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DATE: 15 July 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 27 JULY 2010 AT 6.45 PM**

PLEASE NOTE START TIME

MARK BOWEN
Director of Legal, Democratic and
Customer Services.

Copies of the documents referred to below can be obtained from
www.bromley.gov.uk/meetings

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 DECLARATIONS OF INTEREST

3 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 21st July 2010 and to respond.

4 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETING HELD ON 22ND JUNE 2010 (Pages 5 - 28)

5 MATTERS ARISING FROM PREVIOUS MEETINGS (Pages 29 - 40)

6 PRESENTATION FROM AGE CONCERN BROMLEY: CARE BROKERAGE

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 21st July 2010 and to respond.

8 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING (Pages 41 - 44)

9 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 REVIEW OF ALLOCATIONS POLICY & HOUSING REGISTER BANDING (Pages 45 - 100)

b ACS BUDGET MONITORING 2010/2011_(Pages 101 - 108)

POLICY DEVELOPMENT AND OTHER ITEMS

10 BROMLEY SAFEGUARDING ADULTS BOARD 2009/10 ANNUAL REPORT (Pages 109 - 154)

11 BLUE BADGE UPDATE

To Follow

12 REFERENCE REPORT FROM AUDIT SUB COMMITTEE: TRANSITION TEAM (Pages 155 - 158)

13 UPDATE FROM CO-OPTED MEMBERS (Pages 159 - 168)

14 WORK PROGRAMME (Pages 169 - 172)

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

The Chairman to move that the Press and public be excluded during consideration of the items of business listed below as it is likely in view of the nature of the business to be 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.

Items of Business

Schedule 12A Description

16 REFERENCE REPORT FROM AUDIT SUB COMMITTEE: DIRECT PAYMENTS (Pages 173 - 176)	Information relating to the financial or business affairs of any particular person (including the authority holding that information)
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ADULT AND COMMUNITY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held on 22 June 2010

Present:

Councillor Judi Ellis (Chairman)

Councillors Reg Adams, Ruth Bennett, Peter Fookes,
William Huntington-Thresher, Charles Rideout and
Diane Smith

Dr Angela Bhan, Angela Clayton-Turner, Richard Lane,
Leslie Marks, Keith Marshall and Lynne Powrie

Also Present:

Councillor Graham Arthur, Councillor Catherine Rideout
and Councillor Nicholas Bennett J.P.

1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS

Apologies were received from Councillors Roger Charsley, Diana MacMull and Mrs Gill Rose.

The Chairman and the Committee thanked former Councillors Carole Hubbard, Karen Roberts and Brenda Thompson for the work that they had undertaken to support the Portfolio and the PDS Committee.

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

The Committee considered a report outlining Co-opted Membership Appointments for 2010-2011. The Chairman reported to the Committee that a nomination for a service user would not be further pursued.

RESOLVED that the following A&C PDS Co-opted Membership appointments be made for 2010-2011 without voting rights:

- **Dr Angela Bhan, Bromley NHS Representative;**
- **Mrs Angela Clayton-Turner, Bromley Mental Health Forum Representative;**
- **Mr Richard Lane, Bromley Learning Disability Forum Representative;**
- **Mrs Leslie Marks, Bromley Council on Ageing Representative;**
- **Mr Keith Marshall, Disability Voice Bromley Representative;**

- **Mrs Lynne Powrie, Carers Bromley Representative; and**
- **Mrs Gill Rose, Bromley Housing Federation Representative.**

3 DECLARATIONS OF INTEREST

Councillor Ruth Bennett declared a personal interest in Item 12 as a case worker for an MP.

Councillor Judi Ellis declared a personal interest in Item 12 as a case worker for an MP. Councillor Ellis also declared that her daughter worked at Bethlam Hospital.

Councillor William Huntington-Thresher declared a personal interest as he sat on the Board of Broomleigh Housing Association.

Councillor Reg Adams declared that his wife was an employee of Bromley Community Counselling Service (BCCS)

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

No questions were received.

5 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETINGS HELD ON 17 MARCH 2010 AND 14 APRIL 2010

In respect of the minutes from 17th March 2010, Councillor Ruth Bennett reported that there had been an article in a national newspaper suggesting that the tags worn by patients could be a breach of human rights. The Chairman responded that she recalled a question had been asked of the representative from SLAM regarding this issue, and the Committee had been informed that patients felt more secure with the tags. It was suggested that this issue be raised with SLAM when their representatives attended a future meeting.

Councillor Huntington-Thresher noted that he had been recorded as present at the meeting on 17th March 2010 but reported that he had sent his apologies for this meeting.

In respect to the minutes of 14th April 2010, Councillor Charles Rideout highlighted that Councillor Roger Charsley was a member of SLAM, not Affinity Sutton as recorded in the minutes. Councillor Huntington-Thresher had recorded a declaration in respect to the Board of Broomleigh Housing Association.

RESOLVED that the minutes of the meetings held on 17th March 2010 and 14th April 2010 be agreed, subject to the amendments outlined above.

6 MATTERS ARISING FROM PREVIOUS MEETINGS

The Committee considered a report providing an update on recommendations from previous meetings which remained outstanding.

In relation to Minute 112, the Chairman reported that she had attended a meeting between South London Healthcare NHS Trust and Bromley LINK and that the issues that had previously been raised by the LINK had now been resolved. The Chairman also suggested that it would be helpful to coordinate the work of the Healthcheck Working Group with the work of Bromley LINK to ensure there was no duplication.

In respect to the issue of Oxleas NHS Foundation Trust locking wards, the Chairman queried whether a response had been received from Oxleas and it was confirmed that no response had been received but that the issue would be pursued prior to the next meeting.

With regard to the issue of undertaking a piece of work regarding missed appointments, the Chairman suggested that the issue be raised with Dr Chris Streather.

Turning to the issue of Disability Voice Bromley not being listed in the Membership of the new Mobility Forum, Leslie Marks reported that all interested parties would be invited to the first meeting of the Mobility Forum and it was hoped that this would be held in July 2010.

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

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

No questions were received.

8 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING

The Committee noted the decisions that had been taken by the Portfolio Holder since the last meeting.

9 SUPPORTING INDEPENDENCE IN BROMLEY - PRESENTATION

The Portfolio Holder introduced a report informing and updating Members of the Policy Development and Scrutiny committee on the work of the Supporting Independence in Bromley Programme.

The Director of Adult and Community Services (ACS) provided a brief overview of the programme and explained to Members that the Local

Authority was currently two years into the national programme. The Director explained that current indications were that the new government would continue with the programme.

The Programme Manager, Supporting Independence in Bromley, presented an overview of the Supporting Independence in Bromley Programme, highlighting the main principles and aims of the programme and the benefits that it was envisaged that the programme would deliver.

Following the presentation the Committee considered the development of the programme and a Co-opted Member underlined the tremendous progress that had been made. The Co-opted Member highlighted that three or four years prior, an excellent consultation had been undertaken regarding the provision of day centres and services for adults with learning disabilities, but noted that no action had since been taken. Richard Lane reported that the Learning Disability Forum had expressed concern that real choice did not exist in terms of day service provision, and Mr Lane questioned whether this area needed further development. The Director ACS suggested that this issue be considered in more detail at a future meeting of the Committee.

The Committee was informed that there was a range of day activities available for adults with learning disabilities but that there was still more work to be done. The Director ACS highlighted that the Thyme Out project had been very successful in supporting people with learning disabilities to deliver the grounds maintenance service across Bromley's Civic Centre site, and noted that there was a range of other activities available for adults including work that was being undertaken with Bromley Adult Education. The Director acknowledged that some unresolved issues remained and there were some aspects of the provision that had not been completed.

The Chairman reported that Members had expressed some concern about the way information was captured around the way adults spent their time and suggested that this issue be added to the Committee's work programme.

A Member highlighted that the report stated that an expansion of the numbers of staff undertaking re-ablement work was required and the Member questioned whether this was a role for homecare staff and whether in future there would be fewer in house homecare staff. The Director ACS clarified that re-ablement opportunities were being made available to the highly skilled homecare staff and that there were a number of people who wanted to be re-ablement facilitators. It was acknowledged that as more people take up re-ablement services this would impact on the level and type of domiciliary services required in future.

Another Member questioned how the success of the programme was being measured and how Officers were adopting best practice from other local authorities. The Programme Manager for Supporting Independence in Bromley reported that a performance framework had been put in place and this was the way in which the success of the programme was measured. The Member was also reminded that if it was identified that a service user did not

require ongoing support, re-ablement was considered to be a success. In terms of learning best practice from other authorities, the Programme Manager explained that she attended regular sector meetings where information was shared amongst colleagues from other authorities. In addition to this there was regular reporting to national agencies regarding the use of the grant funding.

The Committee considered the eligibility criteria for the scheme. Members stressed that the majority of older people in the Borough were not eligible to receive the service for free. Concern was expressed that a high proportion of resources were focused on a small minority of people and it was suggested that Maureen Falloon from Age Concern Bromley be invited to a future meeting to provide an update on the care brokerage service.

Another Member asked how residents would be able to access the information they needed as part of supporting their independence, other than utilising the internet site that was being developed. Officers explained that there were a number of options available for accessing information, and that these included GPs surgeries, the centre at Cotmandene and local libraries. It was hoped that staff in libraries would be trained with the necessary skills to provide support to people looking for information on the website. The Programme Manager told the Committee that other avenues for making the service more accessible were also currently being explored.

Leslie Marks reported to the Committee that Bromley Council on Ageing were hoping to have a session focusing on assistive technology and that this session would provide opportunities for people to try the equipment available. The Committee was reminded that the voluntary sector could be useful in both promoting the services available and providing avenues to access the services..

The Committee considered the issue of how self-funders could re-able themselves, and the Director ACS reported that this was something that was being considered and reviewed for the future. The Director ACS stressed that this would need further analysis to ensure any future system would be sustainable. It was agreed that a further update on this issue would be added to the Committee's work programme for February or March 2011.

RESOLVED that the Portfolio Holder be recommended 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 the point of referral.

10 PRE-DECISION SCRUTINY OF ADULT AND COMMUNITY PORTFOLIO REPORTS

The Portfolio Holder updated the Committee on a number of events he had attended since the last meeting including the Disability Voice Bromley AGM and the Bromley Community Links Awards for Volunteers.

He reported that he was proud to continue as Portfolio Holder following the recent election. The Portfolio Holder thanked former Councillors Carole Hubbard, Karen Roberts and Brenda Thompson for the work that they had undertaken to support the Portfolio and the PDS Committee.

The Portfolio Holder also reported that two DVDs had recently been produced: one DVD outlined Bromley Age Concern's Care Brokerage Scheme and the other DVD was produced by Bromley Mencap and addressed the issue of mutual caring.

A) CONFIRMATION OF ACS PDS PORTFOLIO PLAN 2010/11

The Portfolio Holder introduced the Adult and Community Portfolio Plan for final approval. On 14th April 2010 the Adult and Community PDS Committee provided their comments to the Portfolio Holder and the updated Plan had been circulated for consultation.

The Portfolio Holder outlined the priorities of the Portfolio Plan and highlighted that the Plan contained measurable outcomes. The Portfolio Holder stressed that finance would continue to be a challenge, and that there would be increased need for the services of the Portfolio with fewer resources available.

A Member asked about the employment opportunities available within the Borough for people with mental health problems and the Director ACS highlighted that there were a number of opportunities available, for example through Horizon House and Oxleas NHS Foundation Trust.

The Chairman suggested that further information be sent to Councillor Fookes for review, and following this the issue of supporting people with mental health problems into employment and retaining employment could be added to the Committee's work programme as an area for Members to investigate. Leslie Marks also highlighted that Bromley MIND work to help people cope with mental health issues. It was suggested that when the Committee considered this issue, business representatives from Bromley Economic Partnership should be invited to the meeting to outline the work being done by local businesses to support people with mental health issues into employment.

A Member commented that there was no indication within the Portfolio Plan of the importance of the indicators and what targets were considered to be priorities. The Portfolio holder reported that last year the Local Authority had met 33 out of the 36 targets and stated that at a future meeting he would be happy to outline the key priorities for his portfolio.

RESOLVED that the Portfolio Holder be recommended to agree the final Portfolio Plan.

11 UPDATE FROM SOUTH LONDON HEALTHCARE TRUST

Ms Jennie Hall from South London Healthcare NHS Trust attended the meeting to provide Members with an update on the 'A Picture of Health Programme'. The presentation provided to the Committee is attached at Appendix A to the minutes.

In response to a Member's queries around the current position of Orpington Treatment Centre, Ms Hall confirmed that the Treatment Centre was no longer open and that elective surgery had been transferred to the Princess Royal University Hospital (PRUH). The Committee was also told that the plan to move orthopaedic surgery to Queen Mary Sidcup was still in place.

Dr Angela Bhan provided an update on the new Operating Framework that had been issued by the Government and the implications of the Framework in terms of a reduction in the 4 hour target for A&E and the change in the 18 week target for referrals from GP practices. Dr Bhan stressed that there would continue to be a focus on patient safety and local monitoring of the target to ensure that waiting lists did not start to increase.

The Committee was told that a White Paper on the NHS would be published on 6th July 2010 and that this would be significant in terms of the structure of the NHS. A Public Health White Paper was also expected in the autumn.

A Co-opted Member asked Ms Hall to provide an update of other performance targets and the plans of SLHT to improve these. Ms Hall highlighted that key priorities were outlined in the Trust's Quality Accounts and that these had been drawn together with distinctive programmes of work and programme leads.

The Chairman suggested that the issue of patient falls be taken up in the Health Check Working Group as this tied in with other safeguarding issues.

12 ANNUAL MONITORING REPORT ON ADULT & COMMUNITY SERVICES DEPARTMENT - COMPLAINTS RECEIVED - APRIL 2009 TO MARCH 2010

The Committee considered a report providing an overview of the main issues raised and the lessons learnt from this year's annual report on Adult and Community Services Complaints received April 2009 to March 2010.

The Chairman thanked Officers for an excellent report and noted that it reflected previous points that had been made by the Committee. She highlighted that the Committee would be receiving the Complaints report in the current format on an annual basis.

The Chairman asked for clarification regarding when an issue became a complaint, and the Quality Assurance Manager explained that if a customer said they were complaining it was treated as a complaint. The complaints procedure was then outlined to the Committee.

Referring to paragraph 4.2, a Member questioned whether the domiciliary care provider was still being used by the Local Authority. The Director ACS explained that the contractor was still being used, however a range of issues had been picked up through the contract monitoring process and these had been addressed by the provider.

The Portfolio Holder raised the issue of complaints surrounding the issuing of Blue Badges, as several complaints had been upheld around this issue. The Portfolio Holder noted that paragraph 4.1 of the report outlined the action that had been taken to correct the issues that had been raised and stressed the need to ensure progress continued to be monitored. The Chairman reported that this issue had been added to the Committee's work programme for July 2010.

A Co-opted Member asked for clarification surrounding whether a complaint was upheld or not. The Quality Assurance Manager explained that following the receipt of a complaint an investigation was carried out. If sufficient evidence that supported the complaint was gathered, the complaint would be upheld.

RESOLVED that the report be noted.

13 OUTTURN REPORT 2009/10 - ADULT & COMMUNITY SERVICES

The Committee considered a report outlining the final outturn position for 2009/10.

The Director ACS highlighted the table in Appendix 1 of the report demonstrated that in the controllable part of the budget there had been an overspend of £165,000 and this represented a relatively small proportion of the total budget of £75.7 million. The Director also reported that there had been an improvement in the position that had been reported in February 2010, as the Department had managed to contain some of the pressures that had been reported to Committee.

Referring to the Reasons for Variation and Section 3 relating to the provision of bad debt, a Member asked about the type of organisations that had been causing problems. The Director ACS reported that this section referred to a specific issue in the part of the Council responsible for collecting payments. The Director reported that action had been taken to improve the method of collection and that there was close monitoring to ensure that any problems were identified early.

The Chairman commended the Department for managing limited resources with an increased demand on services.

RESOLVED that it be noted that there was an overspend of £223,000 at the end of 2009/10.

14 HOUSING AND RESIDENTIAL SERVICES 2009/10 ANNUAL REPORT

The Committee considered a report providing an overview of the performance of Housing and Residential Services against the key objectives and targets for 2009/10, together with a summary of the key drivers and objectives for 2010/11.

The Assistant Director for Housing and Residential Services highlighted that the past year had been challenging due to the effects of the recession and a 300% increase in the number of applications to the housing register.

The Committee considered the Mortgage Protection Scheme and the Head of Housing Needs explained that 15 people had received the full package of support with 7 cases pending. 3 people had gone through the Council's own scheme with 101 people receiving debt advice and support. The Head of Housing Needs reported that a large proportion of the cases in the Borough had either been rescued or resolved.

A Member highlighted that the impact of the increase in applications to the housing register on current staffing levels should be considered and action taken to increase staffing levels if necessary. The Head of Housing Needs reported that a temporary member of staff had been appointed to help with Bromley Homeseekers and the staffing situation was always under review to ensure that levels of demand were met.

The Portfolio Holder highlighted the need to get action right at an early stage to ensure effective use of limited resources in this area. The Portfolio Holder, also stressed that the housing teams worked in a very innovative way with regard to the management of resources in order to meet the needs of local residents.

The Head of Residential Services outlined the successful work that had been undertaken to bring empty properties back into use, as well as work that was being undertaken with the Energy Savings Trust to bring forward a new pilot project.

RESOLVED that the Portfolio Holder be recommended to agree the actions being taken to meet the range of housing duties and needs in Bromley and to deal with increased pressures on the service resulting from the recession.

