satisfied, and half were happy with the actual outcome.

68 per cent of respondents said they thought the letter of response was well written, even though 59% of those who returned questionnaires told us that the letter of response did not answer their complaint.

We found that most people who answered our survey, thought their complaint was responded to in a reasonable amount of time. Those who thought otherwise considered three to four weeks to be a reasonable timescale.

As a result of some of the weaknesses identified by the survey, the team plans to send a follow up letter when a complaint has been concluded. The courtesy letter will confirm that a letter of response has been sent and will ask the complainant whether or not they feel their complaint has been fully responded to. The letter will also invite the complainant to write back if they have any remaining concerns and will also include a satisfaction questionnaire, so that we can continue to gather feedback from service users about what they think of the complaints service.

Monitoring information (adult social care) – See appendix 1

Equality and Diversity

Most social care complaints relate to service users who are over 65. This does reflect our customer profile.

67% of adult social care complaints were received from female service users. 133 (78%) of female service users who complained were over 65. This proportion of female over male complainants is consistent with the overall profile of service users in the borough.

Most of those who made an adult social care complaint this year, considered themselves to be White British (90%), while 5% considered themselves to be Asia British and 2% British Caribbean.

Disability

Out of the 253 of those in adult social care who complained, 39% considered themselves elderly and frail; 25% physically disabled, 16% have a learning disability and 5% to be living with sensory loss (either partial sightedness or hearing loss).

Section 7: What we've achieved and what we hope to achieve

The complaints procedure was re-written in line with the new complaints regulations and made available to all members of staff, who deal with complaints via the OneBromley intranet site.

In order to introduce the new procedures to front line staff and offer staff the opportunity to ask questions about any aspect of the complaint process they were not sure of, the complaints manager attended care management and home care planner's team meetings, throughout the year. In addition, complaint surgeries and regular catch-up sessions are now in place, so group managers can go through active complaints with a member of the complaints team. In this way, the complaints team is able to provide guidance and assistance to ensure complaints are responded to in accordance with the departmental procedures. The improvement in complaint response times this year indicates that these measures have been effective.

A total of 15 officers at management level have been trained this year in complaint investigating skills. This advanced complaints training, was given to assist officers investigate complaints made about services they manage or to carry out independent investigations, on behalf of other services within the department. Although only two independent investigations were carried out this year, the complaints team hopes to build on the skills acquired by staff who attended the course, with the aim of improving the quality of complaint investigations and the letters of response sent to complainants. The complaints team plans to hold regular meetings with its pool of investigating officers so that they are kept up to date with any changes in the complaints procedures, and so that specific issues with regard to complaints can be aired and discussed.

In addition to the investigating skills training, the Complaints Team will begin to deliver complaints made easy training in 2010 to staff at all levels who deal with complaints. The course is designed to train staff on how to deal with complaints as per the departments' complaints procedures and how to risk assess complaints effectively, so as to distinguish between formal and informal complaints. In this way it is hoped complaints are dealt with in the most appropriate way possible. Through this training, the complaints team hopes to create a better understanding of complaints handling throughout the department and continue to ensure complaints are responded to as quickly and effectively as possible at front line level.

The Complaints Team now produces quarterly complaints reports, so that senior managers are kept regularly informed of complaint activity throughout the year. The reports provide an analysis of complaint activity over three-month periods and outline the lessons learnt from the complaints received, along with details of improvements or changes made to services as a result of the complaints received. In addition, assistant directors are sent a weekly log of outstanding active complaints; this helps assistant directors identify which managers in their service are failing to respond to complaints within timescales and provides an additional level of support for chasing complaint responses.

In line with the new complaints regulations, which encourages early resolution of less serious complaints by front line staff, the Complaints Team will continue to promote the benefits of recording informal complaint information to all front line staff in the department. Although informal complaints are not subject to the formal complaints regulations, they are often early indicators of potential problem areas within a service. By recording details of informal complaints, problem areas and trends can be identified quickly and it is hoped this will prevent more serious complaints from being made in future. The complaints team is currently trialling a weekly informal complaints return, where group managers are asked to provide details of all informal complaints received on a weekly basis. The pro-forma is accompanied by a training pack, which explains how to identify, deal with and record informal complaints. All group managers will be expected to distribute to their staff after the pilot is completed.

The Complaints Team will continue to promote the importance of learning from complaints and will continue to compile information about changes made to services as a result of complaints. There are plans to set up regular meetings with group managers in order to discuss the lessons learnt from complaints, to identify what changes need to be made to services as well as making sure promised improvements have been implemented. In this way, any service improvements can be reported on both in the quarterly and annual complaints reports.

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Appendix 1

Domiciliary Care Agency

Dom Care Agency	Q1	Q2	Q3	Q4	Total	%
AG Care	5	0	2	2	9	20.9%
Care Uk	3	2	2	5	12	27.9%
Medichoice	0	0	0	0	0	0.0%
Redspot	1	0	1	0	2	4.7%
Safe Secure	0	0	0	0	0	0.0%
Nightingales	0	0	0	0	0	0.0%
Carewatch	0	1	2	1	4	9.3%
Goldsborough	0	2	2	0	4	9.3%
Bridges	0	0	0	2	2	4.7%
Sure Care	2	0	3	2	7	16.3%
Other	0	3	0	0	3	7.0%
Total	11	8	12	12	43	100.0%

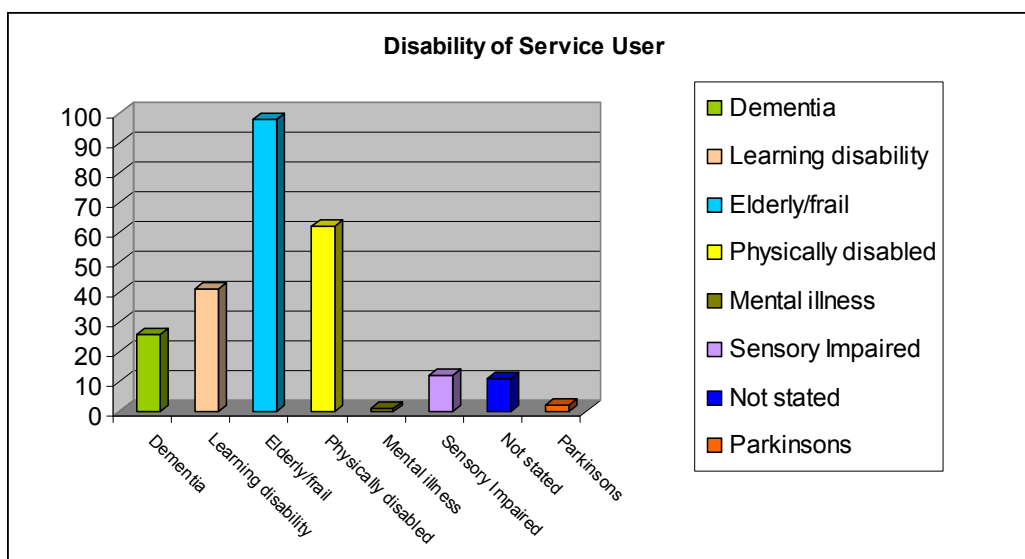
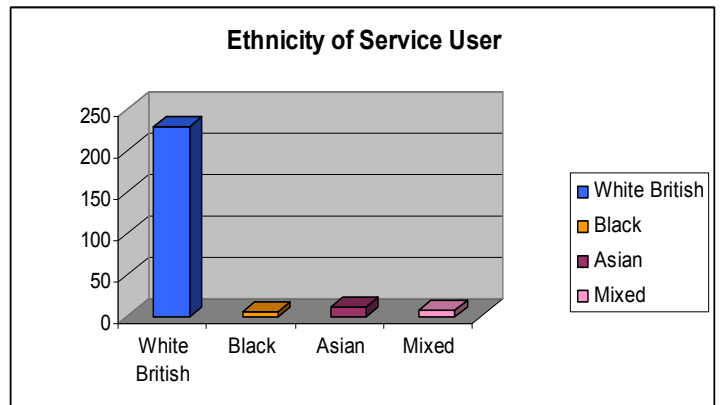
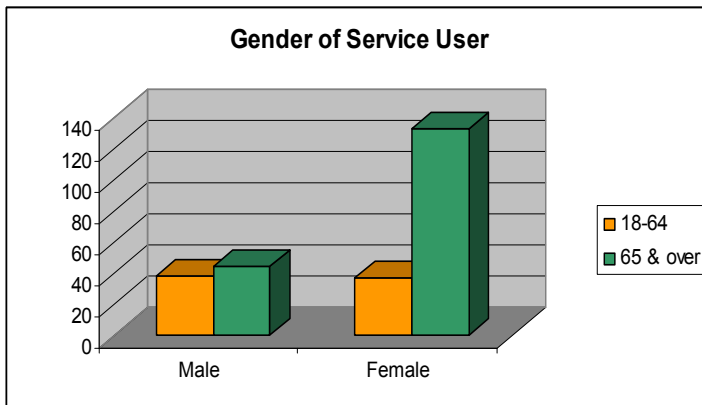
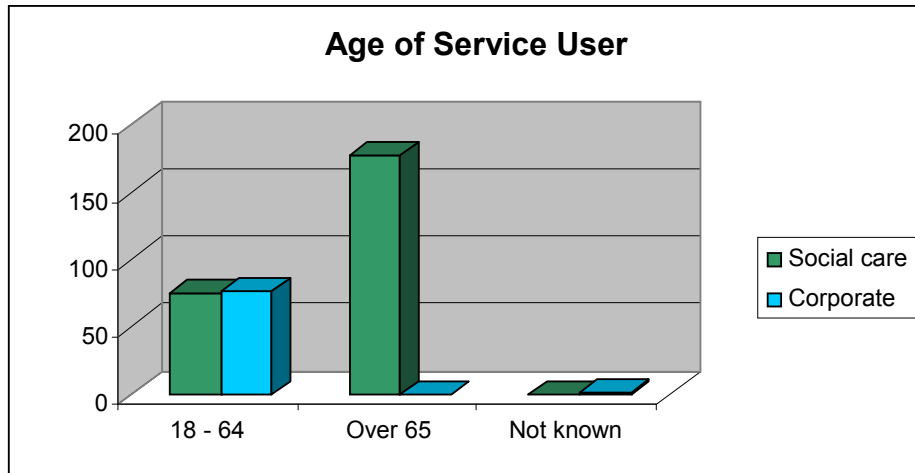
Residential and Nursing Care Homes