15 TRANSITION STRATEGY FOR YOUNG PEOPLE WITH DISABILITIES

The Committee considered a report setting out the action being taken to support young people and adults with learning disabilities to lead more fulfilling and independent lives, and to manage the cost pressures arising from growing numbers of children with a learning disability moving through to adult

services. The report sought Members' endorsement of the development of a cross-Portfolio strategy which reflected the Council's efforts to prepare children and their families to live more independent lives as adults in the community.

The Chairman reported that she felt that transition was happening too late for young people and that plans should be in place by the time a young person reached 10 or 11 years old. The need to manage and change the expectations of parents was highlighted. The importance of consultation with parents was also felt to be vital, and the Committee discussed the need to mitigate against risk factors in order to ensure that young people could independently access services and lead more independent lives.

The Assistant Director for Commissioning and Partnerships stressed that in order to help young people access mainstream activities, the infrastructure for facilities would have to be improved into the future.

The Assistant Director for Commissioning and Partnerships reported that the final strategy would come back to the Committee in March 2011 but that there would be further consultation and regular updates would be provided to the Committee.

RESOLVED that the preparation of the joint Adult and Community and Children and Young People transition strategy for learning disabilities be endorsed.

16 WORK PROGRAMME

The Committee reviewed its work programme for 2010-2011.

The Assistant Director for Commissioning and Partnerships suggested it would be helpful to have a meeting of the Care Homes Reference Group in July 2010.

The Chairman suggested that representatives of Bromley and Bexley Advocacy Service be invited to the Committee's January meeting to provide an update, and representatives of Bromley Sparks be invited to the Committee's March meeting.

RESOLVED that the work programme for 2010-2011 be noted.

The Meeting ended at 9.55 pm

Chairman



Briefing for Bromley HOSC

June 2010

For verbal update



What is going on?

- **The new Government is looking at all hospital change programmes**
- **We are being asked to revisit some of the processes in line with the new SoS's new criteria**
- **As we await further clarity, we are being advised to continue to plan for implementation**



New Secretary of State

Four criteria to satisfy:

- 1. Support from GP commissioners**
- 2. Strengthen arrangements for public and patient engagement**
- 3. Greater clarity about clinical evidence to support proposals**
- 4. Need to take patient choice into account**



Are we sitting still? A number of processes running alongside each other:

- Continue detailed internal planning to allow changes to take place if it's judged we meet the criteria (see next slide)
- Commissioners planning to lead on engaging with GP Commissioners
- Expecting to seek clarification from three council leaders on any extra measures to strengthen engagement with local democracy
- We will be re-stating the clinical case for change over the coming months



Internal enablers

- **Estates plans on track**
- **Workforce plans on track**
- **Emergency pathway**
- **Productivity improvements**
- **Board is assured of safety**



Proposed timeline (if all goes as planned)

**Elective surgery to Queen Mary's
(Gynae – July, Ortho - August, general – Oct/Nov)-**

QMS Consultant-led maternity closure – Sept/Oct

QMS A&E closure – Sept/Oct

New theatres at QMS:

Mobile theatre (for gynae) – July

2 modular theatres – approx Nov (tbc)



Future model for QMS

Centre for non-emergency hospital care:

- **Planned surgery**
- **24/7 Urgent Care Centre**
- **Ambulatory paediatric unit**
- **Birthing unit**
- **Ante-natal centre**
- **Outpatients**
- **Renal dialysis unit**



The case for change

- **Safer services:** improved outcomes for patients, treated more often by senior consultants and by more skilled and experienced staff
- **Better quality services:** improved A&E services; one-to-one midwife care for every pregnant woman; fewer operations cancelled or delayed; more services available in the community
- **More choice:** new Urgent Care Centre's offer more options for urgent care; three new midwife-led units alongside improved obstetric units increase choice for women, including home births
- **More rewarding careers:** easier to recruit and retain staff; better career development with larger teams; better training and more opportunities for specialisation
- **A bright future for QMS:** A centre for planned surgery, rehabilitation and intermediate care, new renal dialysis unit, plans for local radiotherapy, working with PCT on plans for development of a polyclinic
- **Sustainability:** larger clinical teams ensure service sustainability, placing the health economy on a firm footing for future investment



Objectives for next year

- **Continue progress on quality**
- **Improve efficiency; LOS, day case rates, theatre efficiency**
- **Get to a position of financial stability**
- **Development of local radiotherapy**
- **Implement APOH**
- **First steps towards Foundation Trust status**



SLHT position

Summary first year of new Trust:

- New cross-site divisional structures now in place
- Good clinical progress on HAIs, HSMRs, waiting times
- Stroke care improvements through HASU
- Remain financially challenged



Performance

- **A&E: Hitting targets trust-wide but needs to be sustainable on a site by site basis. QEH remains pressure point**
- **18 weeks: Good performance last year but there are current backlog pressures**
- **Infection: Excellent progress – now in top quarter for England for MRSA**
- **Mortality rates: Good progress, now at 90% ratio**



Emergency pathway

- **New Acute Medical Unit triage ward at QEH modelled on PRU**
- **An Acute Physician of the Day (from one of five newly appointed acute physicians)**
- **New ways of working essential**



Finance

- **Situation couldn't be more pressing .. Three legacy trusts in the bottom six of most indebted trusts in England when we merged**
- **Efforts to restrict use of temp staff starting to have an effect and needs to continue**
- **Already identified approx £1m costs to come out of corporate budget in next 10 months**
- **Progress made with NHS London on agreeing a control total for the year**



In 12 months time

- **Financial debt stabilised and Trust only spending what it earns**
- **Staff in a more comfortable and settled state**
- **More efficiency; lower LOS, more day case rates, better productivity**
- **APOH implemented**
- **Trust looking towards FT application**
- **A Trust that's a credit to South London**

Agenda Item 5

Report No.
LDCS10130

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 27th July 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				
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	The rota was circulated to Members following the last meeting.	Democratic Services and Scrutiny Officer	July 2010
92. Timeliness of Assessments and Reviews	That data covering the number of referrals from 2006 to 2009 be provided. That an update report be provided to the Committee is 12 months.		Assistant Director Care Services	February 2011

<u>Minute Number/Title</u>	<u>Decision</u>	<u>Update</u>	<u>Action</u>	<u>Completion Date</u>
14th April 2010				
115. Findings from the Transport Reference Group	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.	Funding for the Mobility Forum is awaiting approval from the Environment Portfolio Holder.		
22nd June 2010				
5. Minutes of the ACS PDS Meeting held on 17th March	An issue was raised regarding whether the tag worn by patients could be a breach of their human rights and it was suggested that this issues be raised with SLAM when representatives attended a future meeting.			22 March 2011
6. Matters Arising from Previous Meetings	The Chairman queried whether a response had been received from Oxleas regarding the issue of locking wards That the issue of missed appointment be raised with Dr Streather	A response was received from Iain Dimond, Bromley Service Director, on 28 th June is Attached as appendix 2 to this report Cr Streather will be attending a meeting of the Health Check Working Group and the issue can be raised during this meeting.	Democratic Services and Scrutiny Officer Health Check Working Group	28 June

<u>Minute Number/Title</u>	<u>Decision</u>	<u>Update</u>	<u>Action</u>	<u>Completion Date</u>
9. Supporting Independence in Bromley	Some concern had been expressed around the way information regarding day activities for adults was captured.	The issue has been added to the Committee's Work Programme.	Democratic Services and Scrutiny Officer.	25 th June 2010
	The Committee requested an update on the possibility of re-ablement services for self-funders.	The issue has been added to the Committee's Work Programme for February 2011	Democratic Services and Scrutiny Officer	25 th June 2010
	That Age Concern Bromley be invited to a future meeting to provide an update on the Brokerage Service	Age Concern Bromley have been invited to provide an update to the Committee at their next meeting.	Democratic Services and Scrutiny Officer	25 th June 2010
10. Confirmation of A&C Portfolio Plan 2010/11	That further information be sent to Councillor Fookes regarding the support into employment given to people with mental health needs. That the issue of supporting people with mental health needs back into employment be added to the Committees Work Programme and that representatives from Bromley Economic Partnership be invited to attend the meeting when the issue is considered.			
11. Update from South London Healthcare NHS Trust	That the issue of patient falls be taken up in the Health Check Working Group		Health Check Working Group	

From: Iain Dimond [mailto:Iain.Dimond@oxleas.nhs.uk]
Sent: 28 June 2010 17:53
To: Stone, Philippa
Cc: Helen Jones; Helen Smith
Subject: Re: Locked Wards at Green Parks House

Dear Philippa

Thank you very much for your email. I would be pleased to provide further clarification regarding the definition of "locked" in the context of Green Parks House.

I can appreciate that the definition of "locked" and how it is applied in a mental health inpatient setting can appear confusing. Green Parks House is an open acute inpatient mental health unit as opposed to a secure unit, where everybody will be detained under the mental health act. In an acute inpatient setting like Green Parks House, some patients are detained under the mental health act and others are not. For the former group, their movements on and off the ward will be restricted by the very fact of being subject to the mental health act. For the latter this won't be the case.

However Oxleas, along with a number of Trusts around the country has found itself in the position of locking the doors to all of its acute inpatient facilities. The need for locking ward entrances is widely recognised, the Mental Health Act Code of Practice certainly does not prohibit the locking of doors, but does give some guidance about arrangements to be put in place (which I have attached).

Fundamentally the ward door is locked for two specific reasons. The first being to prevent access to the ward by intruders, thus keeping a vulnerable patient group safe and also ensuring the safety of the staff and the belongings of both groups as well as the Trust. The second reason is with regard to individual patient safety.

The controlling of access and egress from the ward should involve a process which facilitates contact between staff and patients for both entry and exit. Pro-active clinical management means that issues of risk and safety should be managed on an individual basis. Essentially this means that a patient should not be able to leave the ward without clinical staff being aware. This supports informed risk taking and shared care with the patient. Equally it offers the opportunity to carry out intervention if needed. Informal patients (i.e. those not detained under the Mental Health Act) must inform a member of staff when leaving the ward, indicating where they are going and how long they expect to be.

Understandably the issue of locked doors gets caught up in what is a deprivation of liberty. Whilst there is no concrete definition of this all of the guidance states that locking of doors does not automatically lead to a deprivation of liberty. It therefore remains lawful to keep ward entrances locked as long as there is an appropriate policy to support this and that those patients treated on an informal basis are aware of processes to be followed in the event they wish to leave the ward.

The above applies to all five wards at Green Parks House. I have also attached a poster for patients and carers that should be on display on all the wards explaining the process for exiting the ward. The current policy is in the process of being reviewed across the Trust.

I hope this clarifies the situation, please do not hesitate to contact me if you would like further explanation.

Best regards
Iain Dimond

Iain Dimond
Bromley Service Director
Banbury House
Bushell Way
Chislehurst
BR7 6SF

Unless you have been told otherwise, you have the right to come and go from the ward freely.

The provision of a safe environment and your personal safety is of the utmost importance to staff on the ward.

We recognise our responsibilities and duty of care in ensuring that *Name of Ward* is safe and secure environment for the delivery of patient care.

At *Name of Ward* we acknowledge the need to be available to provide safety to you, the staff and the public. In addition, we have a duty to provide protection to you from the public.

If you wish to leave the ward, you should ask a member of staff to open the door and they will open it immediately, unless there is a known and valid reason not to do so.

If you leave the ward unaccompanied by staff, you must let a member of staff know where you are going and approximately when you expect to return.

If you are not allowed off the ward you will be given a reason and a member of staff will discuss this with you privately if you wish.

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- 16.30 Treatment in conditions of enhanced security should last for the minimum period necessary. Where responsible clinicians have taken the decision to transfer a patient within a hospital to a ward with enhanced security, they should ensure that arrangements are made to facilitate the patient's prompt return to a less secure ward when that enhanced security is no longer required.
- 16.31 Where responsible clinicians believe that patients no longer require conditions of enhanced security (or the current level of security), they should take steps to arrange their transfer to more appropriate accommodation. Where necessary, this may involve identifying another hospital that is willing and able to offer the patient suitable accommodation.
- 16.32 In the case of restricted patients, it will be necessary to seek the consent of the Secretary of State for Justice for a transfer to another hospital or, where the patient's detention is restricted to a particular unit, for a move within the same hospital.
- 16.33 Managers of hospitals offering accommodation with enhanced levels of security should ensure that:
- accommodation specifically designated for this purpose has adequate staffing levels; and
 - they have written guidelines, setting out the categories of patient for whom it is appropriate to use physically secure conditions and those for whom it is not appropriate.

Physical security in other hospital accommodation

- 16.34 Hospital managers will need to consider what arrangements should be put in place to ensure the safety of patients who are not subject to enhanced security.
- 16.35 Patients admitted to acute wards, whether or not they are formally detained there, will have complex and specific needs. In such an environment, ward staff must balance competing priorities and interests when determining what safety measures are necessary.

- 16.36 The intention should be to protect patients, in particular those who are at risk of suicide, self-harm, accidents or inflicting harm on others unless they are prevented from leaving the ward. Arrangements should also aim not to impose any unnecessary or disproportionate restrictions on patients or to make them feel as though they are subject to such restrictions. It may also be necessary to have in place arrangements for protecting patients and others from people whose mere presence on a ward may pose a risk to their health or safety.
- 16.37 It should be borne in mind that the nature of engagement with patients and of therapeutic interventions, and the structure and quality of life on the ward, are important factors in encouraging patients to remain in the ward and in minimising a culture of containment.
- 16.38 Locking doors, placing staff on reception to control entry to particular areas, and the use of electronic swipe cards, electronic key fobs and other technological innovations of this sort are all methods that hospitals should consider to manage entry to and exit from clinical areas to ensure the safety of their patients and others.
- 16.39 If hospitals are to manage entry to and exit from the ward effectively, they will need to have a policy for doing so. A written policy that sets out precisely what the ward arrangements are and how patients can exit from the ward, if they are legally free to leave and made available to all patients on the ward. The policy should be explained to patients on admission and to their visitors. In addition to producing the policy in English, hospitals may need to consider translating it into other languages if these are in common use in the local area.

16.40 If managing entry and exit by means of locked external doors (or other physical barriers) is considered to be an appropriate way to maintain safety, the practice adopted must be reviewed regularly to ensure that there are clear benefits for patients and that it is not being used for the convenience of staff. It should never be necessary to lock patients and others in wards simply because of inadequate staffing levels. In conjunction with clinical staff, managers should regularly review and evaluate the mix of patients (there may, for example, be some patients who ought to be in a more secure environment), staffing levels and the skills mix and training needs of staff.

Related material

- *Using Mobile Phones in NHS Hospitals*, May 2007
- *The Safety and Security in Ashworth, Broadmoor and Rampton Hospitals Directions*, 2000 (as amended)

This material does not form part of the Code. It is provided for assistance only.

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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 -

Supporting Independence in Bromley Programme

(Report ACS10038)

Decision:

That 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 be endorsed.

Reasons:

The Supporting Independence in Bromley programme is supported by the Building a Better Bromley key aim Supporting Independence as is the key theme within the Adult and Community Portfolio Plan 2009/2010. The Programme is in line with national developments to transform social care and is 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 "Putting People First" December 2007.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 22nd June 2010 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: 1st July 2010
Implementation Date (subject to call-in): 9th July 2010
Decision Reference: A&C10007

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

Adult and Community Portfolio Plan 2010/2011

(Report ACS10039)

Decision:

That the final Portfolio Plan for 2010/2011 be agreed.

Reasons:

The Portfolio Plan reflects the priorities of 'Building a Better Bromley' and includes the main LPSA actions of the Local Area agreement as they relate to the Adult and Community Portfolio.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 22nd June 2010 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: 1st July 2010
Implementation Date (subject to call-in): 9th July 2010
Decision Reference: A&C10008

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

Housing and Residential Services 2009/10 Performance Report

(Report ACS10036)

Decision:

That the actions being taken as detailed throughout the report and the key priorities for 2010/2011 to meet a range of housing duties and needs in Bromley and to deal with increased pressures on the service resulting from the recession be agreed.

Reasons:

The objectives and work of the Housing and Residential Services Division 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 such as Residential Home Provision, the Learning Development Supported Living Initiative and Town Centre Regeneration. The priority areas identified in the Portfolio and Work Plans for Housing and Residential Services are based within the framework to ensure that the Council fulfils its statutory obligations and complies with good practice.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 22nd June 2010 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: 1st July 2010
Implementation Date (subject to call-in): 10th July 2010
Decision Reference: A&C10009

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Report No.
ACS 10046

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: A&C Portfolio Holder

Date: 27th July 2010

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

Title: REVIEW OF ALLOCATIONS POLICY & HOUSING REGISTER BANDING

Contact Officer: Sara Bowrey, Head of Housing Needs
Tel: 020 8313 4013 E-mail: sara.bowrey@bromley.gov.uk

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

Ward: BOROUGHWIDE

1. Reason for report

- 1.1 This report advises on the scope and progress made to date in respect of the review of the Housing Allocations Policy, together with the key findings resulting from the preparatory consultation exercises undertaken across internal and external partners and a range of service users.
 - 1.2 It then goes on to outline the proposed revisions to the Policy needed to fulfil the latest statutory guidance in respect of housing allocations and ensure the operation of a fit for purpose allocations scheme. The full draft policy is contained within Appendix A of this report for consideration prior to undertaking formal consultation to finalise the necessary revisions.
-

2. RECOMMENDATION(S)

- 2.1 The PDS committee is recommended to:
 - a) Note and comment on the consultation findings,
 - b) Comment on and agree, subject to any amendments arising from these comments, to recommend to the Portfolio Holder that the draft policy can now be circulated for formal consultation to come back to the November cycle for formal approval to adopt and implement the revised policy.
- 2.2 The Portfolio Holder is recommended to:
 - a) Consider the recommendations from the PDS committee,

- b) Subject to any agreed amendments to approve the initial draft of the revised policy to be circulated for formal consultation during August and September. It is then proposed that all consultation feedback will be considered during October, alongside formatting of the policy in order to bring this back to the November cycle for formal adoption and approval to implement.

Corporate Policy

1. Policy Status: Existing policy. The proposed revisions are inline with the overall aims & objectives of the existing policy.
 2. BBB Priority: Excellent Council.
-

Financial

1. Cost of proposal: Estimated cost £1,380 Communities & Local Government grant already provided to facilitate implementation.
 2. Ongoing costs: Non-recurring cost.
 3. Budget head/performance centre: Housing Needs
 4. Total current budget for this head: ££1,635k gross (Housing Needs Service)
 5. Source of funding: Area based Grant - one off funding of £1,380
-

Staff

1. Number of staff (current and additional): 7.5 current FTE undertake the full range of statutory duties in relation housing allocations, managing Bromley Homeseekers & maintaining the housing register..
 2. If from existing staff resources, number of staff hours:
-

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): There are currently in excess of 6,100 households on the Housing Register with, on average, a further 440 new applications being received each month.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: Members' comments will be sought as part of the formal consultation process.

3. COMMENTARY

Legislative Background/Scoping of the review:

- 3.1 LBBromley's housing allocation policy and housing register provides the route for nomination to all social rented housing to which the borough has nomination rights. The scheme also includes all Affinity Sutton stock within the borough and Affinity Sutton tenants seeking transfers, for which Affinity Sutton pay the Council for the administration cost. Increasingly the other RSLs operating within the Borough are moving towards a common housing register by joining the Borough register for lettings to all available stock including the proportion to which the Borough does not have nomination rights. The roll out of 100% of properties being advertised and let via the housing register and choice based lettings will be concluded once the new policy has been implemented.
- 3.2 The way in which social rented housing is allocated is largely governed by the legislative framework set out within Part VI of the Housing Act 1996, as amended by the Homelessness Act 2002. This provides the broad framework in terms of who is eligible/ineligible for inclusion within the allocations scheme, together with certain groups of people who must be given a level of reasonable preference within any scheme. It also sets out the basic administrative framework for allocation schemes including information dissemination, appeals and so on.
- 3.3 Bromley's current allocations policy was implemented in response to the Homelessness Act 2002, with small subsequent minor amendments being introduced in 2005 to comply with the most up to date guidance/case law at the time, and also in preparation for the implementation of Bromley Homeseekers' choice based lettings system.
- 3.4 Since this date there have been a number of updated statutory directives, including the latest Code of Guidance issued in November 2009, which encourages all local authorities to undertake a review of their allocations schemes.
- 3.5 In addition, over the past year there has been a 300% increase in the level of new applications being received, meaning that large volumes of administrative resources are having to be re-directed at assessing applications with no real chance of successful nomination against the level of social housing supply.
- 3.6 Finally, with Bromley Homeseekers' now having been live for approximately 20 months a number of lessons learnt, which can be fed into increasing the responsiveness and effectiveness of an allocations scheme.
- 3.7 It is therefore a pertinent time for LB Bromley to be reviewing its allocations policy.

Aims of the review:

- 3.8 Whilst adhering to the overarching aims and direction of the existing policy, the review aimed to:
 - Update the policy in line with the latest statutory guidance/directives to ensure the operation of a 'fit for purpose' scheme.
 - Make the policy as transparent and easy to understand as possible, helping to dispel myths and assist in adopting a policy which is perceived as fair.
 - Manage expectations by tightening the robustness of the assessment process including reducing time on assessing low banding applications that would have no realistic chance

of receiving an offer of social rented housing and continuing the focus on meeting the highest level of housing need

- Reframing the policy in a suitable format to enable progress towards the introduction of automated banding
- Further strengthening the link to alternative housing options and solutions to meet a range of housing needs as an alternative to applying to go onto the housing register
- Making full use of the increased flexibility contained within the latest guidance to reflect local priorities and consultation feedback.

Review Process:

3.9 The review process to date has included the following elements:

1. **Desktop Research:** Updating the policy to comply with all the latest statutory guidance, directives, good practice findings and case law.
2. **Benchmarking:** comparing the policy with other local authorities.
3. **Consultation/Feedback:** lessons learnt from the bedding in process of Bromley Home seekers, feedback from appeals, comments and complaints, together with a consultation programme of focus groups encompassing internal and external partners and a range of service users.

Proposed revisions to the policy

3.10 Based upon the above, the following key revisions are proposed:

- Readdressing the priority banding level of certain groups within the reasonable preference categories to better manage expectations and encourage the pursuit of alternative options to resolve housing need.
- Aligning the bed size categories to mirror those within the housing benefit regulations to offering consistency on bed size eligibility across both sectors
- Strengthening the local preference groups – most notably around overcrowding, underoccupation to make best use of available stock and to reflect local requirements in terms of applicants undertaking critical voluntary work, and to encourage take up and sustainment of education, training and employment
- Making use of the increased allowance for local flexibility to focus on local priorities and supply/demand realities by limiting out of borough applications to those with overriding or essential grounds to move into the Borough due, for example to essential support, or where the host borough is offering a reciprocal mobility scheme for Bromley residents.
- Ensuring the policy supports wider strategic objectives, such as the learning disability housing strategy, supporting independence and tackling anti-social behaviour.
- Ensuring the policy supports those returning from the armed forces requiring additional advice & assistance that are not already included within the existing statutory framework.

- To simplify the medical/social welfare assessment to reduce the level of ‘points chasing’ by those with lower levels of need to better manage expectations and focus on greatest need.
- To simplify the system, taking away complex ‘composite need’ assessments by placing applicants in the highest applicable band for the range of issues.
- To proactively promote the options and solutions model by ensuring that applicants have comprehensive options assessments to pursue a range of alternative solutions to meet their housing need wherever possible.

3.11 In order to assist with ease of understanding that the policy has been updated, it is further proposed to rename the bandings, to signify the changes that have been made.

3.12 There is currently a separate allocation policy for the Gypsy Traveller sites and it is proposed that this policy will be contained within the overall updated Allocations Policy when published.

3.13 The full draft policy covering the above proposals is attached for consideration in Appendix A of this report. This is obviously currently in draft format and will also be subject to ‘Plain English’ testing, inclusion of a glossary and so on before returning for final approval.

3.14 Whilst the full policy has been included for reference, the key details of the scheme which include the revisions referred to in this report are contained within pages 14 – 32 of the draft policy, with details of the priority bands being set out on pages 30 & 31.

Future Process:

3.15 The process for consultation and implementation is set out below:

August - September	Formal consultation on the draft revised policy
October	Collation of consultation responses Resultant updates to revised policy Formatting of the revised policy
November	Policy returned to PDS & Portfolio holder for final comments & sign off to adopt and implement
December - January	Publishing of revised policy and summary guidance
December - March	Implementation of the new policy including progress on automated banding, re-registration and training for partner agencies.

3.16 In addition an initial equalities impact assessment has been completed which will be kept under review throughout the process and will be reported back alongside the policy in the November cycle.

4. POLICY IMPLICATIONS

The purpose of the policy review is to ensure that the policy adopted and operated by the London Borough of Bromley and its partner RSLs is fit for purpose, meeting all statutory and good practice requirements and reflecting local priorities and pressures in order to make best use of all available stock to meet housing need.

5. FINANCIAL IMPLICATIONS

- 5.1 A small grant of £1,380 has already been provided to the local authority by Communities & Local Government via Area Based Grant to cover the cost of the Allocations review in light of the changes contained within the latest statutory guidance.

6. LEGAL IMPLICATIONS

- 6.1 The Council has a number of statutory obligations in relation to housing allocations. These include having a published criteria and policy which meets the requirements of the legislative framework and complies with current guidance and case law. The policy must detail both the priorities and procedures for operation of the scheme. All proposed changes are considered and approved by Legal Services to ensure compliance with the statutory framework.
- 6.2 There is also a statutory obligation to consult with RSLs, service users and partners who may have an interest in the scheme before any changes or updates are adopted.

Non-Applicable Sections:	Personnel
Background Documents: (Access via Contact Officer)	Part VI of the Housing Act 1996 Homelessness Act 2002 Bromley Allocation Policy (last updated 2005) Allocation of Accommodation Code of Guidance for Local Authorities, 2002 Allocation of Accommodation: Choice Based Lettings, Code of Guidance for Local Authorities, 2008 Housing Allocations – Members of the Armed Forces (circular 04/2009), 2009 Fair and Flexible: Statutory Guidance on Social Housing Allocations for Local Authorities in England, 2009

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The London Borough of Bromley

Draft Housing Allocation Scheme

2010¹

(NB: Note for PDS committee: Whilst the full draft policy has been included for reference, the actual scheme detail covering the proposed revisions is covered between pages 14 & 32, with the priority bandings set out on pages 30&31)

¹ All sections will be numbers and formatted through plain English etc once all consultation feedback has been received and necessary amendments made to reach the final version.

Appendix:

Page 3	Introduction Devising an Allocation Scheme
Page 4	Aims of the Allocation Scheme
Page 5	Partnership Working
Page 6	Equality, Diversity and Accessibility
Page 8	Statement on Choice Rights of the Customer
Page 9	What do we Expect from you?
Page 10	Requesting, Sharing and Verifying Information
Page 11	Data Protection Supporting the Community: Tackling Unacceptable and Antisocial Behaviour
Page 12	Lettings Plans
Page 13	The Housing Register
Page 14	The Reasonable Preference Categories
Page 15	The Local Preference Categories
Page 16	Out of Borough Applicants Who is Ineligible for Inclusion on the Housing Register?
Page 18	Who is Eligible to go on the Housing Register? Who can be Included on Your Application?
Page 19	Who can't be Included on Your Application? Separated Households
Page 20	Financial Resources: Income and Savings Making Your Housing Situation Worse Assessing Your Application
Page 21	Bedroom Requirements Under Occupiers
Page 22	Overcrowding Homelessness
Page 23	Medical Need
Page 25	Adapted Accommodation Housing Association Decants
Page 26	Insanitary Housing Conditions Welfare and Social Grounds
Page 28	Those Owed a Duty by the Local Authority Participating in Employment, Volunteering or Training
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Page 34	Your Bid
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Page 36	Bypassing a Bid Shortlisting
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Page 39	Publishing Results
	Reviews and Cancellations
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Page 43	Service Standards
Page 45	Glossary

Introduction

In the introduction of “Fair and Flexible; statutory guidance on social housing allocations for local authorities in England (Dec 2009)” it states that;

‘Social rented housing is an asset of great significance to the country, to local communities, to families and to individual people. It provides an essential part of the welfare safety net that supports many of the most vulnerable in our society. It provides a firm foundation, with the security and stability that can help people to overcome disadvantage and to build successful lives for themselves and their families. And it can help to create prosperous, healthy local communities, as part of a balanced housing market.’

The guidance also goes on to acknowledge the continued and unprecedented rise in demand for housing which far exceeds the available supply and recognises the importance of robust and transparent Housing Allocation Schemes in ensuring that the allocation of social housing is conducted fairly and takes account of both national and local pressures.

Within Bromley it is also true that the demand for and, indeed, need for social housing far exceeds the available supply. It is therefore essential that the best use is made of all available housing stock and that those who apply for housing assistance are made aware of all the housing options that are available to them as, in reality, social housing alone is not in sufficient supply to meet the overwhelming needs of all those who would seek to acquire it.

Devising an Allocation Scheme and the Legal Framework

This scheme has been drafted in accordance with Part VI of the Housing Act 1996, as amended by the Homelessness Act 2002.

The introduction of this scheme was conducted in conjunction with customer consultation which took the form of a series of focus groups attended by representatives from:

- Housing Associations
- The Voluntary Sector
- The Probation Service
- The General Public
- The Local Authority

Full details regarding the customer consultation can be found at (add direct link)

In addition this Scheme has formally been approved by the Executive Portfolio Holder for Adult and Community Services.

In framing the Scheme due consideration has been given to the following;

- Fair and flexible; statutory guidance on social housing allocations for local authorities in England (Dec 2009)
- Allocation of Accommodation: Code of Guidance for Local Housing Authorities (Nov 2002)
- Allocation of Accommodation: Choice Based Lettings Code of Guidance for Local Housing Authorities (Aug 2008)
- The Regulatory Framework for Social Housing in England (Apr 2010)
- Where are Tomorrow's Heartlanders? Unlocking the Potential of Social Housing (Jan 2010)
- Housing Allocations – Members of the Armed Forces Circular (Apr 2009)
- Allocations and Local Flexibility (Feb 2010)
- The London Housing Strategy (Feb 2010)
- The London Borough of Bromley Homelessness Strategy

Working in accordance with the Housing and Residential services Division's mission statement for 2010-2012

The mission statement for the Housing and Residential Services Division sets out, through all areas of work, to:

- Maximise the delivery of good quality affordable housing.
- Improve the standards, energy efficiency and accessibility in housing across all tenures.
- Provide housing advice and solutions to prevent homelessness and enable self-help wherever possible to resolve housing need.
- Promote choice and independence through clear and realistic housing options and support.
- To engage in proactive liaison and negotiation with landlords, owner occupiers and tenants to ensure the best use of housing stock to meet a range of diverse needs.
- Target resources to those most in need and to properties in the poorest condition.

Aims of the Housing Allocation Scheme

The Housing Allocation Scheme aims to:

- Ensure that those in the greatest need of housing assistance, as outlined in both the reasonable and local preference categories, have the greatest opportunity to secure it;
- Allow for the greatest degree of choice possible in the allocation of social housing;

- Manage expectations regarding the availability of social housing and promote awareness of alternative housing options and solutions.
- Promote independence and provide fair access to our services regardless of race, gender, disability, age, religion, nationality, social background or sexuality;
- Minimise the use of temporary accommodation, particularly shared or bed and breakfast type dwellings;
- Help contribute to the development of sustainable communities;
- Encourage long term and consistent partnership working on a local and sub-regional level.
- Make best use of all available social housing stock.

Partnership working

Bromley Council has had no housing stock of its own since 1992. As a result we have continued to work in partnership with a variety of organisations in order to ensure the fair and equitable allocation of social housing within our borough.

The Housing Allocation Scheme and the housing register have been developed in conjunction with a number of partners and interested parties, which include;

- Council Members including the Policy, Development and Scrutiny Committee and the Portfolio Holder.
- Housing Portfolio Holder
- London Borough of Bromley services including;
 - Housing and Residential Services
 - Children and Young People
 - Adult Care Commissioning
 - Extra Care Housing
 - Libraries
- Representatives from the voluntary / advocacy sector
- NWMS - National Witness Mobility Service (see page 11)
- MAPPA - Multi-Agency Public Protection Arrangements (see page 12)
- RSL's (see below)
- SELHP (see below)

Registered Social Landlords (RSL's also known as Housing Associations)

RSL's, also known as Housing Associations, are landlords who own and manage social housing stock within the borough. A list of all partner RSL's can be found on the Bromley Homeseekers website. In developing a joint allocation scheme and locally managed housing register we aim to make the process of applying for accommodation, assessment and access to housing options equitable, efficient and transparent.

Sub-Regional Working: The South East London Housing Partnership

The London Borough of Bromley also works in partnership on a sub-regional level with;

- The London Borough of Bexley
- The London Borough of Greenwich
- The London Borough of Lewisham
- The London Borough of Southwark

Through this partnership we endeavour to provide greater opportunity for cross-borough mobility as well as work together to promote best practice across the sub region.

Equality, Diversity and Accessibility

In compiling the allocations scheme we have carried out an equalities impact assessment to ensure that all customers regardless of race, gender, disability, age, religion, nationality, social background or sexuality have equal and fair access to the services we provide. A copy of the full assessment can be found at **(add link)**

In order to ensure that everyone is able to access housing advice and assistance and, where eligible, bid for housing through Bromley Homeseekers we provide the following:

The Bromley Homeseekers website

- The website complies with the W3C Web Accessibility Initiative and has been built to be accessible to those who are hard of hearing, visually impaired or who have difficulty using a mouse. It is compatible with popular screen readers and can be navigated easily using a series of keyboard shortcuts.
- For those that have difficulty reading, have limited vision or for those for whom English is not a first language the Bromley Homeseekers website has Read-Speaker technology. By clicking on the Read-Speaker icon the information on the page will be played through your PC's speakers.
- For those with visual impairments the website has been designed to allow you to select the colour scheme that you find easiest to view such as black on white or white on blue.

Literature

- Information is available to download from the Bromley Homeseekers and London Borough of Bromley websites.
- Letters and documents can be translated to a language of your choice if English is not your first language.

- We provide quick guides which show you how to bid online, over the phone or via text message.

Access to the internet

We know that not everyone has access to a computer and the internet. There are a number of places across the borough that people can go to in order to access the internet for free. Whilst a full list of internet access points is available on the Bromley Homeseekers website listed below are some of the places within the Bromley Borough that you can visit:

- Libraries (**add link**)
- Council offices (**add link**)
- Community learning shops (**add link**)
- Advocacy offices (**add link**)
- Housing Association offices (**add link**)

For those who have never used a computer before or who want a quick refresher course the libraries also offer free training on how to access the internet. Some branches also offer more specific Bromley Homeseekers training. All training can be offered on either a one to one or group basis.

Advice and Assistance

You can get housing advice and assistance using Bromley Homeseekers from a number of different sources such as:

- The Housing Solutions Staff at the London Borough of Bromley
- The Library
- Your local Community Learning Shop
- Your landlord (if you are a housing association tenant)
- Advocacy Centres

The assistance offered may vary.