Residential Home / Nursing Home	Q1	Q2	Q3	Q4	Total	%
Knowle House	0	0	0	0	0	0.0%
Kingswood	0	3	4	1	8	57.1%
Manorfields	1	0	0	1	2	14.3%
Homefield	0	0	0	0	0	0.0%
Elmwood	0	0	1	0	1	7.1%
Honeyfields	0	0	0	0	0	0.0%
Bellegrove	0	0	0	0	0	0.0%
Greenhill	0	0	0	0	0	0.0%
Oatlands	0	0	1	0	1	7.1%
Other	0	1	1	0	2	14.3%
Total	1	4	7	2	14	100.0%

Adult & Community Services Complaints Annual Report, 2009/10

Appendix 2

Adult social care complaints monitoring information:



Report No.
ACS10037

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: Adult & Community Services PDS Committee

Date: 22nd June 2010

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

Title: **OUTTURN REPORT 2009/10 - ADULT & COMMUNITY SERVICES**

Contact Officer: Lesley Moore, Head of Finance
Tel: 020 8313 4633 E-mail: lesley.moore@bromley.gov.uk

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

Ward: All

1. Reason for report

This report provides the ACS PDS Committee with the final outturn position for 2009/10.

2. **RECOMMENDATION(S)**

Members are requested to note that there was an overspend of £223,000 at the end of 2009/10 and consider any issues arising out of it.

Corporate Policy

1. Policy Status: Existing policy.
 2. BBB Priority: Safer Bromley.
-

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: Recurring cost.
 3. Budget head/performance centre: Adult & Community Services Portfolio Budgets
 4. Total current budget for this head: £ 87.3m
 5. Source of funding: N/A
-

Staff

1. Number of staff (current and additional): 803 fte's
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

1. Legal Requirement: Statutory requirement.
 2. Call-in: Call-in is applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): N/A
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 This report provides an update of the final budget position for the Adult and Community Services Portfolio PDS Committee, which is broken down in detail in Appendix 1, along with explanatory notes.
- 3.2 The final outturn for the “controllable” element of the budget in 2009/10 was £165,000 compared to the last budget monitoring report on the 14th April, of £275,000.
- 3.3 Carry forward requests below relating to unspent grant income, were reported to the Executive meeting on 16th June for approval. All of them relate to ongoing grant-funded projects and initiatives which will continue in 2010/11.

Grant Description	Grant Income £'000	Budget for Expenditure £'000
Overcrowding Pathfinder	Cr 116	116
Social Care Reform	Cr 416	416
Stroke Care	Cr 126	126
LD Campus Closure	Cr 39	39

4. POLICY IMPLICATIONS

- 4.1 The Resources Portfolio Plan for 2009/10 includes the aim of effective monitoring and control of expenditure within budget and includes the target that each service department will spend within its own budget.
- 4.2 Bromley’s Best Value Performance Plan “Making a Difference” refers to the Council’s intention to remain amongst the lowest Council Tax levels in outer London and the importance of greater focus on priorities.
- 4.3 The four year financial forecast report highlights the financial pressures facing the Council. It remains imperative that strict budgetary control continues to be exercised in 2009/10 to minimise the risk of compounding financial pressures in future years.
- 4.4 Chief Officers and Departmental Heads of Finance are continuing to place emphasis on the need for strict compliance with the Council’s budgetary control and monitoring arrangements.

5. FINANCIAL IMPLICATIONS

- 5.1 The 2009/10 outturn is shown in Appendix 1 and includes actual expenditure for each division, compared to the final approved budget, with an explanation of any variations. The final column in Appendix 1 (a) shows the full year impact of any overspends in this financial year which are expected to follow through into 2010/11.

- 5.2 Costs attributable to individual services have been classified as “controllable” and “non-controllable” in Appendix 1. Budget holders have full responsibility for those budgets classified as “controllable” as any variations relate to those factors over which the budget holder has, in general, direct control. “Non-controllable” budgets are those which are managed outside of individual budget holder’s service and, as such, cannot be directly influenced by the budget holder in the shorter term. These include, for example, building maintenance costs and property rents which are managed by the Property Division but are allocated within individual departmental/portfolio budgets to reflect the full cost of the service. As such, any variations arising are shown as “non-controllable” within services but “controllable” within the Resources Portfolio. Other examples include cross departmental recharges and capital financing costs. This approach, which is reflected in financial monitoring reports to budget holders, should ensure clearer accountability by identifying variations within the service that controls financial performance. Members should specifically refer to the “controllable” budget variations relating to portfolios in considering financial performance.
- 5.3 At the end of the year there was an overspend of £865k in the Care Services division, as a result of various pressures highlighted in year. The main reason for the further variation was an increase in the provision for bad debts relating to domiciliary care charges. The variation arises from a fuller analysis of the impact of the problems that occurred in the Exchequer Fairer Charging team during the year. Practices have been reviewed and there should be no ongoing issues in 2010/11.

The variations are analysed below.

	£'000
Contracted out homes/residential care	-187
Domiciliary care for older people	-167
Domiciliary and residential care for clients with physical disabilities	448
Other	7
Total Assessment & Care Management	101
Increased provision for bad debts re domiciliary care	242
Direct Services - Homecare	436
Aids/Hiv Grant	-51
Learning disabilities - care management	175
Health Intervention	-38
Total Care Services	865

- 5.4 The Commissioning and Partnerships division underspent by £311k, £48k more than anticipated in January. The variation is analysed in the table below and partially offsets the overspend caused by pressures within the Care Services division.

	£'000
Procurement & Contracts Compliance - Supporting People grant	-187
Procurement & Contracts Compliance - staffing	-35
Commissioning & Partnerships staffing etc.	-37
Learning Disabilities Services	-68
Mental Health Services	16
Total Commissioning & Partnerships	-311

A further explanation of all the variations can be found in appendix 1 (b).

Non-Applicable Sections:	Legal and Personnel
Background Documents: (Access via Contact Officer)	2009/10 Budget Monitoring files within Adult & Community Services Finance Section.