If you approach the Housing Solutions Team at the London Borough of Bromley the assistance we can offer will include:

- Help to fill in the online form either over the phone or by appointment in person.
- Providing advice and information regarding the Housing Register, Bromley Homeseekers and all other housing options.
- Assistance with bidding. The Housing Solutions team are happy to explain the bidding system and to explain to you how to make the most of your weekly bidding entitlement. For those who, having explored

every available option, are unable to use the system to bid we can also utilise an automated bidding service.

- Access to translators. This includes British sign language.

Statement on Choice

The Council is committed to offering choice in the allocation of social housing. In order to provide choice we will ensure that, wherever possible, all properties, including sheltered and adapted homes, are advertised through the Bromley Homeseekers website. By exception we reserve the right not to advertise, or withdraw from advertising, a property that is required in order to proceed with a specific allocation. This will include, for example, emergency or public protection allocations. Any such allocation would be undertaken at the discretion of the Housing Needs Team in accordance with this Scheme.

Restricting choice

Whilst we will offer as much choice as possible there are instances where an applicant's choice may be restricted. These include:

In instances of public protection - See Multi-Agency Public Protection Arrangements (MAPPA)

Direct offers – see page 38

Rights of the Customer

In accordance with Part VI of the Housing Act 1996 s.167 (4) this allocation scheme has been framed to ensure that a customer has the right to request information to enable them to assess:

- How their application is likely to be treated under the scheme. In particular whether they are likely to be regarded within the reasonable and local preference categories.
- Whether a home appropriate to their needs is likely to be made available to them and, if so, how long they can expect to wait to secure a successful move.

Furthermore, through the allocation scheme we will ensure that customers are:

- Treated fairly, with respect and without prejudice.
- Notified in writing of any decision made regarding their application for re-housing and the grounds on which that decision was reached.

- Given the opportunity to appeal against decisions made in respect of their application. For further information regarding reviews and appeals please see page 39

What do we expect from you?

In this allocation scheme we will outline what you can expect from us but there are also some things that we expect from you.

Honesty

We will be honest with you. We will keep you informed of the progress of your application and we will explain any decisions that we make including how we made them. In turn we expect you to be honest about your circumstances so that we can fairly assess your housing need and ensure that you receive the right housing advice to suit you. Social housing is in incredibly short supply and we will do everything that we can to ensure that best use is made of it.

It is an offence to obtain, or attempt to obtain, a tenancy by deception. S.171 of the Housing Act 1996 makes it an offence to knowingly or recklessly provide or withhold information.

You must:

- Provide all information that is, or may be, relevant to your application for re-housing at the point that you apply.
- Advise us of any changes in your circumstances. This includes, but is not restricted to;
 - any changes to your address including change of tenure
 - the birth of a child
 - the removal of someone from your application
 - the addition of someone to your application

If we discover that you have supplied false information or have failed to provide us with information that is relevant to your application in order to gain accommodation we will immediately cancel your application. If you have obtained accommodation through the housing register and it is discovered that you have supplied false information or failed to provide us with information that would have been relevant to your ability to secure that accommodation we will work with your landlord to end your tenancy.

² NB 'see page references & add links will be for hyper links to relevant information/pages for the final on-line version.

In accordance with S.171 of the Housing Act 1996 anyone found guilty of the above is also liable to be prosecuted and/or fined up to £5000.

Courtesy

We will always be polite to you and we will treat you with respect. We ask that you treat our staff in the same way and verbal or physical abuse will not be tolerated. Anyone using abusive, racist or derogatory language will be politely asked to stop. Failure to do so will result in a written warning. Should this behaviour continue we will either only correspond with you in writing or may instead look to suspend or cancel your application depending on the severity of your actions.

Requesting, Sharing and Verifying Information

In addition to the information provided by the customer the Council may seek further information or supporting evidence from a variety of third parties. In completing the online application form the customer gives the Council permission to share information and make further enquiries in order to correctly assess their application.

In order to offer you appropriate advice and to assess your application, it may also be necessary to contact those people or organisations whose details you have provided or other relevant parties whose details come to light during our enquiries. This may include:

- Cross checking the information you have given against the full register of electors of the London Borough of Bromley or any other Council.
- Cross checking the information you have given with other Council sections e.g. Housing Benefits, Council Tax and other Council and Benefit Agencies.
- Contacting current and previous landlords
- Sharing information with partner Registered Social Landlords (Housing Associations) who manage all social rented housing in Bromley.
- Cross checking with data matching companies e.g. Experian or other credit reference agencies. These agencies will record details of any search made whether or not this application proceeds.
- Other third parties considered relevant to your application

You may also be asked to provide further evidence in order to verify the information that you give us. This includes but is not restricted to;

- Photographic proof of ID (passport or driving licence)
- Proof of any benefits claimed (child benefit, income support, job seekers allowance, family tax credit, DWP)
- Birth certificates for each household member included on the application

- National insurance number
- Proof of your current and/or previous address (utility bill, bank statement, Council tax payment book)
- Proof of income (pay slips for four weeks if paid weekly or last two months if paid monthly) or a letter from your employer confirming your annual salary
- Passport size photo
- Immigration documents
- Information regarding property ownership

Failure to provide this information when required to do so may result in a delay in the assessment or the suspension of your application. Failure to provide the necessary information at the point of offer may also mean that you are not successful in securing a home.

If you fail to provide information that is requested in order to complete an assessment of your housing need your application will be cancelled. You would need to submit a new application if you wanted to reapply to join the housing register.

Where appropriate any information that you provide may be shared with registered housing providers and prospective landlords.

Data Protection

The information that you provide is required for the proper conduct of the Council's housing function and may be held on a computer or paper file which you have the right to access. We are under a duty to protect the public funds we administer and to this end may use the information we have obtained and that you have provided within this authority for the prevention and detection of fraud. We may also share this information with other bodies administering public funds solely for these purposes. For information regarding access to records please see (add link)

Supporting the Community: Tackling Unacceptable and Anti Social Behaviour.

The safety of the local community and those applying for rehousing is a key consideration in any allocations scheme. The Council and its partners continue to work together in order to provide a safe and secure environment for its residents to live, work and prosper in.

In supporting the community, through the allocation scheme, those found guilty of unacceptable or anti social behaviour will be ineligible for inclusion onto the housing register. For further details see "Who is ineligible for inclusion on the housing register?"

National Witness Mobility Service (NWMS)

In order to assist the national police force to tackle serious crime and to support witnesses in the legal process the council works in partnership with colleagues in the National Witness Mobility Service (NWMS) and will, as required, accept referrals from this source. Such cases will have been assessed and verified by the NWMS managers and referrals will only be accepted with the agreement of a member of the council's Housing Needs Team. There are particular confidentiality considerations for such cases and no personal information will be taken until the applicant accepts a direct offer of accommodation in the Borough. Any proposed offer will be checked for suitability by the NWMS before the offer is made and details of successful lettings may not subsequently be made available for public consumption.

Multi-Agency Public Protection Arrangements (MAPPA)

Equally, if an applicant is shown to be a danger to themselves or to others then appropriate safeguards will be put into place. This may include preventing the applicant from bidding for accommodation, making a direct offer and/or identifying the risk factors on the application and sharing this information with relevant named parties or partner services. Applicants within this category may include, amongst others, those who are referred via the Multi-Agency Public Protection Arrangements (MAPPA) service. Under MAPPA the local authority has a duty to co-operate and when such cases are referred to us a judgement will be made to establish if the client meets the eligibility criteria as set out in this allocation scheme and that they are suitable for general needs social housing. Otherwise, such clients may fall within the category of those who are ineligible for housing. Offers made to MAPPA households will be verified as suitable with the appropriate authorities (normally the police and/or HAWK officer) before being made.

Lettings Plans

Lettings plans are an important tool in meeting allocation targets. They are agreed between the Council and partner RSL's.

An annual lettings plan will primarily give priority to the Council's statutory housing allocation responsibilities whereas a local lettings plan is designed to incorporate, albeit to a lesser degree, local priorities and non statutory responsibilities. Whilst both plans are reviewed annually it is acceptable for specific local lettings plans to be put in place for a limited time frame in order, for example, to facilitate moves to a particular new build development.

The Annual Lettings Plan

In agreement with partner RSL's and agencies an Annual Lettings Plan is produced to ensure that we meet our statutory responsibilities in accordance with letting accommodation. The figures are set in accordance with the number of vacant properties expected to become available within the following twelve month period. The plan is regularly reviewed throughout the year and may be adjusted to respond to changing circumstances.

Specific Local Lettings Plan

The London Borough of Bromley may agree a local lettings plan with individual RSL's for specific areas or developments to reflect local circumstances and to facilitate viable and sustainable communities. Any local lettings plan will reflect considerations such as the social mix of residents within the block, estate or area and will be outlined within our nominations agreement. All locally agreed lettings plans will be subject to an equalities impact assessment and may take in to account the following factors:

- child density (the number of children in an area)
- age range
- vulnerability of tenants
- access to resources (such as facilities for vulnerable people, schooling or healthcare)
- community stability and cohesion
- areas of low demand

Suspension of the lettings plan in exceptional circumstances

In the event of a large scale emergency affecting housing or the need for housing within the borough the Housing Needs Team may vary, suspend or review the lettings plan wholly or in part.

Equality within a lettings plan

In accordance with the equalities impact assessment whilst the lettings plan is used to support local and Government agendas within housing it will not be used to discriminate against those requiring housing. Any exclusions or preferences will be specified with the agreement of the Housing Needs Team and will be subject to internal review.

The Housing Register

What is a Housing Register and why is it needed?

A housing register is a way of recording the details of households who have applied to the Council for rehousing. Data from a housing register can be used to monitor trends, assess demand and provide grounds for future housing development and the creation of tailored housing advice services.

The London Borough of Bromley administers a housing register in order to fairly manage the needs of those eligible for re-housing by ensuring that information is held in priority and date order.

Whilst having a housing register helps to organise the details of those requiring housing it does not in itself increase the number of properties that become available to be let each year. Unfortunately there is insufficient social housing available to meet the needs of all those that approach us for

assistance. Only those whose circumstances are outlined within the reasonable and local preference categories will be given a priority on the housing register and will be eligible to bid for homes advertised on the Bromley Homeseekers website. This is necessary to manage the expectations of both those able to secure a move via the housing register and those who will need to explore other housing options in order to move to another property.

For those not included on the housing register in Bands A-D, advice and access to alternative housing options will be provided by housing staff, through literature and on the London Borough of Bromley and Bromley Homeseekers websites.

How is priority determined?

For those included on the housing register priority is determined in accordance with the Reasonable and Local Preference categories.

The current statutory reasonable preference categories are set out in the Housing Act 1996 s.167(2). These categories were rationalised in the Homelessness Act 2002 (and further refined by the Housing Act 2004) to ensure that they are directly based on housing need. This means that any allocation scheme must be framed to give reasonable preference to applicants who fall within the categories set out in s.167(2), over those who do not. While local authorities must demonstrate that, overall, reasonable preference is given to applicants in all the reasonable preference categories; this does not mean that they must give equal weight to each of the reasonable preference categories. Local authorities are able to take into account local pressures both in determining the suitable priority afforded to any reasonable preference category but also through giving reasonable preference to identified local preference categories.

The Reasonable Preference Categories

Listed below are details of each of the categories to which we are required, by law, to give reasonable preference through the allocation scheme.

- People who are homeless (within the meaning of Part 7 of the 1996 Act); this includes people who are intentionally homeless, and those who do not have a priority need for accommodation
- People who are owed a duty by any local authority under section 190(2), 193(2) or 195(2) of the 1996 Act (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any local authority under section 192(3) of the 1996 Act³
- People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions

³ Explanation of each of these to be added

- People who need to move on medical or welfare grounds, including grounds relating to a disability
- People who need to move to a particular locality in the district of the local authority, where failure to meet that need would cause hardship (to themselves or to others)

The Local Preference Categories

Listed below are details of each of the locally agreed categories which we will give a degree of preference to through the allocation scheme.

- People who are permanently employed, in training or participating in voluntary work within the borough.
- Housing Association tenants looking to downsize to smaller accommodation (also known as under-occupiers).
- Households identified as part of decant programmes.

In addition to this the Council reserves the right to review the local preference categories in order to:

- Include additional and / or time limited local preference categories to pilot new schemes or to meet the needs of a newly identified priority group.
- Remove or suspend preference to any of the groups listed above if the Housing Needs Team determine that there are sufficient grounds to do so.

Local Connection

We understand that local connection is important when providing access to accommodation and in allocating local resources. However, due to the scarcity of available housing local connection will not in itself warrant a priority on the housing register. In the first instance, priority will always be considered on the grounds of housing need.

Once priority is established we will take account of local connection in determining your eligibility and which band your application should be placed into.

We define local connection as:

- Those who are currently a resident within the borough boundaries and have resided here for 6 of the last 12 months. This does not include those who have been placed in the borough under another local authorities homeless duty.
- Those who are permanently employed or participating in voluntary work within the borough boundaries.

Proof of your residence and/or employment or voluntary status will be required either during the assessment process or at the point that you are successfully shortlisted for accommodation.

Local connection exceptions

In most instances those applying from outside of the borough boundaries will not be included on the housing register. However, certain groups may be subject to further consideration or exemption from the local connection rule. These include:

- Tenants of partner RSL's who require a transfer and have a housing need in accordance with either the Local or Reasonable Preference categories.
- Returning members of the armed forces who have a housing need in accordance with either the Local or Reasonable Preference categories.
- Those referred via a South East London Housing partnership protocol.

Out of Borough Applicants

Anyone currently living outside of the London Borough of Bromley will not normally be eligible for inclusion onto the housing register.

Anyone wishing to apply to the London Borough of Bromley who currently resides outside of the borough boundaries should in the first instance seek the support of their own local authority. If your local authority agrees that you have an urgent need to secure accommodation in the London Borough of Bromley, in accordance with their own allocation scheme, they should submit a letter supporting your application. In most instances we will only agree to assist an applicant with no identified local connection where their own borough is prepared to enter into a reciprocal agreement with us. This means that, if we are able to assist you to secure accommodation, your borough will offer a property (of the same size and type as you require) for advertisement on Bromley Homeseekers in order to benefit a local resident. Applications will not normally be considered for those not supported by their local authority by way of a reciprocal agreement.

Who is Ineligible for Inclusion on the Housing Register?

Those who are guilty of anti social or unacceptable behaviour

Definition of anti social behaviour:

The act of 'engaging in or threatening to engage in conduct causing or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaging in lawful activity in the locality'

The Housing Act 1996

Behaving in 'a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as himself'.

The Crime and Disorder Act 1998

Definition of unacceptable behaviour:

Those who are guilty of behaviour serious enough to make them unsuitable to be a tenant of an RSL at the time of their application.

The following are examples of what is considered anti social or unacceptable behaviour;

- Noise nuisance;
- Perpetrating domestic violence;
- Racial harassment;
- Intimidation;
- Drug dealing;
- Gang related activities;
- Causing damage to property;
- Rent or mortgage arrears where the wilful actions of the occupier have caused the arrears to accumulate.

You will be ineligible to join the housing register if we are satisfied that you or any member of your household, including children, have a history of or are currently engaging in any of the behaviour outlined above.

In reaching a decision that an applicant is ineligible on the grounds of anti social or unacceptable behaviour we will take into account:

- The circumstances at the time of the application;
- The needs of the household including dependents or medical requirements;
- Relevant supporting information including police or landlords' records, including those of partner RSL's;
- Timescales i.e. is the alleged behaviour current or historical;
- Likelihood of re occurrence;
- Whether or not the behaviour was such that, had the person in question been a secure local authority tenant, a court would have considered it reasonable to grant an outright possession order (under s84 of the Housing Act 1985, Part 1, Schedule 2 excepting Ground 8)

Home Owners

A person who owns their own home will not normally receive a priority on the housing register. They will be offered advice and signposted to suitable agencies in order to resolve their underlying housing difficulties. Only in exceptional circumstances, where a person has a need for rehousing in accordance with the reasonable preference categories and where all other options have been fully explored and ruled out will a person who owns their own home be included onto the housing register. Any outstanding legal interest in their home would have to be disposed of prior to them successfully securing alternative accommodation.

A person or persons subject to immigration control.

All those who are subject to immigration control within the meaning of the Asylum and Immigration Act 1996 (unless the Secretary of State has stated that they should be eligible for housing) will be excluded from joining the housing register. This includes the following groups:

- Those who have limited leave to enter or remain in the UK, granted on the understanding that they are not entitled to receive public funding;
- Those who have valid leave to enter or remain in the UK, which includes the stipulation that they are not entitled to receive public funding;
- Asylum seekers;
- Those who are not habitually resident in the UK, including certain people who are resident here under sponsorship arrangements;
- Illegal entrants;
- Those who have overstayed their leave;
- Any other person from abroad who the secretary of state has judged ineligible for housing.

Who is Eligible to go on the Housing Register?

Applicants to the Housing Register should be aged 18 years or over. They should be eligible for rehousing in accordance with the scheme guidelines and should be able to manage in independent housing. If a person is aged 16 or 17 they will only be eligible if we accept that we have a duty towards them as a homeless person or if their details have been referred to us by Bromley Children and Families Social Services under their designated powers and agreed procedures.

Who Can be Included on Your Application?

Household members who can be included on your application

- Your partner, providing they are aged 16 or over. This includes married, unmarried and same sex partners.

You will be able to make an application jointly unless we consider that one of you is ineligible or has an interest in another property.

- Close relatives including: parents, siblings, adult children and grandparents.

In order to be included on your application your relative must already be living with you, and have done so on a long term basis and have no interest in any other property. Alternatively they may be included on your application because they are living elsewhere and are no longer able to live independently and require a higher level of care and support.

- Dependent children under the age of 18.

It must be confirmed to our satisfaction that any children included on your application will be residing with you on a permanent basis i.e. more than 50% of a 7 day week.

When considering the residency of children and in order to determine whether or not they are eligible to be included as part of your household we will take into account:

- The benefits and tax credits you receive in respect of your children.
- Confirmation from the Courts regarding residency or parental responsibility.
- Referrals from social services in respect of fostering or adoption placements.
- Where they currently reside.

Who Can't be Included on Your Application?

Household members who cannot be included on your application

- Anyone who does not have recourse to public funds, is an asylum seeker or is not resident in the UK
- Anyone who does not intend to move to any accommodation offered to you

Household members who would not normally be included on your application

- Cousins, aunts, uncles, nieces, nephews, friends, acquaintances, lodgers, sub-tenants

We will however give individual consideration where there are reasonable grounds for including one of the above on your application.

Separated Households

Separated households at the point of application

If you have included someone on your application who does not currently live with you we will consider that you are a separated household. In order to assess your eligibility and priority on the housing register we will assume that you are living at the address most suited to your needs. Your application will be assessed as if all household members are resident at that one address. When considering which home would be most suitable we will take into account:

- The size of each property
- Any medical needs of the household
- Any proven risk to the household at either location

Financial Resources: Income and Savings

When considering what housing options are available to you we will take into account the incomes, savings and circumstances of all adult members of the household.

Those qualifying within one of the reasonable preference categories will be offered housing options in accordance with their financial circumstances but their priority on the housing register will not be restricted.

For those not qualifying within one of the reasonable preference categories and where we feel that they have sufficient resources to secure accommodation through their own means, priority on the housing register may be restricted and other housing options may instead be suggested.

Making Your Housing Situation Worse

In the event that your actions cause your circumstances to worsen or prevent them from improving we may reduce your priority or cancel your application. In some instances we may choose to disregard any circumstances that you have made worse when assessing your priority. Examples of this are:

- Moving into accommodation that you know to be of a significantly inadequate size for your household in accordance with the bedroom standard outlined within this scheme.
- Failing to allow repairs to your home to be carried out.
- Withholding or failing to make rent or mortgage payments.
- Failing to follow advice given by the Council in order to prevent homelessness.
- Refusing an offer of privately rented accommodation which was made in order to prevent homelessness.

Assessing your Application⁴

All assessments will take into account your needs and the needs of any member of your household in conjunction with the accommodation that you currently occupy or that is available for you to occupy.

Bedroom Requirements

Bedroom requirements, overcrowding and under occupation are assessed in accordance with the following reasonable preference and local preference categories:

- People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
- Housing Association Tenants looking to downsize to smaller accommodation (also known as under-occupiers).

How many bedrooms are you eligible for?

Under-occupation and overcrowding are assessed by working out how many rooms your household needs.

If you have more rooms available than your household is assessed to need, you are under-occupying the property.

If you have fewer rooms available than your household is assessed to need, you are overcrowded.

In accordance with Housing Benefit assessments regarding bedroom standards we allow one bedroom for each of the following:

- An adult couple. This includes married, common law, same sex and civil partnership couples.
- Any other adult who is aged 16 or over
- Two children of the same gender until they are 16
- Two children of either gender who are younger than 10
- a single child (someone under 16)
- Pregnancy, where no other children are included as part of the household.

Each person is only counted once in the first group they would come into.

Under Occupiers

⁴ Paragraph regarding automated banding will need to be added once system parameters are defined.

Freeing up family sized and general needs accommodation

We recognise that there is a shortage of affordable family sized accommodation within the borough and we are committed to ensuring that the best use is made of the current housing stock. To this end those under occupying general needs Housing Association accommodation by two or more bedrooms, where a reciprocal agreement is entered into, will be given a priority on the housing register.

Those moving from general needs into sheltered accommodation will also be given a priority, where a reciprocal has been entered into.

We will also give a degree of priority to any housing association tenant downsizing by one bedroom or where no reciprocal has been agreed.

In instances where an under occupied property is in particularly high demand or would meet the needs of a particular, high priority, household we may opt to increase the priority of the under occupied household or may look to make a direct offer in order to facilitate a single or chain move.

Tenants of non partner Housing Associations and other Local Authorities will **only** be considered for a priority on the grounds of under occupation where their landlord agrees to enter into a reciprocal arrangement in respect of their current property.

Overcrowding

Depending on the level of overcrowding you are experiencing you may be offered a priority on the housing register. There are also a number of other housing options that we may offer to the most severely overcrowded households rather than providing them with a priority on the housing register.

Very few 4 bedroom or larger properties become available for letting. As a result larger families may wait many years before they can secure a move into suitably sized accommodation. In such instances we will look at other housing options to alleviate levels of overcrowding. In some instances we may also suggest that a family considers separating the household in order to secure a number of smaller units that become available more readily. For example we suggest that an elderly household member considers sheltered accommodation or that younger members of the household consider seeking accommodation in their own right. In such instances where this accommodation is offered via the housing register we will seek to house the smallest household unit in the first instance and will normally suspend the larger household unit from bidding until a tenancy is secured.

Homelessness

Homelessness is assessed in accordance with the following Reasonable Preference Category:

- People who are homeless (within the meaning of Part VII of the 1996 Act); this includes people who are intentionally homeless, and those who do not have a priority need for accommodation

In the first instance all those who are homeless, threatened with homelessness, fleeing violence, subject to harassment, leaving institutional care or the armed forces will be seen by the Council's Housing Options and Assessments team. They will receive a comprehensive housing options interview in order to discuss their circumstances and to determine the appropriate housing options available to them in order to resolve their housing need.

In most cases the Housing Options and Assessments Team will be able to resolve, delay or prevent homelessness and subsequently no housing register priority will be awarded on the grounds of homelessness.

In the instances where homelessness cannot be prevented the Housing Options and Assessment team will refer an applicant for inclusion onto the housing register in a priority band.

Once a referral is received those who are both unintentionally homeless and in priority need (within the meaning of Part VII of the 1996 Act) will receive a higher priority than those who are intentionally homeless or are not in priority need within the meaning of Part VII of the 1996 Act)

Medical Need

Medical need is assessed in accordance with the following Reasonable Preference category:

- People who need to move on medical or welfare grounds, including grounds relating to a disability

Medical priority will only be considered where the medical needs of you or your household are:

- Made significantly worse by your current property and would be demonstrably improved by a move to alternative accommodation.

Please note that if the condition of your property is aggravating your medical circumstances we will initially look to improve conditions in your home before any medical assessment is undertaken. This will normally require you to work either with your landlord, Care Manager, Occupational Therapist and/or the Council's Residential Services team in order to ensure that the condition or accessibility of your property is acceptable.

Who assesses medical priority?

Ultimately it is the responsibility of the local authority to reach a decision regarding whether or not to award a priority on medical grounds. The decision to award priority will be made by members of the Housing Needs Team in accordance with the allocation scheme.

Physical disabilities, where adapted accommodation is required, will be assessed in conjunction with the Council's Occupational Therapy team.

Physical disabilities, where adapted accommodation is not required, will be assessed at the discretion of the Housing Needs Team.

Learning disabilities will be assessed in conjunction with the Adult Care Commissioning service.

Mental illness will be assessed in conjunction with the Council's Support and Resettlement team.

All other medical conditions will be assessed at the discretion of the Housing Needs Team.

What information is taken into account?

In reaching a decision we **will** take account of:

- Your current accommodation. If your medical circumstances are not made worse by your current home no medical assessment will be undertaken.
- Prognosis. If a move to alternative accommodation would not significantly improve your medical condition no medical assessment will be undertaken.

We **may** contact or seek further advice from third parties such as:

- Independent medical advisers for example Now Medical.
- Specialist medical professionals.
- General Practitioners

We **may** take account of:

- Any supporting medical information that you submit

Applicants should be aware that even if they provide supporting documents stating that a move to alternative accommodation would be essential it is for the local authority to determine the appropriate level of priority in accordance with the allocation scheme.

If it is determined that a particular type of property is required on medical grounds; for example a home with no internal stairs, you will be expected to

bid for accommodation that matches that criteria. If you bid on accommodation that does not meet your required criteria your bid may be bypassed. If you continue to bid on accommodation that does not meet your medical requirements any priority afforded to you on medical grounds will be reviewed and may be removed.

If your medical circumstances improve any priority awarded to you on medical grounds will be reviewed and may be removed.

Adapted Accommodation

Those requiring adapted accommodation are assessed in accordance with the following Reasonable Preference category:

- People who need to move on medical or welfare grounds, including grounds relating to a disability

If you or a member of your household uses a wheelchair and requires a specially adapted home your circumstances will be assessed by the Council's Occupational Therapy Team. You or someone acting on your behalf can complete a self referral by contacting Bromley Social Services Direct (BSSD) on 0208 461 7777.

Once a housing report has been completed we will consider whether or not to award your application a priority on the housing register. See also "who assesses medical priority".

Freeing up adapted accommodation

If someone is occupying fully adapted, wheelchair accessible, housing association accommodation and no longer requires the use of these facilities they may be given a priority on the housing register. Advice may be sought from the Council's Occupational Therapy team in determining the relet suitability of any such property prior to a decision on priority being reached.

Housing Association Decants

Housing Association decants are assessed in accordance with the following Local Preference category:

- Households identified as part of decant programmes.

If you are a tenant of a partner Housing Association and your landlord advises that you need to move as part of a decant programme you will be given a priority on the housing register. The level of priority you receive will depend on the length of time remaining until your property is due for decant.

You will be eligible to bid for the size of accommodation that your household is deemed as requiring in accordance with the allocation scheme. This may be different from the size of property that you are being decanted from.

If you fail to move within the proposed timescales your landlord may request that you be made a direct offer of accommodation. If you then fail to accept the direct offer your landlord may seek to terminate your tenancy.

For further information regarding decants please contact your Housing Association directly.

Insanitary Housing Conditions

People living in insanitary housing conditions are assessed in accordance with the following Reasonable Preference Category:

- People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions

If your home is in a state of disrepair you will not normally be awarded a priority on the housing register. The Council's Residential Services Enforcement Team will instead offer you assistance to ensure that your home is maintained to a decent standard and that outstanding repairs are carried out.

If you are a Housing Association tenant your landlord will have published standards that they must meet with regards to property maintenance and condition.

Whether you are a Housing Association or private tenant, if you are experiencing problems relating to disrepair you will need to contact your landlord in the first instance. You will need to explain to them what the problems are and work with them to get the matter resolved.

If your landlord will not engage with you or is not carrying out the appropriate repairs to your home then you can contact the Council's Residential Services Enforcement Team. They will assess your situation, either by speaking to you over the phone or by arranging a home visit and, if necessary, they will work with both you and your landlord to resolve any outstanding issues. You will need to confirm that you have already been in touch with your landlord and that they have failed to resolve the works that are outstanding within a reasonable timescale before seeking assistance to improve the condition of your home.

If you own your own home you are responsible for maintaining it and will not normally be awarded a priority on the housing register. The Council's Residential Services team can offer you advice and assistance as well as details of any current schemes and initiatives to help you maintain and remain in your home.

Priority on the housing register will only be awarded in exceptional circumstances where your home is assessed as having an irresolvable category 1 hazard and where a Prohibition Notice is required or has been sought.

Welfare and Social Grounds

Those requiring a move on welfare and social grounds are assessed in accordance with the following Reasonable Preference Categories:

- People who need to move on medical or welfare grounds, including grounds relating to a disability
- People who need to move to a particular locality in the district of the local authority, where failure to meet that need would cause hardship (to themselves or to others)

A priority on welfare and social grounds can be considered in two parts. Firstly where you or a person included on your application needs to move to be closer to specialist support or services. For example this could be:

- Needing to move closer to a school that is named as essential in a statement of special educational needs.
- Where support is required from family members or a specialist service to allow you or a person included on your application to continue to live independently.

Secondly a priority on social and welfare grounds can be considered where you need to provide significant care and support to a person not included on your application. For example this could be:

- Caring for an elderly relative in order to allow them to continue to live independently.

When considering whether or not to award a priority on welfare and social grounds there are a number of factors that we will take into consideration these include:

- Bromley is an urban area with extensive and reliable public transport networks. We will look at how long the journey takes via public transport or private vehicle.
- Availability of transport i.e. whether you have access to a private vehicle or use public transport.
- The level of support that is currently provided including details of any care packages and carers allowances.
- The ability of the person offering support to provide it.
- When considering access to a school that is highlighted in a statement of special educational needs we will look at the age of the child/children and how long they will remain at the school in question.

Many families provide assistance and support to their relatives. This can take the form of assisting with shopping, household chores and general emotional support. In order to award welfare and social priority we must be satisfied that the support provided is so significant that, without it, the person in question would be at risk of significant harm or would no longer be able to live independently.

Instead of awarding a priority on the housing register we may instead suggest other housing options that we feel are appropriate to meet the needs of the household.

Those Owed a Duty by the Local Authority

Those owed a duty by the local authority are assessed in accordance with the following Reasonable Preference category:

- People who are owed a duty by any local authority under section 190(2), 193(2) or 195(2) of the Housing Act 1996 (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any local authority under section 192(3) of the 1996 Act

Referrals may be received by other sections within the local authority. Consideration will also be given to referrals from other local authorities where evidence is submitted to support a move to our borough. These will include, but are not exhaustive of, the following:

- Care leavers
- Those with learning disabilities
- Those approved for fostering or adoption where a home is required to meet the needs of a particular child or children.
- Children in need in accordance with the Children Act 1989.

Participating in Employment, Volunteering or in Training within the Borough.

We will not normally award a priority or allow inclusion onto the housing register solely on the grounds of employment or participating in training or voluntary work. Housing need is always the first and foremost consideration when considering whether or not to award a priority on the housing register.

However, we do feel that it is important that we recognise those that are making a positive contribution to the community either through their current employment and training status or through their commitment to volunteering.

In conjunction with the local lettings plan we propose to advertise a minimum number of good quality homes each financial year where preference is given

to those who are currently in permanent employment, in training or participating in voluntary work within the borough.

Initially, when completing an application, you will need to provide details of the work or training you are participating in. You will also need to keep us updated with any changes to your circumstances as only those currently volunteering, employed or in training, at the time a tenancy is offered, will be considered for properties advertised under this local preference category.

When shortlisting properties advertised in accordance with this local preference category we will consider applicants in the following order:

- Banding
- Date the banding was awarded
- Participation in employment, training or volunteering within the borough.

In order to qualify under this local preference category applicants must have been employed, in training or participating in voluntary work for a minimum of 6 months in order for a bid to be successful.

Those not participating in employment, training or volunteering will have their bids bypassed.

At the point of offer you will need to provide proof that you are employed, in training or are volunteering. Where applicable you will need to provide the following:

- Wage slips for the last 6 months.
- A contract confirming your employment, volunteering or training status over the previous 6 months.
- Contact details for your employer, school/college or voluntary work provider.

All relevant parties will be contacted before you are formally offered accommodation and asked to confirm your status in order to ensure that you qualify for a property under this local preference category.

If we cannot contact the relevant person or organisation or are not satisfied with the information that you have provided you will not be formally offered the property.

If we discover that you have intentionally supplied false information in order to unfairly gain access to accommodation we will either cancel your application or remove any priority afforded to you.

In accordance with S.171 of the Housing Act 1996 anyone found guilty of the above is also liable to be prosecuted and/or fined.

The Bands

Anyone who applies to the housing register will be assessed and placed into one of five bands. The qualifying criteria for each band reflects the level of housing need of the applicant and ranges from urgent to low/not included.

In all cases we will only consider those circumstances that are made worse or prevented from improvement by your current housing situation. All other circumstances will not be considered as part of the assessment of your housing need.

Summary of households likely to be included within each Band

It should be noted that these lists are neither extensive nor conclusive and the examples given merely represent, in outline, those cases likely to accrue a priority. In each case a decision will be made according to the needs of the individual household and the circumstances as they are presented to the Council. As each household's circumstances will vary significantly it is not possible to fully list each scenario in this allocation scheme.

Emergency Band

Very few applicants will qualify for this level of priority. This is an emergency banding and represents those with the most critical and immediate need to move.

- Management Priority Cases, which include:
 - Where there is immediate risk to your life or the life of a member of your household.
 - Failure to move you would result in a severe and significant deterioration in your or a member of your household's physical or mental health to such a degree as to be life threatening or would result in hospital admission.
 - Failure to move you would result in the welfare of any child in within your household being severely prejudiced accordance with the Childrens Act 1989.
 - In instances of public safety as referred through MAPPA or the NWMS
- Under Occupiers who are either:
 - Downsizing by two or more bedrooms
 - Moving from general needs to sheltered accommodation
 - Moving from fully adapted to general needs accommodation
- People living in insanitary housing conditions so severe that a Prohibition Notice has or is in the process of being served.

Gold Band

This represents those households with a high level of housing need where an urgent move is required to significantly improve their quality of life or to free up supported accommodation. It includes:

- Tenants of partner Housing Associations subject to decant proceedings within 12 months.
- London Borough of Bromley referrals for the following households: supported housing move on, leaving care and learning disability.
- People who are owed a duty by any local authority under section 190(2), 193(2) or 195(2) of the 1996 Act (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any local authority under section 192(3) of the 1996 Act.
- Households who are overcrowded by two or more bedrooms
- Households with severe medical needs including those requiring adapted accommodation and whose current homes are not and cannot be suitably adapted to their needs.