Adults and Community Services Budget Outturn Summary

2008/09 Actuals £'000	Division Service Areas	2009/10 Original Budget £'000	2009/10 Latest Approved £'000	2009/10 Outturn £'000	Variation £'000	Notes	Variation Last Reported £'000	Full Year Effect £'000
	Care Services							
0	AIDS-HIV Grant	52	52	1	-51	1	-52	0
25,559	Assessment and Care Management	30,489	30,752	30,853	101	2	218	250
	Increased provision for Bad Debts	0	0	242	242	3	0	
8,647	Direct Services	3,368	3,368	3,804	436	4	333	0
2,447	Health Intervention	2,885	3,264	3,226	-38	5	0	0
1,464	Learning Disabilities Care Management	1,143	1,510	1,678	168	6	124	0
1,392	Learning Disabilities Day Services	2,253	2,253	2,246	-7	7	-35	0
1,222	Learning Disabilities Housing & Support	1,340	1,221	1,235	14	8	0	0
40,731		41,530	42,420	43,285	865		588	250
	Commissioning and Partnerships - ACS Portfolio							
2,331	Commissioning and Partnerships	2,496	2,769	2,732	-37	9	-94	0
13,475	Learning Disabilities Services	13,524	13,510	13,442	-68	10	-131	0
4,942	Mental Health Services	4,706	4,720	4,736	16	11	66	0
602	Procurement & Contracts Compliance	467	443	221	-222	12	-104	0
21,350		21,193	21,442	21,131	-311		-263	0
	Housing and Residential Services							
-13	Enabling Activities	-17	-6	-6	0		0	0
0	Housing Benefits	-13	-939	-939	0		0	0
-1,076	Housing Needs	621	955	658	-297	13	-40	0
436	Housing Strategy & Development	354	344	344	0		0	0
778	Residential Services	1,437	1,428	1,427	-1		0	0
125		2,382	1,782	1,484	-298		-40	0
	Strategic Support Services							
10,863	Concessionary Fares	7,534	7,569	7,584	15	14	0	0
797	Customer Services	929	900	815	-85	15	-3	0
1,795	Performance & Information	1,749	1,587	1,560	-27	16	-11	0
51	Quality Assurance	74	196	202	6		4	0
0	Transforming Social Care	-413	0	0	0		0	0
13,506		9,873	10,252	10,161	-91		-10	0
75,712	TOTAL CONTROLLABLE FOR ADULTS AND COM	74,978	75,896	76,061	165	0	275	0
4,430	TOTAL NON CONTROLLABLE	1,115	1,458	1,621	163	17	11	0
9,830	TOTAL EXCLUDED RECHARGES	9,607	9,997	9,892	-105	18	0	0
89,972	PORTFOLIO TOTAL	85,700	87,351	87,574	223		286	250

REASONS FOR VARIATIONS**1. AIDS-HIV Grant - Cr £51k**

There were delays in planned activities during 2009/10 which meant that the department's contribution towards expenditure relating to this grant was not required. This underspend has helped to offset pressures on the domiciliary care budget for clients with physical disabilities.

2. Assessment & Care Management - £101k

The variation can be analysed as follows:-

	Outturn £'000	Jan '10 £'000
Residential care for older people	(187)	(244)
Domiciliary care & direct payments for older people	(167)	(12)
Residential care for clients with physical disabilities	50	23
Domiciliary care & direct payments for clients with physical disabilities	398	451
Other	7	0
	<u>101</u>	<u>218</u>

The underspend on domiciliary care & direct payments for older people includes reduced spend of £419k on care provided by the in-house service, which offsets the overspend arising from a shortfall in income in note 4 below.

Referrals to the Physical Disabilities team continued to increase and has resulted in an overspend of £448k on residential and domiciliary care. This reflects the full year effect of the 2008/09 variation, as well as the pressure from new clients requiring services during 2009/10. This is partly offset by the reduced contribution of £51k to the Aids/Hiv grant budget (see note 1).

The 2010/11 budget includes additional funding of £200k for PD clients coming through transition. However based on current projections, the full year effect of the 2009/10 overspend means that the anticipated costs for all new clients is approximately £650k in 2010/11. After allowing for the extra funding and savings of £200k to be identified, the remaining pressure is £250k to be contained within departmental budgets in 2010/11.

3. Provision for Bad Debts £242k

The position regarding outstanding invoices for domiciliary care charges were reviewed at the end of the year and it was found that the likelihood of bad debts has increased. Calculations based on the level of debts awaiting write-off or in dispute have resulted in a significant increase, mainly due to the problems in the Exchequer Fairer Charging team during the year. Practices have been reviewed and there should be no ongoing issues in 2010/11.

4. Direct Services - £436k

During the year the number of domiciliary care hours provided by the In-House service was significantly lower than that budgeted for, resulting in an overspend of £419k. This is because fixed overheads have not been fully recovered by the hourly charge that is made to the services, but as care management hold the budgets to pay for these services, any overspend is offset by a corresponding underspend in the in-house homecare budget for older people within Assessment and Care Management. This is not highlighted separately in note 2 above, but the domiciliary care and direct payment variation would have shown a significant overspend if this were not the case.

Additional demand for equipment this year has resulted in an overspend of £17k on the ICES Pooled budget.

5. Health Intervention - Cr £38k

There was no variation forecast on this budget in January, however at the end of the year it was found that provision for outstanding invoices of £41k from previous years was no longer required, resulting in an underspend. Other net minor variations amounted to £3k.

6. Learning Disabilities Care Management - £168k

In January it was anticipated that this budget would overspend by £124k as a result of an increase in the number of clients receiving direct payments and agency domiciliary care. This was based on activity to the end of December and there was a further increase in numbers in the last quarter of the year. The final position was an overspend of £154k and staffing and other costs were £14k more than forecast.

It is expected that in 2010/11 the full year effect will be higher and will be funded from the £967k for LD growth included in the budget (see note 10).

7. Learning Disabilities Day Services - Cr £7k

At the end of the year there was a small underspend of £7k on this budget, mainly due to staff vacancies across the service (-£47k), offset by lower income from rents (£24k) and respite charges and other income (£16k).

8. Learning Disabilities Housing and Support - £14k

There were minor variations across the budgets, but the main reason for the £14k overspend was a shortfall income from PCT contribution towards a joint post as a result of various adjustments.

9. Commissioning & Partnerships - Cr £37k

The underspend mainly comprises:

	Outturn £'000	Jan-10 £'000
Carers Budget	0	(54)
C&P Salaries	(61)	(66)
Other	24	27
Total projected underspend	<u>(37)</u>	<u>(93)</u>

An underspend of £54k was reported on the Carers Budget in January. This has been used to fund additional respite for Older People and is included within the underspend on residential care for older people in note 2.

The £61k net underspend on salaries was mainly as a result of vacancies.

10. Learning Disabilities Services - Cr £68k

An underspend of £131k was projected on the LD Services under the Commissioning and Partnerships division in January, but the final position was lower and is analysed below.

	Outturn £'000	Jan-10 £'000
Residential & Supported Living	(121)	(134)
LD SLA's	22	0
LD Pooled Budget (C&P element)	31	3
	<u>(68)</u>	<u>(131)</u>

In January it was assumed that the increased costs for some SLA's would be funded from other areas, however this was not the case.

There was an overspend of £31k on the Pooled Budget resulting from an adjustment to the rent income received for Oakfield as part of the social business contract and other minor variations of £10k.

Although overspends in 2009/10 were contained, based on information to the end of March an overspend of £550k is projected in 2010/11. This is mainly as a result of several transition clients coming through from CYP and ongoing assumptions about changes to current client packages. The 2010/11 budget includes a provision of £967k for growth in client numbers, some of which will be allocated to Care Management (see note 6).

LD Reprovision

The outturn includes expenditure of £2.160m relating to the ex PCT clients who have moved to new social care accommodation as part of the LD Campus Closure programme. These costs are fully funded by the PCT.

11. Mental Health Services - £16k

The net overspend is analysed as follows:

	Outturn £'000	Jan-10 £'000
Residential, DP's & flexible support	106	124
Contribution to/from PCT & Oxleas	(52)	(39)
Staff costs and other variations	(38)	(19)
Net projected overspend	<u>16</u>	<u>66</u>

Pressures during 2009/10 were contained by the use of provisions made at the end of 2008/09, but not required as a result of successful legal negotiations disputing the council's liability for an expensive client referred via the courts. The position was also helped by other unexpected in year savings across the service.

These fortuitous savings will not be available in 2010/11 and so the success of planned moves and ongoing reviews, particularly for high cost placements, is vital in keeping spend within budget in 2010/11. The full year effect of the current placements is estimated to be £200k, but it is anticipated that this will be mitigated by savings from the moves. There are early signs of pressure in the service due to an increase in the number of clients coming via the Ministry of Justice.

12. Procurement & Contract Compliance - Cr £222k

At the end of the year the Supporting People Services budget was underspent by £187k, compared to the £77k forecast in January, mainly as a result of delays in some of the projects which were due to take place this year. There was also an underspend of £35k in the Procurement and Contract Compliance team, due to staff vacancies. The 2009/10 Supporting People grant was not ring-fenced and therefore the underspend has been left to offset overspends in Assessment and Care Management.

13. Housing Needs - Cr £297k

The variation can be analysed as follows;

	£'000
Reduced costs re housing benefits for B&B clients	(194)
Fewer B&B bad debt write-offs than anticipated	(128)
Increased costs & lower income re travellers sites	47
Other net variations	(22)
	<u>(297)</u>

14. Concessionary Fares - £15k

The variation is due to additional costs incurred on the reissue of Freedom Passes.

15. Customer Services - Cr £85k

The underspend is mainly due to staffing Cr £21k, photocopying costs Cr £30k, telephones Cr £13k and Cr £21k on other minor variations.

16. Performance and Information - Cr £27k

The underspend arises from various staff training budgets and recruitment and retention initiatives.

17. Non-Controllable Budgets - £163k

The variation comprises

	£'000
FRS 17 adjustments	(41)
Landlord building maintenance	(219)
Capital charges/financing	403
Property rent and insurance	20
	<u>163</u>

FRS 17 Adjustments - Cr£41k

An actuarially assessed adjustment to the employer's pension fund contribution is required to be made under FRS17. This is to reflect the Current Service Cost (the cost of the extra accrual of benefit for active members net of employee contributions, based on assumptions at the start of the year) in our accounts rather than the actual employer contributions. In 2009/10, an overall reduction of £201,000 was credited to service revenue accounts, with £41k to Adult and Community Services.

Landlord Building Maintenance Cr £219k

For operational reasons and client unit requirements a number of repair and maintenance projects that were scheduled for completion by the 31 March 2010 will not be complete until sometime later in 2010. A carry forward request has been made to continue funding on-going works in the new financial year.

The Property & Finance Sub-Committee in December 2001 agreed for a carry forward to be made at the end of each financial year of revenue underspends on landlord building maintenance on the basis that the Chief Property Officer will continue to seek to contain total expenditure within approved annual budgets.

Capital Charges/Financing £403k

Various entries relating to capital expenditure, income and fixed assets are required to be charged to service revenue accounts, although it is important to note that these are all reversed out and are therefore cost-neutral.

The main variations at outturn were as follows:

Depreciation – fixed asset revaluations carried out during the year resulted in a reduction of £14k in the charge for depreciation;

Revenue expenditure funded by capital under statute - capital expenditure on assets over which the Council has no direct control or which does not add value to the Council's fixed asset base is shown as a charge to revenue services. Slippage of expenditure into 2010/11 resulted in an overall reduction of £1,131k in 2009/10.

Government grants deferred – a credit is allocated to revenue services in respect of capital grant income and contributions receivable and matched with fixed assets. Slippage of capital expenditure and grants/contributions into 2010/11 resulted in an overall reduction of £1,381k.

Fixed asset impairment – all of the Council's fixed assets are revalued by the Property Division at least every 5 years and an impairment charge is made to revenue services in respect of downward revaluations. These revaluations are completed towards the end of the financial year and no budgetary provision is made for them. Downward revaluations totalled £167k in 2009/10.

18. Excluded Recharges - Cr £105k

The net variation on a large variety of internal and external recharges was Cr £105k.

Report No.
ACS10036

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: **ADULT & COMMUNITY SERVICES POLICY DEVELOPMENT & SCRUTINY COMMITTEE AND PORTFOLIO HOLDER**

Date: **For Pre-Decision Scrutiny by the A&C PDS Committee on 22nd June 2010 and subsequent decisions by the ACS Portfolio Holder**

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

TITLE: HOUSING AND RESIDENTIAL SERVICES: 2009/10 PERFORMANCE REPORT

Contact Officer: Sara Bowrey, Head of Housing Needs Tel: 020 8303 4013 Email: sara.bowrey@bromley.gov.uk,
Martin Parsons, Head of Residential Services Tel: 020 8313 4655 Email: martin.parsons@bromley.gov.uk,
Kerry O'Driscoll, Head of Housing Development and Strategy
Tel: 020 8313 4139 E-mail: kerry.o'driscoll@bromley.gov.uk

Chief Officer: Terry Rich

Ward: BOROUGHWIDE

1. Reason for report

This report provides an overview of the performance of Housing & Residential Services against the key objectives and targets for 2009/10, together with a summary of the key drivers and objectives for 2010/11

2. RECOMMENDATIONS

2.1 The PDS Committee are asked to :-

- a) Note the performance against the key objectives and targets in the 2009/10 Portfolio Plan and Work Plan for these service areas.
- b) Comment on the priorities identified for 2010/11 in response to the key drivers outlined from paragraph 1.3.

2.2 The Portfolio Holder is recommended to:

- a) Consider recommendations from the PDS Committee particularly in response to the key drivers and relevant priorities.
- b) Agree the actions being taken as detailed throughout the report and the key priorities for 2010/11 (paragraph 1.17) to meet the range of housing duties and needs in Bromley and to deal with increased pressures on the service resulting from the recession.

Corporate Policy

Existing policy:

Financial

1. No cost existing Budgets All areas of work detailed within this report are contained within existing Budgets
 2. N/A
 3. Budget head This report is in relation to the work of the entire Housing and Residential Services Division and all the budgets they are responsible for.
 4. Total budget for this head £5.174m revenue Gross - less grants, fees and other income of £4.829m = net cost of £345k some of which will come back in future years as loans for grant work are repaid. These figures include a contingent budget of £1.8 for B&B which is covered by income from the occupants. In addition c£1.7m of capital from Payments in Lieu on planning permissions; £200k capital budget and £1.581m for Home Repair Assistance and Disabled Facilities Grants and Loans - for which the Council receives grant from Government of £710k
-

Staff

1. Number of staff (current and additional) – This report is in relation to the work of the entire current Housing & Residential Services and does not involve any additional staffing
 2. If from existing staff resources, number of staff hours – 77.35 FTE posts
-

Legal

1. Statutory requirement: The work of the Housing Needs Service is governed by a strict legislative framework in relation to homelessness and allocations (The Housing Act 1996 & Homelessness Act 2002) which sets out the key duties of the Local Housing Authority. This is accompanied by a Statutory Code of Guidance to which all Authorities must have regard in discharging their functions. The Housing Development Team supports the Housing Needs Service and Social Services and other Departments to fulfil the Council's statutory obligations in relation to preventing homelessness and providing housing.
The work of the Residential Services staff covers statutory action to improve the condition of the housing and licensing of houses in multiple occupation which is governed by the Housing Act 2004. The award of mandatory disabled facilities grants is governed by the Housing Grants, Construction & Regeneration Act 1996. Activities in respect of improving domestic energy efficiency are governed by the Home Energy Conservation Act 1995. Reduction in domestic carbon emissions forms part of the NI 186.
2. Call-in is not applicable:

Customer Impact

Estimated number of users/beneficiaries (current and projected) - There are currently around 6100 households on the Housing Register with, on average a further 400 applications being received each month. Housing Advice and Options work with in excess of 4000 households each year who are experiencing a variety of housing difficulties, of which in excess of 1900 are faced with imminent homelessness.

The Council assists around 155 people with disabilities with disabled facilities grants annually. Around 150 elderly people receive help with repairs or small adaptations via small home repair assistance grants, and a further 16 are assisted with major repairs via interest free loans. The handyman service assists approximately 1600 people annually.

1. COMMENTARY

1.1 The objectives and targets set for 2009/10 were designed to achieve both the Council's statutory duties and key national targets in respect of Housing, whilst ensuring that these were tailored to address local needs and priorities within Bromley.

Summary of performance during 2009/10

1.2 Progress against the specific priorities in the Housing & Residential Services Division Business Plan that arise directly from the Portfolio Plan priorities are detailed below. This shows that overall significant progress has been made across all areas towards achieving the key priorities set.

Status Indicator: ✓ Action on target. ➤ Work commenced on target to achieve in year.
 ✗ Action not yet commenced/ not achieved within year.
 ↑ Above target; ↓ Below target; → on target