Silver Band

This represents those households with a moderate level of housing need where a move is necessary but not urgent. It includes:

- People who are unintentionally homeless and in priority need (within the meaning of Part 7 of the 1996 Act);
- Tenants of partner Housing Associations subject to decant proceedings within 24 months.
- People who need to move on welfare grounds to a particular locality in the district of the local authority, where failure to meet that need would cause hardship (to themselves or to others).

Bronze Band

This represents those households with a low level of housing need where a move is desirable but not essential.

- People who are intentionally homeless or homeless but not in priority need (within the meaning of Part VII of the 1996 Act).
- Households who are overcrowded by one bedroom
- Elderly people who are not classed as under occupiers but who wish to move from general needs to sheltered housing.

Not Included

Those with no identified housing need, in accordance with the reasonable and local preference categories or those who are ineligible to join the housing register will not be placed onto the Housing Register

Information regarding not included applicants will be used along with information regarding applicants in the priority Bands to monitor trends and the levels of housing need within the borough. Anyone who is not included on the Housing Register will not be able to bid for accommodation via Bromley Homeseekers.

Priority within a band

Waiting time determines your position within a band. Waiting time begins from the date that your current banding priority was awarded. For example if at the time you applied you were placed into, and have remained in, the Bronze Band your waiting time will be effective from the date of your application. If you were subsequently moved into a higher band your waiting time would begin from the time that your new banding was awarded.

If your banding is reduced and, for example, you move from the Silver to the Bronze Band you will be able to keep the waiting time that you have already built up.

If, as a result of the lettings plan, your waiting time would be increased by moving up a band you can choose for your application to remain in the lower band.

Multiple needs:

Your circumstances may be such that you would qualify for priority under more than one reasonable or local preference category. If this is the case your application will be placed into the highest band as assessed in accordance with your housing needs.

Allocations Outside of the Banding System

There are circumstances where a household's needs are so complex or urgent that they warrant an offer of accommodation outside of the banding system. Such decisions will only be made in exceptional circumstances at the discretion of the Housing Needs Team. We reserve the right in such instances to either make a direct offer of accommodation or to allow the household to bid for accommodation via Bromley Homeseekers, in an agreed Band, for a specified period of time.

Advertising Homes on Bromley Homeseekers

Bromley Council works in partnership with Housing Associations and other Local Authorities to advertise properties on Bromley Homeseekers. All of the information submitted including details of numbers of bedrooms, property type, available facilities, timescales and adaptations is provided by the landlord. Whilst we will do all that we can to ensure that the information provided is correct Bromley Council does not accept responsibility for any inaccurate information supplied by a Housing Association or other Local Authority.

Property adverts

Properties will be advertised on the Bromley Homeseekers website during the bidding cycle. Details of when the bidding cycle starts and ends can be found on the Bromley Homeseekers website. A property sheet can also be downloaded from the website as required.

Property adverts and the lettings plan

In order to meet the agreed lettings plan, property adverts may specify that priority will be given to a specific reasonable or local preference category household. It may also state that preference will be given to people of a certain age, for example, if the property is categorised as sheltered or that preference will be given to those with a disability, for example, if the property is adapted or suitable for adaptations. Preferences will be clearly outlined in property adverts. When shortlisting accommodation priority will be given to the applicant that best meets the outlined preferences. This will be the case even if they have a lower Band than applicants who placed a bid but did not meet the advert preference criteria. This will be done both to meet the directives of the lettings plan but also to ensure that the best use is made of all available housing stock. In exceptional circumstances the Housing Needs Team may decide that an applicant's circumstances are so severe that their bid will still be considered even if they do not meet the advertised preferences providing that the property is of the correct size for their household. Such decisions will only be made in exceptional circumstances where we believe that failure to consider the households bid would likely result in the loss of life or a severe and significant deterioration in the households circumstances that might otherwise be prevented by the move to the accommodation advertised.

Advertising adapted homes on Bromley Homeseekers

Adapted accommodation will be advertised for bidding on the Bromley Homeseekers website. Preference for adapted accommodation will be given to those that are assessed as requiring such accommodation by the Council's Occupational Therapy team. If an advertised property does not attract bids from those that require such accommodation the Council will seek to contact directly those who have been assessed as requiring adapted accommodation with a view to making a direct offer.

We also reserve the right to make a direct offer of adapted accommodation if either:

- A property has been secured / adapted to meet the needs of a specific household.
- An urgent move is required in order to allow a household to continue to live independently.
- A move is required in order to free up hospital or specialist accommodation.

Homes for people aged 55 and over

Properties are regularly advertised specifically for people aged 55 or over. These are often referred to as sheltered housing. There is sometimes a misconception that sheltered housing provides the same level of support as a care home but this is not the case. People in sheltered housing live independently. The properties are self contained and benefit from their own facilities, some even have their own gardens or balconies. The main benefits of considering sheltered housing managed by a Housing Association are:

- They are affordable
- They offer long term security
- They offer low level support such as access to a carelink button or visiting warden
- Waiting times for sheltered housing are generally much shorter than general needs housing
- They offer a quieter living environment for people of a similar age.

We will sometimes advertise de-designated sheltered accommodation. This will be for people who are aged 55 and over but does not have access to warden assistance.

Extra Care Housing i.e. housing for those who are unable to manage independently and require a higher level of care will not be advertised via Bromley Homeseekers.

Your Bid

Number of bids

You will be able to place up to two bids during each bidding cycle. It is essential that you bid each week in order to increase your chance of moving as quickly as is possible. However, even if you bid each week you may still experience a lengthy wait if you do not use your bids sensibly. Social housing stock is very limited and in some areas very few or no homes become available. If you have very specific preferences regarding the type or location of your home you may find that it is easier to secure a move via the private rented sector or through shared ownership.

Number of bedrooms

You will normally only be able to bid on the size of property that you are eligible for in accordance with the Allocation Scheme. Occasionally though there may be some exceptions to this such as:

- If you require a 4 bedroom home or larger you will normally be able to place a bid on a property that is one bedroom smaller than you are assessed as needing as long as your household does not exceed the number of persons permitted within the home.

Bidding position

Your position on the bid list may alter as the bidding cycle progresses. Bids are held in Band order and within each band, date order. If you place your bid as soon as the bidding cycle begins you may find that your bid position is different once bidding closes. Your bid position will drop if someone with a higher Band or the same Band who has held that Band for a longer time bids on the same property as you.

Withdrawing your bid

When you have placed a bid you will be able to withdraw it whilst the bidding cycle is open in order to move your bid to another property where you may be more successful in securing it.

If we have made a direct offer or if you are registered for automated bidding you will not be able to withdraw the bids made on your behalf.

When Bidding Closes

What happens when bidding closes?

When the bidding cycle closes a shortlist of the top bidders is prepared. Shortlisting can be carried out either by the Housing Solutions team or staff of partner Housing Associations.

What happens if my band is increased after bidding closes?

Once you have placed a bid and the bidding cycle has closed your position on the bidding list cannot be altered i.e. your banding and date on the bid for that property will not alter. If your priority is subsequently increased on the Housing Register only future bids will be affected and your place on previous bid lists will not be altered retrospectively.

Withdrawing a Property

In exceptional circumstances we may have to withdraw a property that has been incorrectly advertised.

The Housing Needs Team also has the right to withdraw a property in an emergency or for an urgent priority household as required.

If a property has been incorrectly advertised it will be withdrawn. This may be either during or after the bidding cycle. At any point, prior to you signing a tenancy, a property can be withdrawn from you if the details advertised were incorrect. We will do this as it is essential that we make best use of all housing stock in order to meet the requirements of those on the housing register.

Bypassing a Bid

Your bid may be bypassed if:

- Your circumstances do not match the “preference given to” criteria outlined in the property advert.
- You have already been successfully shortlisted for another property.
- There are public protection concerns.
- You have already been shortlisted for another property.
- You or a member of your household are involved in anti-social behaviour or have been issued with an ABC.
- You have rent arrears and are not keeping to an agreed payment plan.

In the case of rent arrears we will normally allow you to be shortlisted for a property if:

- You have **less than** 4 weeks worth of arrears, have entered into a payment plan and have kept to it consistently for **3 months**.
- You have **more than** 4 weeks worth of arrears, have entered into a payment plan and have kept to it consistently for **6 months**.

The above are guidelines only and consideration will be given in those instances where there are extenuating circumstances or where an urgent move is required.

Shortlisting

Successful bidders

More than one bidder will normally be selected to meet the Housing Association and view the property. You will be told if you have been selected for a multiple viewing and what you're your listed position is. This will enable you to see how likely you are to secure the property. For example if you are shortlisted as 1st out of 6th you have the best chance of securing the property. If you are shortlisted as 6th out of 6th you will be less likely to secure the property.

Each Housing Association follows different procedures once a property has been shortlisted. Some will invite you to view the property first whilst others may arrange a home visit or request that you attend a meeting at their offices prior to allowing you to view a property.

What happens if your bid is shortlisted?

You will be contacted either by phone, email or in writing and you will be advised what position your bid has been shortlisted in.

You will be notified of the date and time that you are required to meet the Housing Association.

You will be advised of what information you will need to take with you to any meetings or viewings.

If you are shortlisted in position 1 you will not normally be shortlisted for any other properties whilst that bid is being processed. You will be able to continue bidding but your bids will be bypassed.

What happens if your bid isn't shortlisted?

You will not be contacted if your bid is not shortlisted. You will be able to bid during the next bidding cycle as normal.

What happens if the Housing Association rejects your bid?

If a Housing Association rejects your bid they must notify us of their reasons before offering the property to the next shortlisted household. If the reasons they provide are reasonable in accordance with our allocation scheme and nominations agreement they will be allowed to reject your bid. You will be notified of any rejections and the reasons for them.

If we believe that the Housing Association has unfairly or unreasonably rejected your bid we will request that your bid be allowed to proceed.

In the first instance any areas of dispute will attempt to be resolved by the Housing Solutions Team Manager and their counterpart at the Housing Association. If they are unable to resolve the matter it can be escalated to other members of the Housing Needs Team.

Turning Down a Property

What happens if you turn down a property that is offered to you?

We will normally consider that you have turned down a property if:

- You fail to attend a viewing arranged by a Housing Association
- You fail to attend an interview or appointment by a Housing Association

- You fail to provide the information requested by a Housing Association.
- You are offered a property and you decline it.

Limiting the number of properties offered to you:

Through the allocation scheme the numbers of offers made to each applicant is limited to ensure that those on the Housing Register bid sensibly and are able to move within a reasonable period of time.

You are able to turn down up to **two** properties but will then be expected to accept the third property offered to you.

If you fail to accept the third property offered to you we will review your application. At that stage we may either:

- Reduce or remove your priority
- Make you a direct offer

It is not considered to be turning down a property if:

- We bypass your bid
- The Housing Association rejects your bid
- Someone shortlisted above you accepts the property
- The property is withdrawn

Direct offers

We reserve the right to make direct offers as required. Examples of where we may consider that a direct offer is required are where:

- A household has received a priority in accordance with the reasonable preference categories but has either failed to bid, has placed limited bids or has unreasonably turned down accommodation.
- Where a property is identified as meeting the needs of a particular urgent or high priority household.
- In discharge of our duty in accordance with Part VII of the Housing Act 1996.
- In order to facilitate a decant programme.

When making a direct offer we will consider employment, education, support and your preferences. However, due to the limited availability of accommodation, it may not be possible to offer you the size, type or location of property that you would prefer. Any direct offer made to you would be of a suitable size in accordance with the allocation scheme. It would not be within a location where it was proven you were at risk.

We will only make **one** formal direct offer of accommodation. If you refuse that offer we will review your application and will normally cancel your application and no further offers will be made to you. You will be able to re-apply to join

the housing register and your application will be assessed and placed in a band that reflects your housing need at the time of the new application. You may not receive the same level of priority and no previous waiting time will be carried over to the new application.

Refusing a direct offer of accommodation:

You have the right to request a review of the direct offer made to you. For further information see the section regarding reviews.

If you refused an offer the property will not be held for you during the review period.

You can sign up for a property and still request that a review be undertaken. Accepting a property whilst submitting a review will not impact on the outcome of the review but will instead ensure that you continue to have a home to occupy.

If the outcome of the review is that the offer made to you was reasonable no further offers will be made to you. Your application will be cancelled. If you are residing in temporary accommodation provided by the Council this will also be cancelled and you will need to make your own housing arrangements.

If the outcome of the review is that the offer made to you was unreasonable then your banding will be re-instated. You will not lose any waiting time. If you have accepted the property offered you will be able to remain there until a more suitable offer is made.

For more information regarding reviews see [XXXX⁵](#)

Publishing Results

Details regarding successful bidders will be advertised on the “**this weeks lettings and results**” section of the Bromley Homeseekers website. The published information will show the Band and the date that it was awarded of the successful bidder. Within your own account you will be able to view this information in conjunction with previous unsuccessful bids you have made. Bidders can use this information to better understand waiting times for certain areas, types and sizes of accommodation and can in turn use that knowledge to influence the bids that they make.

We will periodically advertise more generalised details regarding waiting times.

Reviews and Cancellations

Reviewing and Cancelling Applications

⁵ Hyperlink & reference to reviews procedure to be added

As there is such a severe shortage of housing it is essential that we keep the Housing Register up to date. It is also essential that those that are recognised as having an urgent or high priority actually move within a reasonable timescale in order to alleviate their housing need. As a result we will regularly review the applications of those that are not bidding for accommodation or are bidding and regularly turning down accommodation.

The timescales for reviews will vary based on the circumstances of the household and the type or size of accommodation that they require. We will notify you of the review timescales for your own application.

Following a review if we are satisfied that you have not had the opportunity to secure suitable accommodation we may:

- Extend your bidding time for a further period.
- Discuss your situation with you and look to revise your preferences in order to secure a move.
- Discuss other housing options with you.
- Make a direct offer of accommodation.

If, having reviewed your application, we are satisfied that you have failed to bid on suitable accommodation, have failed to attend a viewing or have unreasonably refused an offer we may:

- Extend your bidding time for a further period.
- Discuss your situation with you and look to revise your preferences in order to secure a move.
- Discuss other housing options with you.
- Make a direct offer of accommodation.
- Reduce your priority on the Housing Register.
- Cancel your application.

Please note that if you are accepted as homeless and in priority need in accordance with Part VII of the Housing Act 1996 and we make you a direct offer of accommodation that you subsequently refuse we will consider that we have discharged our duty towards you. Your application will be cancelled and no further offers will be made to you.

Your right to a review

We may make decisions that you disagree with. Before requesting a review you should consider the Allocation Scheme. We clearly outline who is eligible for assistance and why. If your circumstances are not outlined in the Scheme it is unlikely that you will be eligible to join the Housing Register. Unfortunately a large proportion of staff time is spent reviewing the applications of those that have little or no housing need. We understand that you may want to be on the Housing Register but housing resources are scarce and the reason that only those in the most severe housing need are assisted is because there is not enough affordable housing stock to meet everyone's needs.

We would ask that you only request a review of your application if, having considered the Allocation Scheme, you are satisfied that your circumstances have not been correctly assessed.

If this is the case you are able to request a review of the following:

- The assessment of your application.
- The priority you have been awarded.
- The suspension or cancellation of your application.
- The decision to reduce your priority.
- The suitability of any property offered to you.
- The decision to bypass your bid. Please note that this will only be in the instances where your circumstances met any advertised preferences.

Where possible, in your request for a review, you should make reference to the section of the Allocation Scheme that you think is applicable to your circumstances.

Please note that we can only review information that you have already supplied. If your application has been correctly assessed but you failed to supply the requested or appropriate information at the point of application you are not entitled to have your application reviewed. You will instead be asked to submit a new application which gives clear account of your current situation. If you are eligible for inclusion onto the Housing Register by virtue of this new application your priority will begin from that point, i.e the date you supplied all correct information. Your application will not be backdated.

How long will it take for a decision to be made?

From the date that we receive your correspondence we aim to respond to you within 56 working days. If the review is likely to take longer than this we will let you know what the amended response time is.

Who is the review carried out by?

The review will be carried out by a member of staff who was not originally involved in the decision that you have requested a review of. This may not be a member of the Management Team but will be a senior member of staff.

The decision of the reviewing officer will be final and you will not be entitled to a further review of their decision.

Who to write to for a review

Please ensure that you entitle your correspondence **Review Request**.

You can send a review request via email to:

bromleyhomeseekers@bromley.gov.uk

Or via post to:

The Housing Solutions Team
Bromley Civic Centre
Stockwell Close
Bromley
BR1 3UH

Complaints, Compliments and Comments

We appreciate your feedback and would welcome any comments you have about how we can improve or add to the service that we offer. This includes the Bromley Homeseekers website, the literature we produce and us as staff.

We also want you to tell us what we're doing well so that we can keep doing it.

Alternatively, we appreciate that we don't always get it right and there may be times when you want to complain about the service you have received.

Please bear in mind any complaint regarding

- The assessment of your application.
- The priority you have been awarded.
- The suspension or cancellation of your application.
- The decision to reduce your priority.
- The suitability of any property offered to you.
- The decision to bypass your bid.

Will be regarded as a review and not a complaint and will be treated in accordance with the review guidelines.

Who will respond to a complaint?

Your complaint will usually be investigated by a senior officer or the manager responsible for providing the service you have complained about.

How long will it take to receive a response?

From the date that we receive your correspondence we aim to respond to you within 20 working days. If a response is likely to take longer than this we will let you know what the amended response time is.

Who to write to with a Comment, Compliment or Complaint

Please ensure that you entitle your correspondence either **Comment**, **Compliment** or **Complaint**.