1. Housing Options & Homeless Prevention.

What we are doing?	Status	Commentary
Reduce the number of people who are supported in temporary accommodation (TA) to achieve the government target to halve the number from the 2004 baseline by 2010.	✓ Green	Continued steady reduction in the number of households residing in TA. On track to meet the overall 50% reduction by the end of 2010. However, increased pressure resulting in housing difficulties arising from the current recession has meant that whilst we have met the local TA reduction target, it has not quite been possible to meet the stretch target set for 2009/10. To date we have achieved a 53% reduction from the highest level of TA use & a 45.5% reduction from the baseline target (which equates to a 25% reduction during 2009/10).
No 16/17 year olds will be housed in bed and breakfast accommodation by 2010 unless in an emergency.	✓ Green	Achieved. Action plan in place to continue to sustain achievement through 2010/11. In addition the service has implemented new procedures and systems jointly with CYP to effectively deal with the new duties on LAs for 16 and 17 year olds arising out of the Southwark Judgement and thereby negating a potential significant budget pressure for the Council.
Increase the number of people assisted through homeless prevention and option schemes by providing practical support to applicants to assist them in remaining in their own home or access private rented accommodation or otherwise resolve their housing need.	✓ Green	Despite increases in the numbers approaching as a result of the current economic climate we continue to proactively promote homeless prevention and housing options to all households who approach facing potential homelessness. During 2009/10 we assisted 1290 households to remain in their home or access an alternative housing option thus obviating the need for a homelessness application and placement into TA. Overall we have experienced around a 40% increase in those approaching for some level of assistance. Despite this, the housing advice and homelessness prevention work has continued to reduce the level of homelessness acceptances, with an overall reduction of 59% since the baseline target and a 15% reduction during 2009/10.
Maximise access to mortgage rescue funds to Bromley eligible residents.	✓ Green	A number of awareness raising initiatives undertaken, production of new leaflets, talks at a variety of forums and updated information on website. Procedures in place. Staff trained in mortgage assistance options and the mortgage rescue scheme to ensure they make full use of this prevention tool. A dedicated officer coordinates this work ensuring best use of all possible homeless prevention initiatives. During 2009/10, 101 households assisted in respect of mortgage difficulties, with 70 cases through the possession prevention fund and 15 mortgage rescue scheme completions – the highest number in London. Developed a Bromley specific mortgage rescue scheme (approved by the Portfolio Holder in June 2009) for households who may not be eligible for other prevention initiatives. Two families with physical disabilities assisted
Ensure that a suitable level of financial and debt management advice is available to those in danger of	✓ Green	Blackfriars Money Advice commissioned to provide dedicated money advice via weekly surgeries based within the Housing reception. Service well received. All surgeries fully utilised to assist both homeowners and tenants facing financial difficulties.

losing their homes.		Blackfriars also offer telephone advice and visits to their offices to increase capacity as required. Based upon the success during 2009/10 and demonstrable continued demand for this service, funding secured for the continued operation of surgeries in 2010/11.				
Continue to work in partnership with private rented sector (PRS). Landlords to assist households to remain in or access privately rented accommodation.	✓ Green	Publicity initiatives undertaken to increase access to the PRS. Tenancy sustainment support also offered to assist people to remain in PRS accommodation. Landlords forum held in October and was well attended and with positive feedback. Closer work between Housing Needs & Residential Services with landlords to encourage access to the PRS for lower income households. Protocol agreed with 'Social Homes' (a private sector letting agent) which contracts with national agents and offers underwritten rent guarantee to further increase access to a range of private sector accommodation.				
Increase home visiting to improve the robustness of the housing assessment and to assist the aim of reducing homeless presentations and make the best use of properties/options.	✓ Green	Home visiting is well established as part of the initial housing options & homeless prevention/assessment processes. In addition ongoing 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. We are now starting to see an increased take up of alternative housing options from households already residing in temporary accommodation.				
Key Performance Indicators:						
	07/08 Actual	08/09 Target	08/09 Actual	09/10 Target	09/10 Actual	Status
Number of households living in temporary accommodation. NI 156 (LAA).	717	600	641	490 TA action plan target 438: stretch targets	477	→
Homeless households approaching Council housing advice service(s) for whom housing advice casework intervention resolved their situation. Actual households. BVPI 213. (definition for indicator is the number of households per 1,000 households in the Borough)	838	1,000	1,088	1,200	1,290	↑
Number of households assisted to access the private rented sector	89	160	198	250	262	→
Number of homeless acceptances	551	410	489	410	414	→
Proportion of households accepted as homeless who were previously accepted as homeless. BVPI 214.	0.7%	3%	3.25%	3%	0.92%	↑
% change in number of homeless households including dependent children or pregnant women, placed in temporary accom compared with the previous year.	-13.88%	-12%	-6.63%	-10%	-20.17%	↑

2. Maximising Supply and Making Best Use of All Available Accommodation.

What we are doing	Status	Commentary
Work with additional Housing Associations to encourage them to open up their property registers to Bromley Homeseekers increasing available properties.	✘ Red rescheduled for 2010/11	Initial work undertaken to agree process map for this work and timescales to roll out to each housing association. However, this work is dependent upon the implementation of automated banding of the Housing Register. As the decision was made during 2009/10 to migrate to the new Northgate housing system and automated banding within the migration project on the grounds of longer term system delivery and value for money, this area of work was put on hold pending the IT migration during 2010/11

Work with the Private Rented Sector to encourage them to let their properties through Bromley Homeseekers	<p>✖ Red rescheduled for 2010/11</p>	Work undertaken to scope potential interest from private landlords and to consider what further website development was required to facilitate PRS advertising. This work is in its infancy as there is a lot to consider in terms of website development and the legal aspects of setting up this new business area. Also developmental work cannot be costed or commissioned until the current IT system migration has been completed. This work has also been put-on hold until the end of 2010/11.
Continue to work closely with RSLs to identify overcrowded households and to address under occupancy	<p>✓ Green</p>	Ongoing liaison has taken place throughout the year, both in terms of awareness raising to identify and find individual solutions for households. During 2009/10 assisted 258 households to alleviate the level of overcrowding/Underoccupation.
Seek to develop peer education in schools to raise awareness and reduce homelessness amongst young people	<p>✓ Green</p>	Peer education scheme implemented. Sessions held & well received at identified at schools within Bromley. Currently awaiting the SELHP regional funding bid decision for its continued operation.

Work with RSLs and Developers to maintain the required level of affordable and special needs housing (eg ECH, LD and Foyer)	<p>✓ Amber</p>	<p>New-Build Completions 2009/10</p> <table border="1"> <thead> <tr> <th>Tenure</th> <th>Total Unit Completions</th> <th>3 Bed unit or Larger Unit</th> <th>Wheelchair Units</th> </tr> </thead> <tbody> <tr> <td>Social Rent General Needs</td> <td>111</td> <td>48</td> <td>10</td> </tr> <tr> <td>LB Bromley PCT Re-provision</td> <td>6</td> <td>0</td> <td>1</td> </tr> <tr> <td>Intermediate Housing (Shared Ownership / Intermediate Rent)</td> <td>104</td> <td>2</td> <td>0</td> </tr> <tr> <td>TOTAL</td> <td>221</td> <td>50</td> <td>11</td> </tr> </tbody> </table>	Tenure	Total Unit Completions	3 Bed unit or Larger Unit	Wheelchair Units	Social Rent General Needs	111	48	10	LB Bromley PCT Re-provision	6	0	1	Intermediate Housing (Shared Ownership / Intermediate Rent)	104	2	0	TOTAL	221	50	11
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		<p>Purchase of Existing Stock 2009/10</p> <table border="1"> <thead> <tr> <th>Initiative</th> <th>Number of Properties</th> </tr> </thead> <tbody> <tr> <td>Open-Market HomeBuy</td> <td>30</td> </tr> <tr> <td>2009-11 SELHP Settled Homes Initiative</td> <td>1</td> </tr> </tbody> </table>	Initiative	Number of Properties	Open-Market HomeBuy	30	2009-11 SELHP Settled Homes Initiative	1														
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		<p><u>Elderly Extra Care Housing (ECH)</u>: Onsite - work began at Crown Meadow Court (Blue Circle) on 55 x 1bed flats and 5 x 2bed flats due to complete in Feb 2011. Detailed planning negotiations underway and £4.9million HCA funding secured for 50 ECH units at Ann Sutherland House. Funding negotiations underway and a Planning approved for a further 60 ECH units (42 x 1bf and 18 x 2bf) on the Blue Circle site.</p> <p><u>LB Bromley Supported Living Initiative</u>: Planning consent granted and £ 1.8million HCA funding secured on 3 new build schemes - currently onsite -to deliver 13 homes for people with learning disabilities. Detailed planning negotiations underway and £711k HCA funding secured for a scheme to provide a further 7 homes.</p> <p><u>LB Bromley PCT Re-provision</u>: 6 units completed at Lancaster House. Planning permission secured on 3 schemes delivering 16 wheelchair accessible units for people with learning disabilities. Schemes start on site in Q1 2010-11. Ongoing work to identify further development opportunities and work up planning proposals in partnership with private developers and RSLs.</p> <p><u>Supported Housing</u>: Works commenced at Stafford House to re-configure existing facilities and provide 3 additional units to provide self-contained units for 13 mental health clients.</p> <p><u>Foyer</u>: Establishing which RSLs would be interested in developing and identifying sites suitable for this provision and the revenue implications plus service partner interest.</p>																				
Clear the current backlog of housing register Applications and introduce auto banding.	<p>✓ Green</p>	<p>In 2009/10 we have experienced a 300% increase in new housing register applications being received. Coupled with the outstanding number of new applications from temporary closure of the register & re-registration of all existing applications to enable implementation of the new system resulted in backlog of unassessed applications in the first half of 2009/10. Project plan put in place and backlog cleared ahead of schedule. Since this time an average initial assessment time of 3 weeks has been maintained, with actions in place to sustain this performance.</p>																				
Work with Planning Department to ensure effective implementation of the affordable housing policy.	<p>✓ Green</p>	<p>Housing Development Team is invited to provide detailed planning comments and be involved in negotiations with developers/applicants on all pre-application and planning applications which trigger the Affordable Housing Planning Policy as well as commenting on reports to Members. To ensure new affordable housing meets local strategic need, the Development Team has set up quarterly meetings and agreed a protocol with Housing Solutions officers, Strategic Commissioning officers and OTs</p>																				

Re-configuration of the homeless hostels to ensure no more shared facility units.	✓ Green	4 x 2b 4p flats, 9 x 3b 5p houses, 3 x 4b 6p houses for general needs and 3 x 1b 2p flats for the ongoing use of temp accom completed. A further 10 units to be used for TA and 12 units for general needs, negotiated as part of the Programme, to complete July 2010. This work has also resulted in three very large houses being freed up for the Council to sell.					
Implement the Temporary to Settled Initiative (T2S)	✓ Amber	GLA targeted funding available for RSL's to continue the initiative. Development Team secured £7.7m for 140 units within Bromley.					
Performance Indicators:		07/08 Actual	08/09 Target	08/09 Actual	09/10 Target	2009/10 Actual	status
Number of newly completed social rented & shared ownership units		225	200	227	350	221*	→
Number of units provided for the LD Supported Living Initiative programme		13 new	Up to 20 – or as req'd	5	20	0**	→

* 2009-10 target likely to be achieved if supply of newly completed affordable units is viewed as an ongoing rolling programme.

**There were no new unit completions in 2009-10 but 3 new build schemes started onsite and will deliver 15 homes for the. Further scheme of 7 homes secured funding and progressing through planning

Lettings Plan Outturn for 2009/10

		Sheltered	General Needs								
			Studio/ 1 Bed	2 Bed	3 Bed	4+ Bed	Total		Guideline Target		stat us
Homeless/Homel ess Prevention	Band A&B	19	84	264	69	22	458	492	514	536	↓
	Special needs move-on	2	28	4	0	0	34		22		
Band A &B		10	10	29	19	8	76		52		↑
Band C & D		49	124	36	37	0	244		57		↑
Learning Disabilities*			1		1		2		20		↓
Care leavers**		0	14	4	0	0	18		23		↓
DAT**		0	0	0	0	0	0		5		↓
Total		80	261	337	126	30	834		713		↑
Broomleigh nomination stock - transfers		53	50	42	73	13	237		256		↓

* LD properties have been provided outside of the plan in line with the number of properties requested as detailed in the new development supply above. The above refers to nominations for 4 households.

** Quota queues are demand led based on the number referred. The total allocations reflect number of customers referred for lettings during 2008/09 and thus meets the quotas required.

The above shows that overall the number of lettings is higher than anticipated and as such the priority band allocations are roughly within the guideline targets. However, a higher proportion of lower band applicants successfully bid for accommodation. In many cases this acts as an early intervention to prevent future homelessness or severe housing difficulties. Work remains on-going to analyse trend data which includes work to ensure vulnerable clients are able to access and use the system and also to review and encourage higher priority applicants to bid more realistically for available accommodation. In addition, criteria is being set for specific properties to ensure that, for 2010/11 the overall lettings plan is achieved by the end of the financial year. However, it must also be noted that the bidding trends will be considered at the user group as this information can also be used to inform RSLs about the level of demand/desirability of certain stock and areas which in turn can be used to inform future stock refurbishment/disposal/alternative use decisions.

2. Improving the Standards and Quality of Accommodation.

Service/Target (09/10)	Method of Delivery	Outturn	Status
To deal appropriately with all properties where there is a Category 1 or 2 hazard in relation to housing enforcement policy to ensure that the condition of rented accommodation is satisfactory. Target: To make decent 220 homes that previously did not meet the Decent Homes Standard	Statutory and informal action following enquiries and complaints. Assistance also given via advice, grants and loans in appropriate cases	247 (est.)	Green

<p>To investigate and resolve service requests relating to housing disrepair, overcrowding and unsatisfactory conditions in rented housing. To bring houses in disrepair up to a decent standard, prevent deterioration and reduce risk to the occupiers. Target: 1300 complaints and service requests dealt with</p>	<p>Statutory and informal action following enquiries and complaints. Assistance also given via advice, and grants and loans in appropriate cases.</p>	<p>1287 complaints and service requests handled. Some grant work with landlords has secured nomination rights for the Housing Needs Service</p>	<p>Amber</p>
<p>To bring empty properties back in to use – target 20 Also: Promote empty property loan scheme</p>	<p>Empty property group and strategy developed. Advice to owners. Implement and assess effectiveness of new Empty Dwelling Management Orders</p>	<p>19 bought back into use by direct action, other cases assisted by provision of advice. Nomination rights secured for the Housing Needs Service</p>	<p>Green</p>
<p>Pursue Empty Dwelling management orders where necessary and build on lessons from existing orders</p>	<p>Service of a final EDMO in respect of a long term vacant property, to serve as a test of the EDMO procedures</p>	<p>First final EDMO served early October. Works completed April 2010. Second EDMO submitted to Residential Property Tribunal April 2010.</p>	<p>Green</p>
<p>To protect the health and safety of tenants. Target: - To identify and inspect high risk houses in multiple occupation, and licence at least 20 under the new licensing regime</p>	<p>Investigation of enquiries and complaints, and use of area surveys & database information. Publicity & training of landlords.</p>	<p>10 HMOs licensed</p>	<p>Green</p>
<p>To improve the energy efficiency of housing in the Borough by advice, grants, promotions and referrals. Target: To increase the energy efficiency of the stock by 2.8% To meet the milestones set in the LAA carbon emissions target</p>	<p>Promotions, discounts and grants. The South East London Cold Busters scheme retendered, using sub regional funding. Working with the Energy Savings Trust, provide free energy advice. Participate in Warm Zones scheme</p>	<p>National target withdrawn. Highest number of energy efficiency jobs completed in London -using EST – 608 jobs 1713 referrals to EST for boiler replacements, heating controls, cavity wall insulation, loft insulation, solar thermal & PV. 241% of final LAA target achieved</p>	<p>Green</p>
<p>Inspect all licensed caravan sites fully and formulate a risk based inspection schedule to ensure the safety of residents. Target: To continue with programme of inspections and licensing visits</p>	<p>Licenses issued and renewed as necessary. Provision of advisory, inspection and enforcement service for site owners, agents and residents. Liaised as appropriate with the Planning Division.</p>	<p>Inspection and licensing protocol produced and in use. Risk based inspections ongoing</p>	<p>Green</p>
<p>To assist Borough residents to remain living in their own homes in comfort & safety, in order to maintain independence & quality of life. Target: 120 home repair assistance grants 15 interest free loans</p>	<p>Discretionary grants, loans and advice to assist commissioning of works of repair, improvement, adaptation and energy efficiency improvement. Service is delivered via Bromley Home improvement Agency (BHIA)</p>	<p>152 grants approved 20 loans approved</p>	<p>Green</p>
<p>Support residents with disabilities to remain in their homes Target: - To provide disabled facilities grant assistance to 150 people with disabilities.</p>	<p>Through an effective partnership with clients and the Occupational Therapy service, contractors and the handy person scheme.</p>	<p>162 grants approved</p>	<p>Green</p>
<p>To reduce hospital bed usage by people who are able to be discharged, but require works to their property. To reduce avoidable admissions as a result of falls and other</p>	<p>Working with adjacent boroughs, the PCT, and other departments to ensure referral of vulnerable clients to the scheme.</p>	<p>1554 vulnerable residents assisted. 386 of these were to assist hospital discharge.</p>	<p>Green</p>

accidents prevention. Continue to develop the hospital discharge/handyman scheme using sub regional housing funding. Target: 1000 people assisted			
Pilot 'Hard to Treat Homes' Solid Wall insulation Scheme to reduce carbon emissions.	Ongoing bids for external funding and launch of Cold Busters scheme	Cold Busters scheme launched October 2009, 58 households assisted. Solid wall insulation part of works on 5 empty properties One property used to train local contractors using Energy Saving Trust funding. Bid for Low Carbon Zone funding unsuccessful. Bid being submitted in July 2010 for Renew funding	Green
Work with Utility companies to assist people with low income to address fuel poverty	Promotion of the Government's Warm Front grant scheme. Assisting clients with grant application to pay off fuel debt. Working with London Warm Zones, targeting funding at those in most need.	On going. Achieved the highest conversion rate (37%) of referrals to the Energy Savings Trust with energy efficiency works carried out of all of the London boroughs. 340 households assisted under Warmzones scheme, leveraging in £140k funding from EDF Energy.	Green