This can be sent either via email to: socialcarecomplaints@bromley.gov.uk

Or via post to: The Complaints, Compliments and Comments Manager
Bromley Civic Centre
Stockwell Close
Bromley
BR1 3UH

Or by phone on: 0208 464 3333

If you are still unhappy with how your complaint has been dealt with you can contact the Local Government Ombudsman via post at:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

By phone on: 0300 061 0614 or 0845 602 1983

Via email to: advice@lgo.org.uk

You can also text 'call back' to 0762 480 4299.

Service Standards

When you visit us

- If you have a scheduled appointment the person you have come to see will meet you within 10 minutes of your appointment time.
- If you don't have a scheduled appointment we will do our best to help you. This may be over the phone at one of our receptions or we may need to arrange an appointment for you at a later date.

When we visit you

- We will arrive on time and will call you if we are running late.
- We will show you our ID card when we arrive.

When you phone us

- we aim to answer calls courteously within 3 rings
- we will always try to answer your query straight away if we can
- if we don't know the answer to your question we will find out the answer and get back to you within one working day

When you email or write to us to update your application or with a general query

- We aim to respond with a full answer as soon as possible, but ideally within 5 working days of receiving your letter
- If we can't respond in full within 5 days, we will let you know we have received your letter and try to follow up with an answer within the next 5 working days
- Whatever happens, we will keep you informed
- We will write in a clear, concise and easy to understand way.
- We will make sure that our departmental e-mail boxes are checked at least once a day during working hours.

When you email or write to us in order to complain or request a review

- We aim to respond with a full answer as soon as possible, but ideally within 56 working days of receiving your review letter and 20 days of receiving your complaint letter.
- If we can't respond in full within these timescales, we will let you know we have received your letter and try to follow up with an answer within the next 5 working days
- Whatever happens, we will keep you informed
- We will write in a clear, concise and easy to understand way.

Glossary

Word	Definition
Alleviate	To make something bad such as pain or problems less severe
Advocate (cy)	To publicly support or suggest an idea, development or way of doing something
ABC	Acceptable behaviour contract: given to someone if the police or local authority has evidence that their behaviour is damaging their community. It can be given to anyone, no matter how old they are.
Bid	This means that you can express your interest in the vacant properties advertised on the Bromley Homeseekers website. It does not mean that you have to use your own money to participate in the scheme.
Bidding Cycle	When properties are available to be bid on.
Decant Programme (Decanting)	If major works are required to a Housing Association property, and it is decided that it is not safe for you to stay whilst they are carried out, the local authority may ask you to move to alternative accommodation. This is called "decanting".
Direct offer	An offer of accommodation where the property has been selected by the local authority (bypassing the bidding process).
Cohesion	When the members of a group or society are united

Community stability	The capacity of a community (incorporated town or county) to absorb and cope with change without major hardship to institutions or groups within the community.
Facilitate	To make possible or easier
Housing Needs Team	Those included within the Housing Needs Team are the Housing Team Managers, Housing Group Managers, the Head of Housing Needs and the Assistant Director for Housing and Residential Services.
Housing Stock	This means dwellings such as houses, flats, maisonettes, bungalows and bedsits. It does not refer to caravans, mobile homes or plots of land.
Irresolvable category 1 hazard	Each hazard is assessed separately, and if judged to be 'serious', with a 'high score', is deemed to be a Category 1 hazard.
Liaison	Communication between people or groups who work with each other
Misconception	An idea which is wrong because it has been based on a failure to understand a situation
Ombudsman	Someone who works for a government or large organization and deals with the complaints made against it
Partnership working	Partnership working is working together across organisations. It brings different skills and resources together to deal with a common problem. It is a long term approach and requires flexibility and openness
Prognosis	A statement of what is judged likely to happen in the future, especially in connection with a particular situation
Prohibition notice	An enforcement notice which is used to help authorities deal with serious risks, secure compliance with health and safety law and prevent harm.
Reciprocal (agreement)	A reciprocal action or arrangement involves two people or groups of people who behave in the same way or agree to help each other and give each other advantages.

Recourse	Using something or someone as a way of getting help, especially in a difficult or dangerous situation.
Retrospective	Looking back on or dealing with past events or situations.
Sustainable communities	Communities planned, built, or modified to promote sustainable living. They tend to focus on environmental sustainability (including development and agriculture) and economic sustainability.

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Report No.
ACS10042

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: Adult & Community Services Portfolio Holder

Date: For Pre-decision Scrutiny by the Adult & Community Services PDS Committee on 27th July 2010

Decision Type: Non-Urgent Executive Key

Title: **BUDGET MONITORING 2010/11 - ADULT & COMMUNITY SERVICES**

Contact Officer: Tracey Pearson, Interim Head of Finance,
Tel: 020 8461 7806 E-mail: tracey.pearson@bromley.gov.uk

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

Ward: Borough Wide

1. Reason for report

This report provides the budget monitoring position for the first two months of 2010/11 for the Adult and Community Services Portfolio, based on expenditure and activity levels up to 31 May 2010.

2. **RECOMMENDATION**

The Portfolio Holder is requested to note that a projected overspend of £ 514,000 is forecast for the Adult and Community Services Portfolio as at 31st May.

Corporate Policy

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

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: Recurring cost.
 3. Budget head/performance centre: All Adult & Community Services Portfolio Budgets
 4. Total current budget for this head: £94.5M
 5. Source of funding: Existing revenue budgets
-

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. The statutory duties relating to financial reporting are covered within the Local Government Act 1972; the Local Government Finance Act 1998; the Accounts and Audit Regulations 1996; the Local Government Act 2000; and the Local Government Act 2002.
 2. Call-in: Call-in is applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): The 2010/11 budget reflects the financial impact of the Council's strategies, service plans etc. which impact on all of the Council's customers (including council tax payers) and users of the services.
-

Ward Councillor Views

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

3. COMMENTARY

This report provides the budget monitoring position for the Adult & Community Services Portfolio based on spend and activity at the end of May 2010.

CHIEF OFFICER'S COMMENTS

Whilst still early in the financial year, there are indications that demand pressures will continue to be a major feature of the months to come particularly for older people and people with physical disabilities. Learning Disabilities will remain the biggest area of increasing costs, although those anticipated costs are included within the agreed budget. The overspend within the in-house Home Care service will need careful management this year as the volume of hours delivered continues to reduce as more care is purchased from independent sector care providers, increasingly driven through service users exercising choice through their personal budgets and Direct Payments. The first impact of the reduction in Government Area Based or Specific Grants has been experienced with the loss of £166,000 Supporting People Administration Grant announced in June. This will require compensating reductions in spend and careful management to ensure that short term savings do not result in longer term increases in spend.

4. POLICY IMPLICATIONS

- 4.1 The Resources Portfolio Plan for 2010/11 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 2010/11 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 2010/11 projected outturn is shown in Appendix 1 and includes a forecast of projected expenditure for each division, compared to the latest approved budget, with an explanation of any variations. The projections are based on expenditure and activity levels up to May 2010 and show a projected overspend of £514,000. 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 next year. Appendix 2 shows the make up of the latest approved budget for the Portfolio.
- 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 The main pressures arise in the Care Services division, where an overspend of £504,000 is currently forecast, which can be analysed as follows;

	£'000
Residential and nursing care for older people	-433
Domiciliary care for older people	443
Domiciliary and residential care for clients with physical disabilities	<u>338</u>
Total Assessment & Care Management	348
Direct Services - Homecare	<u>156</u>
Total Care Services	<u>504</u>

5.4 Further explanation of the variations can be found in appendix 1 (b).

Non-Applicable Sections:	Legal, Personnel, Customer Impact
Background Documents: (Access via Contact Officer)	2010/11 Budget Monitoring files within Adult & Community Services Finance Section

Adults and Community Services Budget Monitoring Summary - May 2010

2009/10 Actuals £'000	Division Service Areas	2010/11 Original Budget £'000	2010/11 Latest Approved £'000	2010/11 Projection £'000	Variation £'000	Notes	Variation Last Reported £'000	Full Year Effect £'000
	Care Services							
1	AIDS-HIV Grant	0	0	0	0		0	0
30,016	Assessment and Care Management	33,640	33,551	33,899	348		0	338
8,116	Direct Services	3,305	3,305	3,461	156		0	0
1,671	Learning Disabilities Care Management	1,603	1,603	1,603	0		0	0
2,170	Learning Disabilities Day Services	2,119	2,110	2,110	0		0	0
1,235	Learning Disabilities Housing & Support	1,244	1,244	1,244	0		0	0
43,209		41,911	41,812	42,316	504		0	338
	Commissioning and Partnerships							
2,732	Commissioning and Partnerships	2,606	2,727	2,727	0		0	0
13,517	Learning Disabilities Services	14,734	14,733	14,733	0		0	0
4,736	Mental Health Services	4,839	4,838	4,838	0		0	0
221	Procurement & Contracts Compliance	5,850	5,846	5,846	0		0	0
21,206		28,029	28,145	28,145	0		0	0
	Housing and Residential Services							
-6	Enabling Activities	-17	-17	-17	0		0	0
-1,133	Housing Benefits	-115	-116	-116	0		0	0
852	Housing Needs	909	909	909	0		0	0
344	Housing Strategy & Development	338	339	339	0		0	0
1,427	Residential Services	1,406	1,368	1,368	0		0	0
1,484		2,521	2,483	2,483	0		0	0
	Strategic Support Services							
7,584	Concessionary Fares	8,597	8,597	8,597	0		0	0
815	Customer Services	895	865	865	0		0	0
1,560	Performance & Information	1,619	1,532	1,532	0		0	0
202	Quality Assurance	199	199	199	0		0	0
10,161		11,310	11,193	11,193	0		0	0
76,060	TOTAL CONTROLLABLE FOR ADULTS AND COM	83,771	83,633	84,137	504		0	338
1,619	TOTAL NON CONTROLLABLE	727	727	737	10		0	0
9,895	TOTAL EXCLUDED RECHARGES	10,133	10,133	10,132	0		0	0
87,574	PORTFOLIO TOTAL	94,631	94,493	95,006	514		0	338

REASONS FOR VARIATIONS

1. Assessment & Care Management - £ 348k

The variation can be analysed as follows:-

	£'000
Domiciliary care & direct payments for older people	443
Residential/Nursing care and respite for older people	(433)
Residential care and respite for clients with physical disabilities	40
Domiciliary care & direct payments for clients with physical disabilities	298
	<u>348</u>

Demand for domiciliary care services for older people is increasing, with a £443k overspend anticipated for the year. This is based on data for March for domiciliary care and May for Direct payments. Currently this overspend is offset by an underspend in placements of £433k.

Referrals to the Physical Disabilities team increased significantly during 2009/10 and resulted in an overspend at the end of the year. Despite the additional funding of £200k (currently in the central contingency), the latest projections indicate that there will be an overspend of £338k this year as a result of ongoing increases in referrals. This reflects the full year effect of the 2009/10 variation and assumes management action will be taken where possible, to contain continuing pressures.

2. Direct Services - £156k

The in-house homecare service is charged out on an hourly rate to Assessment & Care management based on the number of hours that it provides, as care management hold the budget to pay for the in-house service. If the number of hours provided is below the budgeted level then fixed overheads are not being fully recovered and an overspend will result in the service. The hours provided continue to be below the budgeted level and although steps are being taken to reduce staffing levels and costs, an overspend of £156k is projected.

3. Learning Disabilities Services

After taking into account the £660k currently held in the central contingency for LD, the full year effect of 2009/10 activity on residential and domiciliary care is currently projected to be within budget.

LD Reprovision

The projections include expenditure of £2.2m 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 and are included in the £6.8m provision held in the central contingency.

Growth in Contingency

Learning Disabilities

The sum of £660k is included in the central contingency relating to increased costs for learning disability clients moving through transition into Adult Services. These additional costs became apparent during 2009/10 and the May projections assume that this sum is drawn down (see note 3. above).

Physical Disabilities

The sum of £200k is included in the central contingency relating to increased costs for clients with physical disabilities, a full year effect of increased costs in 2009/10. The projected overspend included in note 1 above is net of the increased funding.

A request for the drawdown of the both amounts has been made and will be considered by the Executive at their meeting on the 21st July.

Reduction in Government Grants - Supporting People Administration

The loss of the Supporting People Admin grant (£166,000) will be met by reducing running costs and freezing staff vacancies within the Procurement and Contract Compliance team, savings arising from the efficiencies from the Supporting People Framework Agreement for retendering Supporting People contracts, and from in-year redirection of funding from other non-ring fenced grants across the department. Further work will be undertaken to determine the longer term implications of the loss of this funding source.

ACS PORTFOLIO LATEST APPROVED BUDGET 2010/11

Budget Variations allocated in 2010/11	Adult and Community Services £'000
<u>2010/11 Original Budget</u>	
Total For Portfolio	94,631
Budget Variations allocated during the year:	
General Items in 2010/11 Contingency Sum	
Review of Management & Overhead Costs	Cr 350
Total General Items	Cr 350
Grants Drawn Down from Central Contingency Sum	
Mental Capacity Act (Area Based Grant) - Executive 28/05/10	135
Additional Carers Grant	77
Total Grants	212
Variations in Recharges	
Variations in Recharges etc.	0
Total Budget Transfers etc.	
Total Variations per Financial Monitoring Report	Cr 138
2010/11 Latest Approved Budget	94,493

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Agenda Item 10

Report No.
ACS10045

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: ADULT & COMMUNITY POLICY DEVELOPMENT & SCRUTINY COMMITTEE

Date: 27th July 2010

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

Title: BROMLEY SAFEGUARDING ADULTS BOARD 2009/10 ANNUAL REPORT

Contact Officer: Susannah Simpson , Adult Safeguarding Manager Strategy & Performance
Tel: 020 84617822 E-mail: susannah.simpson@bromley.gov.uk

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

Ward: Boroughwide

1. Reason for report

This report provides members with an overview of the main issues raised from the 2009/10 Annual Report of the Bromley Adult Safeguarding Board (BSAB) (Appendix 1) .This annual report outlines the work of the Board including oversight of the joint action to safeguard adults.

2. **RECOMMENDATION(S)**

PDS Committee Members are asked to comment on the contents of the Bromley Safeguarding Adults Board 2009/10 Annual Report.

Corporate Policy

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

Financial

1. Cost of proposal: No cost
 2. Ongoing costs: Recurring cost. BSAB funding comes from the partner organisations and is deployed on agreed objectives set by the BSAB. The current available budget stands at £16,300. In addition, the statutory partners have recently agreed to contribute a further £5K, and the Primary Care Trust has agreed £8K towards BSAB budget for 2010/11. Additionally, BSAB services receive support from the Adult Safeguarding Manager (jointly funded by LBB and the PCT) the Adult Safeguarding Coordinator funded by LBB, and admin and performance management support provided from the Strategy and Performance division within ACS. The cost of staffing to LBB to this service totals £133,273 with a further contribution from Bromley PCT of £27,312 per annum.
 3. Budget head/performance centre: Anne Watts Asst Director Strategy & Performance
 4. Total current budget for this head: £105,961
 5. Source of funding: There are no cost implications arising from this report. The cost of BSAB work is contained within current allocated LBB budgets and commitments from partner organisations agreed for 10/11.
-

Staff

1. Number of staff (current and additional): 2.5 FTE specifically allocated to strategic support for safeguarding adults in Bromley plus an average of 3 hrs per week performance management support.
 2. If from existing staff resources, number of staff hours: 93 per week
-

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): 443 safeguarding referrals investigated under the adult safeguarding procedures during 2009/10.
-

Ward Councillor Views

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

3. COMMENTARY

Background and Context

- 3.1 The Bromley Safeguarding Adults Board (BSAB) is responsible for ensuring the coordination and development of work to safeguard vulnerable adults with care needs from abuse and neglect. The Department of Health guidance 'No Secrets', published in 2000 required the local authority to act as 'lead agency' whilst emphasising the responsibility of all agencies to work in partnership to plan implement and monitor adult safeguarding work.
- 3.2 The previous government arranged for a review of 'No Secrets' and revised guidance is expected this autumn. It is possible that local safeguarding adults boards will become a legal requirement to mirror current arrangements for safeguarding children. In addition, the Law Commission are undertaking a review of adult social care legislation with a view to rationalising the legal framework, their final report is due in 2012.
- 3.3 The Department of Health issued in February 2010 best practice guidance to local health trusts 'Clinical Governance and Adult Safeguarding', to ensure that there is appropriate integration of clinical governance and adult safeguarding processes, when abuse or neglect occurs in a health setting. The London Association of Adult Social Services Directors is overseeing the development of 'Safeguarding Adults in London' procedures, which are due for implementation in 2010/11 across all London boroughs.
- 3.4 Clear standards for adult safeguarding work across partner organisations were set out by Adult Directors of Social Services in 2005. These standards have informed a national programme of inspections by the Care Quality Commission (CQC) of adult safeguarding arrangements. Services provided by the council with regard to adult safeguarding and choice and control for older people in Bromley were inspected by the CQC last year and found Bromley to be providing adequate outcomes in adult safeguarding.
- 3.5 The Council's action plan in response to the recommendations of the report was made to the PDS Committee 16th February 2010. The CQC inspection concluded that the prospects for improvement were promising and 'with effective improvement planning the service should be able to demonstrate that it is performing well, in a relatively short time.'
- 3.6 An independent review of the safeguarding service is currently taking place. An initial report has confirmed significant progress in adult safeguarding both strategically and operationally; with evidence of increasingly robust quality assurance systems in adult safeguarding case work. In addition, it was noted that there is an increased focus on performance management across the partners. This review has confirmed stronger partner engagement within the Board and improved performance at operational level in terms of police engagement.
- 3.7 BSAB is developing a new adult safeguarding strategy in 2010 and is consulting with service users and partners about their priorities for the Board. The Board will also prepare for local implementation of the Safeguarding Adults in London procedures during 2010. The Board is working with Supporting Independence in Bromley to ensure best practice in addressing managing potential safeguarding risks to users of personal budgets.
- 3.8 Members will wish to know that a useful guide to their role in the scrutiny of adult safeguarding has been produced by I&DeA (Implementation and Development Agency). This was distributed at the recent members' induction and the link to the website that contains this document is <http://www.idea.gov.uk/idk/core/page.do?pagelId=19170957>