Overview of the current housing market supply and need position:

Housing Need

- 1.3 Like all London boroughs, Bromley has continued to experience high levels of housing need, with increased service pressures now being experienced as a result of the current economic climate.
- 1.4 Overall there has been around 40% increase in the number presenting with housing difficulties, the majority of which are experiencing financial difficulties in affording accommodation costs.
- 1.5 Increases have also been seen from increased presentations from those experiencing a wider range of problems associated with the financial difficulties faced, including, for example relationship breakdown, domestic violence and also parental eviction. Staff have been managing this increase and the significantly more complex and time consuming work resulting from the mortgage/rent arrears multi debt cases through imaginative and flexible use of the Homelessness Grant and Repossessions Prevention Fund and a refocusing of the triage work to offer increased access to specialist staff for crisis intervention work to prevent imminent homelessness.
- 1.6 Housing Register applications have also increased significantly, with the number of new applications having tripled consistently over the past year, now totalling on average 400 new applications per month. Whilst the circumstances of applicants vary greatly, it would appear that growing concerns regarding housing affordability and availability due to the current economic situation plays a significant role in the increased volume of new applications (for example current market information shows that the cheapest area to purchase a 2 bed flat in the Borough is still 6.6 times the average household income for such a property). Officers are coping with the increases albeit at the expense of pro-active work to support high priority/vulnerable applicants to bid and to contact non bidders – particularly those in higher bands. Officers have commenced scoping work on Auto Banding to reduce time spent on registration and issuing PIN numbers and commenced a review of the Housing Register Criteria and Allocations Policy (to be reported to the next two meetings of this PDS Committee). One of the key areas of this will be to explore further opportunities to manage expectations and reduce the number of registrations by those applications who, in reality, do not have sufficient priority to successfully bid for let alone receive an offer of accommodation by offering increased levels of advice on other potential housing

solutions for those applications. Automated banding and the revised policy are key priorities within the 2010/11 workplan.

- 1.7 Thus whilst the work of the service during the past year has managed to continue to reduce the number of homelessness acceptances and households residing in temporary accommodation through increased housing advice, homeless prevention and housing options work, current trend analysis suggests that we are likely to see the sustained marked increase in homelessness and housing need approaches during 2010/11 and beyond. In addition in many of these cases are complex requiring more intensive and often longer term casework intervention in order to try and prevent homelessness.

Housing Development & Supply

- 1.8 The impact of the recession on housing development and supply was reported in detail in the H&RS Division 2008-09 Annual Performance Report to the PDS Committee.
- 1.9 The recession has continued to affect the pace of new developments, both in terms of when schemes commence and complete. The number of new planning applications being submitted has fallen and a number of new developments have been put on hold by private developers which, in turn, delays the delivery of affordable units secured on those sites.
- 1.10 The economic downturn will take time to fully impact upon new supply. In 2009-10, the bulk of new build schemes both starting on site and completing were already in the development pipeline before the economic changes started to take effect. It will therefore be over the next few years that the impact is really seen. In addition, even as the economy starts to restabilise, the affects will continue to be felt for some time, given the lead in period for new planning applications and then development to start on site, factors that will also be affected by availability of mortgage lending and deposits to enable people to purchase.
- 1.11 The reduction in planning applications coupled with the marked reduction in new building also significantly increases the difficulty in finding opportunities for the specialist accommodation supply required to meet the range of needs across the ACS Portfolio.

Action Being Taken:

- 1.12 From the above, it is clear that we are currently experiencing a very volatile period with little certainty about the levels of supply against a backdrop of almost certain increased need. Even relatively small fluctuations in supply or need can have significant impact on homelessness and temporary accommodation numbers. For example, should demand remain constant, but supply drop by 5% against predicted levels this would almost certainly result in a 17% increase in temp accom use meaning that we would fail to meet the overall reduction target by 170 households.
- 1.13 Staff continue to address this significant challenge through a whole market approach, which aims to offer advice and support to households to sustain their current accommodation or, where this is not possible, to access accommodation across all sectors of the housing market dependent upon their particular circumstances. Simultaneously work continues to make best use of the supply of affordable housing, improve housing standards and bring empty properties back in to use.
- 1.14 The Housing Development Team is working to mitigate the impact of recession on affordable housing delivery as far as possible, notably through:
- Supporting provision of affordable housing which is not dependent on new build developments. E.g. via the Temporary to Settled scheme, encouraging RSLs to bid for funding to enable deconversions and extensions to existing stock.
 - Negotiation of a service level agreement to enable Hyde HA to use HCA Temporary Social Housing funding to lease private sector accommodation for statutory and high priority need.
 - Investigating the potential for existing sites to be re-designed and funded as housing for particular client groups, e.g. the extra care housing provision,

- Working closely with RSLs to review affordable housing tenure and tenure mix on developments to enable RSLs to obtain the necessary levels of private finance and HCA grant;
- Lobbying the Homes and Communities Agency to relax grant rates to enable developments which are under threat in terms of financial viability to progress.
- Ensuring that RSL partners explore and maximise all new funding opportunities that help meet strategic housing need. E.g. with Affinity Sutton, to secure detailed planning permission and work up a bid for newly announced, in-year HCA Estate Regeneration funding to enable the regeneration and delivery of Phase 3, Ramsden Estate.
- Working with Housing Needs and RSL to try to identify housing solutions for households who have been affected by the recession but are not eligible for Mortgage Rescue Schemes.

1.15 Under the 2008-2011 National Affordable Housing Programme allocation, the Borough received grant allocations of £40,204,419 that will enable the delivery of 382 new units for social rented, shared ownership and supported housing purposes over the next few years.

Key Priorities 2010/11

1.16 Considering the above, the following key priorities have been identified for 2010-11:

Housing Needs:-

- Fulfil the LBB statutory duties in relation to homelessness and provision of advice & assistance to prevent or delay homelessness wherever possible drawing on and effectively using the full range of prevention and option tools.
- Maximise access to and take up of all prevention & options tools for those facing mortgage or rent arrears, including provision of adequate money and debt advice.
- Due to the complexity of some mortgage rescue cases – expand the LB Bromley scheme such that mixed LBB and other funding sources are used where necessary to prevent repossession and where it makes social and/or economic sense to do so.
- Continue to work in partnership with private rented sector landlords and RSLs to assist households to remain in their home or access private rented accommodation.
- Continue to implement the overcrowding/Underoccupation action plan and achieve the targets set to make the best use of existing housing stock
- Ensure accurate & timely housing register assessments, ensuring a backlog does not occur in the lead up to auto banding.
- Complete the review of the Allocations Policy and implement any revisions.
- Achieve the Northgate IT system migration and implementation of automated banding.
- Expand the range of options available for young people and embed the joint working protocol to further reduce homelessness for young people and sustain the zero use of B&B accommodation.
- Support all vulnerable households to achieve the successful move-on pathway targets and continue to reduce repeat homelessness.
- Make best use of stock to meet needs with effective monitoring to achieve the annual lettings plan.
- Continued focus on achieving the temporary accommodation reduction targets and sustained reduction in use of bed and breakfast accommodation

Housing Development & Strategy:-

- Work closely with Housing Needs Service, Strategic Commissioners and Care Services Teams to continue to secure housing that meets specific and strategic housing needs– e.g. Extra Care housing; Learning Disability PCT and Supported Living Initiative; wheelchair housing, supported housing, community rehabilitation homes, shared ownership for the disabled.
- Explore, with RSL partners, the potential for delivering a viable Foyer scheme in the borough.
- Ongoing work with the Planning Department to ensure effective implementation of the affordable housing planning policy to ensure new supply meets needs of the Council.

- Actively contribute to the production of new strategic planning documents and policies being developed ensuring that the strategic housing needs of ACS & CYP Departments are reflected.
- Lead for ACS Department on input into the Bromley Town Centre AAP, ensuring the needs of the Dept are included and opportunities maximised in the outcomes from the regeneration.
- Lead the Council's Single Conversation with the HCA and producing the HCA LB Bromley Borough Investment Plan and submission to/negotiation with HCA. This is critical to ensuring the HCA are continuously aware of future investment requirements in LBB.
- Deliver the Temporary to Settled scheme
- Complete the new Extra Care Housing Scheme on schedule and secure planning permission and funding for 3 further schemes.
- Support Housing Needs to try to identify housing solutions for households who have been affected by the recession but are not eligible for Mortgage Rescue Schemes

Residential Services:-

- Provision of grant aid for the repair, adaptation and improvement of the homes of vulnerable people and review the operation of the home repair assistance grant system, to ensure best use of resources and value for money.
- Help and advice to owners who are carrying out repairs and improvements, including help obtaining finance and interest free loans
- Protection of the health and safety of tenants by requiring necessary repairs and improvements, and by administering the Council's licensing scheme for houses in multiple occupation.
- Working across the SELHP – to work up a feasibility for continuation of a handyperson scheme based on the loss/reduction of the grant from 2011.
- Improvement of domestic energy efficiency through advice, grants, loans and discounts. Continuation of bids for external funding for energy efficiency improvements.
- The improvement and reuse of derelict and vacant properties, building on the experience gained from our first EDMO and securing nomination rights for the Housing Needs Service.

2. POLICY IMPLICATIONS

- 2.1 The Adult & Community Services Portfolio Plan contains statements of Council policies and objectives in relation to housing and associated matters along with progress that members expect to make during the financial year and beyond. These are compliant with the statutory framework, within which the service must operate and incorporates both national targets and priorities identified from the findings of review, audits and stakeholder consultation.
- 2.2 The objectives and work detailed in this report to increase the supply of affordable housing assist in achieving targets in Building a Better Bromley as well as the achievement of other corporate priorities and targets e.g. Residential Home Reprovision, Learning Development Supported Living Initiative, Town Centre Regeneration etc.

3. FINANCIAL IMPLICATIONS

- 3.1 The work to achieve the priorities outlined in this report, are contained within the approved budget for 2010/11. As this mainly a needs led service operating within a fixed budget, this clearly needs continued intensive monitoring to ensure that targets are achieved within budget and early attention to pressures arising from recession led increase in demands on the service.
- 3.2 The majority of the homeless prevention and housing options work is grant funded to achieve the target of halving the number of households in temporary accommodation by 2010 along with the Repossessions Prevention Fund. The future of grant funding is unclear and, along with the proposed changes to Housing Benefit subsidy for Temporary Accommodation, will require close scrutiny in forthcoming years, particularly given the current economic uncertainty and likely increases in homelessness and associated costs. This will be reported to the Portfolio Holder as and when the need arises.

- 3.3 The PIL account currently holds £1.7million of capital. These funds must be utilised for the provision of affordable housing and spent by the Council within five years of receipt. The PDS Committee and the Portfolio Holder have received previous reports on this and how its usage is approved.
- 3.4 The SELHP sub region submitted successful bids to support the existing schemes in respect of interest free loans, empty properties, the handyperson service and energy efficiency grants. Further bids were submitted in 2009/10 for alternate sources of funding to support innovative insulation project for “hard to treat” homes – those that are not suitable for conventional cavity insulation. SELHP funding was used for an innovative project to improve a number of hard to treat properties that had been vacant for some time. We are currently negotiating with the Energy Savings Trust for further funding to extend this training project.
- 3.5 The Council was awarded funding to implement the overcrowding and Underoccupation action plan. Currently, the grant only runs until the end of 2010/11 and the approved action plan therefore seek to make best use of available resources to tackle the most severe levels of Underoccupation and Overcrowding.

4. LEGAL IMPLICATIONS

- 4.1 The Council has a number of statutory obligations in relation to housing as listed on page 2 of this report.
- 4.2 These include the provision of housing advice and assistance to prevent homelessness or divert from homelessness, assessment of homeless applications, to make temporary and permanent housing provision for those applicants to whom the Council has a statutory rehousing duty, supporting such households to sustain accommodation, having a published allocations criteria and policy producing housing and homelessness strategies.
- 4.3 The priority areas identified in the Portfolio and Work Plans for Housing & Residential Services are based within this framework to ensure the Council fulfils its statutory obligations and complies with good practice.

Non-Applicable Sections:	Personnel
Background Documents: (Access via Contact Officer)	Housing & Residential Services IE & E plans 2010/11 – David Gibson Overcrowding Strategy 2008 -2011 – Sara Bowrey Homelessness Strategy – Sara Bowrey Portfolio Plan 2010/11 – Catriona Ellis

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Report No.
LDCS10095

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 22nd June 2010

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

Title: **ADULT AND COMMUNITY PDS WORK PROGRAMME
2010/2011**

Contact Officer: Philippa Stone, Scrutiny Co-ordinator
Tel: 020 8313 4871 E-mail: philippa.stone@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Legal, Democratic and Customer Services

Ward: N/A

1. Reason for report

- 1.1 This report provides the Committee with an opportunity to review its work programme and make any necessary adjustments.

2. **RECOMMENDATION(S)**

- 2.1 The Committee is asked to consider its work programme and schedule of meetings and indicate any changes that it wishes to make.

Corporate Policy

1. Policy Status: Existing policy. As part of the Excellent Council stream within Building a Better Bromley, PDS Committees should plan and prioritise their workload to achieve the most effective outcomes.
 2. BBB Priority: Excellent Council.
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Financial

1. Cost of proposal: No cost
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £476,706 (2009/10)
 5. Source of funding: Existing budgets
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Staff

1. Number of staff (current and additional): There are 14 posts in the Democratic Services Team (11.89 fte, of which 10 fte are dedicated to committee support).
 2. If from existing staff resources, number of staff hours: Maintaining the Committee's work programme takes less than an hour per meeting.
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Legal

1. Legal Requirement: No statutory requirement or Government guidance.
 2. Call-in: Call-in is not applicable.
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): This report is intended primarily for Members of this Committee to use in controlling their on-going work.
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? No.
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

- 3.1 The Committee's 2009/10 Work Programme to date is attached at **Appendix A**.
- 3.2 The Committee is asked at each meeting to consider its Work Programme and review its workload in accordance with the process outlined at Section 7 of the Scrutiny Toolkit. All PDS Committees are also recommended to monitor the Council's Forward Plan of Key Decisions for their portfolios and to use it for identifying issues for consideration in advance of executive decisions being made. The Forward Plan issued on 19th May 2010 includes key decisions related to the Adult and Community Portfolio and the next Forward Plan will be published IN June 2010.
- 3.3 In 2009/10 the Committee commissioned three Working Groups to review specific areas of interest:
- Care Homes Reference Group;
 - NHS Health Check Working Group
 - Transport Reference Group
- 3.4 The NHS Health Check Working Group will continue to review health services across the Borough. The Committee may wish to review and further expand the Membership of the Working Group.
- 3.5 In 2007 the Adult and Community PDS Committee was asked to include the care home redevelopment proposals in its work programme and to include residents' representatives on a reference group. On 14th November 2007 the Care Homes Reference Group held its first meeting and since then the Reference Group monitored and reviewed the care home redevelopment proposals under the Chairmanship of former Councillor Carole Hubbard. In May 2010 Councillor Hubbard retired from Bromley Council and this has left a vacancy on the Care Homes Reference Group which the Committee may wish to consider filling. The Adult and Community PDS Committee may also wish to nominate a new Chairman for the Care Homes Reference Group.
- 3.6 In approving the work programme Members will need to be satisfied that priority issues are being addressed; that there is an appropriate balance between the Committee's key roles of (i) holding the Executive to account, (ii) policy development and review, and (iii) external scrutiny of local health services; and that the programme is realistic in terms of Member time and officer support capacity.

Non-Applicable Sections:	Policy/Financial/Legal/Personnel
Background Documents: (Access via Contact Officer)	Previous work programme reports

A&C PDS Committee – Work Programme 2010/2011**22 June 2010**

Appointment and Review of Co-opted Members
Supporting Independence in Bromley Update
Annual Monitoring Report on Adult & Community Services - Complaints 09/10
Housing and Residential Services 2009/10 Annual Report
Community Links Bromley Contract
SLHT Update on A Picture of Health
Budget Closedown 2009/10
Matters Arising/Work Programme

27 July 2010

Supporting Independence in Bromley Update
Bromley Safeguarding Adults Board 2009/10 Annual Report
Blue Badge Update
Budget Monitoring 2010/11
Matters Arising/Work Programme

21 September 2010

Supporting Independence in Bromley Update
Bromley PCT: Update on Primary Care Developments
Update on 'A Picture of Health'
Update from the Care Homes Reference Group
Budget Monitoring 2010/11
Matters Arising/Work Programme

2 November 2010

Supporting Independence in Bromley Update
Adult and Community Services Mid-year Performance Report
Housing and Residential Services Mid Year Performance Report
Draft Budget
Budget Monitoring 2010/11
Matters Arising/Work Programme

25 January 2011

Supporting Independence in Bromley Update
Contract Monitoring of Care Homes – Annual Report
Budget Monitoring 2010/11
Matters Arising/Work Programme

29 March 2011

Supporting Independence in Bromley Update
Draft Portfolio Plan
Budget Monitoring 2010/11
Matters Arising/Work Programme