Bromley Safeguarding Adults Report Part 1 –Overview

- 3.9 The annual report details the Board's achievements against its 6 strategic objectives highlighting progress in the areas of communication and awareness, partnership working and quality assurance
- 3.10 To promote the awareness of safeguarding adults the Board has:
- Produced a safeguarding newsletter and a communications strategy to raise public awareness.
 - Arranged joint events with Trading Standards to promote the reporting of concerns and the services available to improve the safety of vulnerable people.
 - Ensured the delivery of a programme of 6 levels of training across partner agencies to ensure that staff are competent in adult safeguarding.
- 3.11 To develop partnership working the Board has
- Revised local guidance for practitioners to promote the use of effective multi-agency protection plans and ensure the use of advocacy services.
 - Undertaken work across all agencies to ensure that residents who come within the scope of the Mental Capacity Act 2005 (enacted April 2007) are safeguarded.
 - Developed a protocol between the Police and Adult and Community Services to ensure that there is prompt and effective police advice and action in adult safeguarding cases.
- 3.12 To improve quality assurance across the partnership the Board has:
- Agreed a quality assurance framework across all agencies, including a programme of audits of safeguarding cases to identify any shortcomings in multi-agency work and ensure remedial action is taken.
 - Undertaken an Equalities Impact Assessment of Board procedures a new process to ensure the views of service users in safeguarding cases are obtained

Part 2 Overview

- 3.13 Part 2 of the annual report includes an analysis of information on adult safeguarding cases that shows in 2009/10:
- The total number of adult safeguarding referrals was 443 this was 16% more than the previous year. This confirms an upward trend in recent years. Referrals for adults with a mental health needs, learning disabilities, physical disabilities and sensory impairments have increased significantly as a result of improved reporting by social care and health staff.
 - Social care staff continue to be the main source of referral, emphasising the importance of training staff to recognise and report abuse and to act as whistleblowers on behalf of vulnerable people, who may not be able to report incidents themselves.
 - There has been an increase in reported cases of one service user harming another in care settings, due to greater awareness in provider organisations that these incidents should be reported to ensure that service users are safeguarded.

- Of safeguarding incidents the majority relate to suspected physical abuse. More than half of the alleged abuse reported was in the service user's own home and in about a half of these cases were fully substantiated.
- The focus of the safeguarding intervention should be to ensure the service user is safeguarded and the report gives details of the outcomes in safeguarding cases. The most common outcome is increased monitoring of the service user.
- For the person alleged to have caused the abuse, the most common outcome is their removal from the property or service.

Future Developments

- 3.14 BSAB has an agreed multi-agency work plan for adult safeguarding in 2010/11 and will ensure that the adult safeguarding partnership:
- continues to develop its quality assurance processes to improve the consistency of adult safeguarding work particularly in the area of protection planning which will be audited in August 2010,
 - works with service users and across all partners to revise develop the 3 year safeguarding strategy from 2011 – 2014,
 - develops work to promote adult safeguarding across the Council, ensuring that there is close working with the Community Safety Partnership.
- 3.15 The BSAB Annual Report has been or will be sent to the BSAB Executive; Safer Bromley Partnership; Health, Social Care and Housing Partnership Boards for consideration and comment.

4. FINANCIAL IMPLICATIONS

Currently the BSAB has a small budget of £16,300 to directly fund training and publications. In addition, the partner agencies have agreed to contribute a further £31,500 in 2010/11, maintaining the same level of funding as in 2009/10. All funding from the partner organisations is deployed to meet the agreed objectives set by the BSAB.

Non-Applicable Sections:	Policy, Legal, Personnel,
Background Documents: (Access via Contact Officer)	No secrets 2000 No secrets consultation on Review 2008 http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4008486

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Bromley Safeguarding Adults Board Annual Report 2009/2010

Part One

Foreword

Welcome to the Bromley Safeguarding Adults Board Annual Report. The Board is responsible for ensuring local compliance with the Department of Health guidance, 'No Secrets' published in 2000. Bromley Council as lead agency is required to ensure all agencies work together to safeguard vulnerable adults from abuse and neglect. 'No Secrets' emphasised that, planning, implementation and monitoring of adult safeguarding work is a joint responsibility. In Bromley, all partner agencies are represented on the Bromley Safeguarding Adults Board and this report details the achievements of partner organisations and the Board.

Delivering safeguarding strategies across large and complex organisations has created its own challenges. However, together we have achieved considerable success in ensuring the response to safeguarding across the borough is consistent whether in the private, public or independent sectors.

In July 2009 the adult safeguarding arrangements in Bromley were reviewed by the Care Quality Commission (CQC). I am pleased to report the inspection found the Board delivered increasingly effective multi-disciplinary support for vulnerable people. The Board provided a range of multi-agency community safety initiatives, and had raised the profile of adult safeguarding. However, as with all external inspections, CQC identified a number of areas where we need to improve. The board's executive is overseeing an improvement plan and has commissioned an independent review to assess progress made, since the inspection.

This year has again seen an increase in adult safeguarding referrals, which continues the upward trend of recent years. The Board believes the increase is due to the growing awareness of adult safeguarding issues in Bromley. The Board is aware there have been some high profile cases nationally where vulnerable adults have lost their lives in tragic circumstances and the Board will be looking at the lessons learnt to ensure we are doing all we can in Bromley to reduce such risks.

I hope you will find this report informative and join us in working to maintain an excellent adult safeguarding service in Bromley.



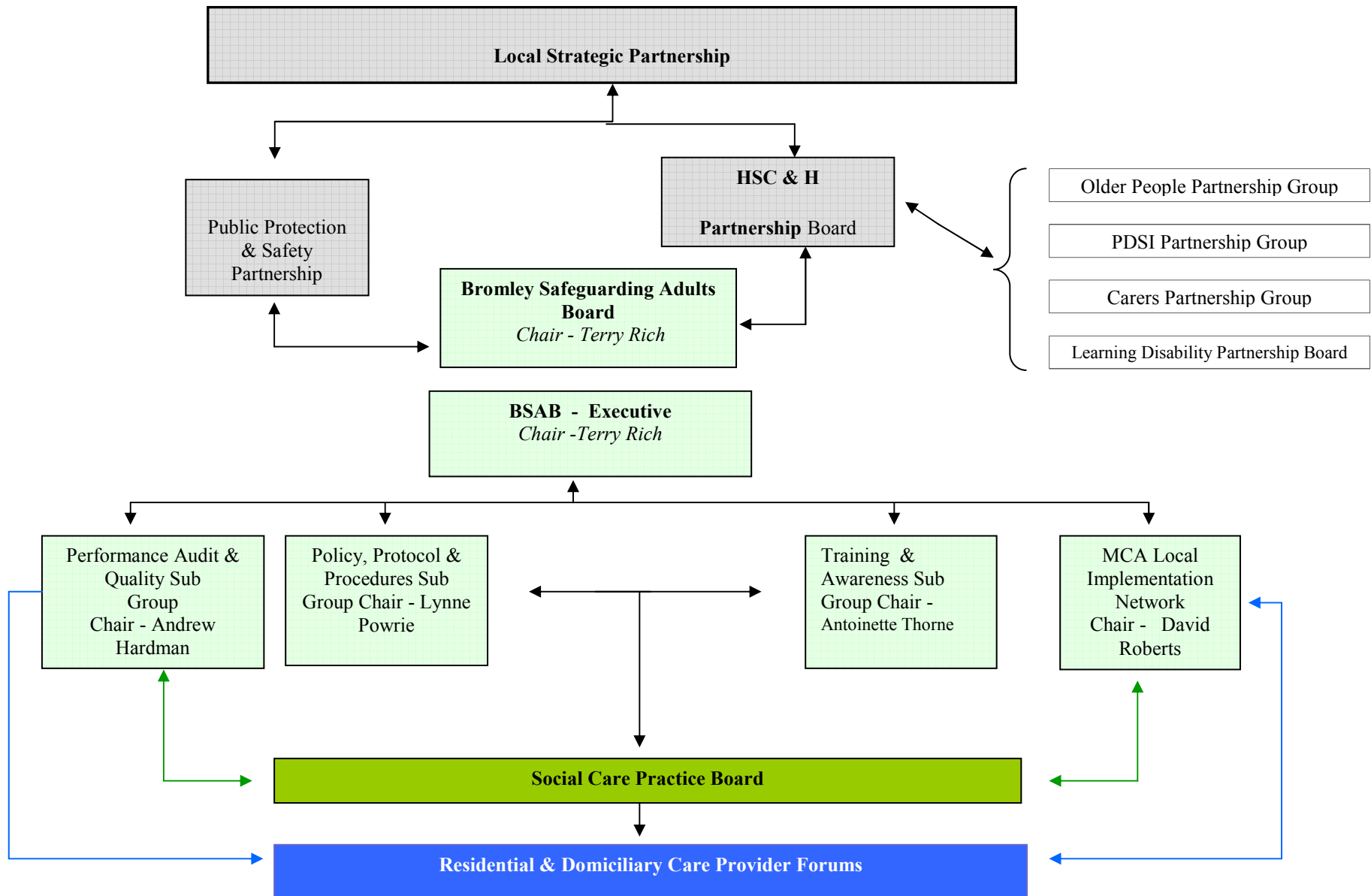
Terry Rich

Chair
Bromley Safeguarding Adults Board

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Bromley Safeguarding Adults Board Governance Structure



Summary of our achievements in 2009 - 10

The strategic plan for 2008-2011 has six key objectives and the Board has prioritised these to ensure achievements in 2009/10:

- ✓ *Objective one - Ensure the established multi-agency partnership has the appropriate membership and has clear governance arrangements agreed by all partner agencies.*
- ✓ *Objective two - Maintain and develop safeguarding policies, protocols and procedure ensuring these are updated in line with national guidance, new London wide guidance, new legislation and learning from case reviews and audits.*
- ✓ *Objective three - Identify, plan, commission promote and manage the most economic and efficient methods of providing training for all tiers of staff, including those with specific roles within the adult protection procedures.*
- ✓ *Objective four - Continue to develop a shared understanding of what is abuse? Who are vulnerable adults? An understanding of the signs and symptoms of abuse and what to do if abuse is witnessed or reported.*
- ✓ *Objective five - Ensure all services used by vulnerable adults, safeguard and promote the welfare of vulnerable adults.*
- ✓ *Objective six - Ensure quality assurance arrangements are in place for services provided to those referred to the safeguarding adults procedures. To ensure lessons are learnt and acted upon when significant issues arise from audits and case reviews.*

Communication and Awareness

The Board developed its communication and engagement strategy in 2008 to raise awareness of abuse to both professionals and the wider community, to ensure abuse is reported. As a result of the work to implement the principles of the strategy, a campaign to raise awareness was launched in 2009. This involved the distribution of posters 'How to Stop Abuse' and leaflet across the borough to all GP surgeries, clinics, hospitals, care homes and home care agencies. In addition voluntary organisations and community groups were provided with leaflets to distribute to their clients. The world Elder Abuse Day was held in June 2009 and stands were erected in the Glades, the Walnuts in Orpington and the Princess Royal University Hospital, to target the local community. In December 2009 the Board launched the BSAB electronic newsletter to health and social care staff, partner agencies and local community organisations. The newsletters contain articles on safeguarding activities and national developments.

Partnership working

In 2009/10 the Board reviewed its membership, to ensure it had the right partner representatives who would influence the strategic direction of safeguarding arrangements in Bromley. The Board undertook a comprehensive training needs analysis of statutory partners in 2009 and used the findings to; commission a safeguarding training programme for all staff who have a role to play in identifying and preventing abuse. This programme of training aims for multi-agency partners to develop the skills of their workforce, to safeguard the vulnerable people in their care.

The Board were invited to scrutinise the internal safeguarding arrangements of the three NHS health trusts and the Safer Bromley Partnership. In addition a review of

cases was carried out as a result of issues raised in the 'Death by Indifference' report and the serious case review by Leicestershire. The lessons learned emphasised the importance of support and preventive services offered to adults with learning disabilities. The Board were satisfied the same risks were not evident in Bromley.

Following the launch of the revised multi-agency procedures in March 2009, the Board completed their Equality Impact Assessment of the 'Safeguarding Adults in Bromley' multi-agency policy and procedures. This was undertaken as best practice, to identify any barriers or inequalities to people in gaining access to safeguarding services as a result of the procedures.

Quality Assurance

Regular quality audits of safeguarding investigations have been undertaken and reported to the Board. The consistency and quality of safeguarding casework by professionals is monitored and supported by the Consultant Lead Practitioners (CLP). The CLPs maintain the standards and compliance requirements of case work by working closely with the social work teams and as members of the PAQ sub-group. The impact of the safeguarding training and quality of case work is reviewed regularly by the Training and Awareness sub group. Following the review of the 2008-09 BSAB work plan, it was agreed some work should be undertaken with service users and their carers to be consulted with, on any changes which may affect them. Therefore Service users who have been the subject of an investigation are regularly asked to comment on their experiences of the investigations; their comments will be used to raise standards and address any learning in 2010.

Board sub-group reports

The Bromley Safeguarding Adults Board's annual work plan is delivered through the work of its four sub-groups:

Each sub-group chair has written a report outlining progress this year and a summary of the work the sub-group will undertake in 2010/11 these are:

- Training and Awareness
- Policies Protocols and Procedures
- Performance Audit and Quality
- Mental Capacity Act Local Implementation Network

Training and Awareness

Chair: Antoinette Thorne, Learning & Development Manager, Bromley Council.

The current membership of the group which meets bi-monthly includes; South London Healthcare NHS Trust, Metropolitan Police, Bromley Council, representatives from the provider forums for care home and domiciliary care agencies. During 2009/10 the group welcomed representatives from Housing and Residential Services, and the lead officer for the Mental Capacity Act and Deprivation of Liberty Safeguards (ACS)

The remit of the group is to:

- Develop an agreed competence framework for multi-agency safeguarding training, which is continuously evaluated to ensure that it supports best practice, and remains relevant to the role of staff engaged in adult safeguarding work.
- Plan, commission and promote the most cost effective methods of providing multi-agency training for all staff, in accordance with the adult safeguarding competencies relevant to their role.
- Ensure a high level of awareness of adult safeguarding across the whole community and promote the message, in Bromley 'safeguarding adults is everybody's businesses'. Work in this area is reported under 'Prevention: Keeping People Safe' page 22.

During 2009/2010 the key achievements of the group were:

- The commissioning and delivery of the six levels of safeguarding training, within the allocated budget across the partnership.
- Safeguarding training for the Primary Care Trust learning disabilities residential service, to address potential risks arising from services undergoing major change.
- Learning needs analysis, across partner agencies for 2010/11 was completed.
- Research and evaluation of e-learning training packages in safeguarding training needs to determine flexible solutions to support partner agencies.
- Survey of domiciliary care and care home providers to assess their safeguarding training needs.

Participation of membership

The Training and Awareness sub-group have created a cohesive working relationship and are committed to the safeguarding agenda. Attendance has been good and members have been instrumental in supporting the development, delivery and review of the annual work plan.

Challenges

The challenge for the group has been achieving a consistent standard of delivery across a range of training providers. As a result of feedback from staff attending the courses improvements were made to the content and delivery of the training.

The group will need to balance the competing demands of developing workforce skills against increasing cost pressures on public services. We intend to address this by offering a wider choice of awareness/alerter training; this will reduce the need to release staff for off-site training.

2010/11 targets

The group will continue to build on their success of 2009/10 and will work at delivering the multi-agency safeguarding training programme. For 2010/11 the targets are to:

- Commission e-learning packages and roll out to partner agencies, private, voluntary and independent sectors as an alternative to Level 1 training.
- Hold the first BSAB annual conference, 'Protection through Partnership' in June 2010. The conference will explore how adult safeguarding can link with community safety and broader public protection services, to protect local residents who may be at risk.
- Evaluate safeguarding training to assess staff competence against the 6 levels of competence.
- Respond to training needs arising from the implementation of the safeguarding adults in London multi-agency policy and procedures, due in the autumn of 2010.
- Seek ways to improve public awareness of adult safeguarding issues.

Key Aims for 2010/11

The group's key aims for 2010/11 are:

- Improve the take-up of training by care home and domiciliary care providers.
- Develop a pro-active marketing campaign to encourage engagement of those who have been slow to take up the offer of computer based training.
- Improve the monitoring of the uptake of training across the partner agencies, against the target numbers identified through the training needs analysis.
- Review and adjust the safeguarding training as the social care workforce changes, in line with the implementation of the Supporting Independence in Bromley programme.
- Continue to oversee and evaluate the Board's awareness and communication strategy.

Policy Procedures and Protocols Sub-Group

Chair: Lynne Powrie, Chief Executive Carers Bromley.

2009/10 Achievements

Over this year, the group has worked to address policy issues arising from safeguarding casework, and to develop protocols to support sound quality assurance processes. We have also made changes and additions to BSAB policies and procedures which include:

- A local protocol for resolving disputes between agencies.
- A local police referral protocol with agreed performance indicators.
- Revised lead agency guidance on case recording of safeguarding cases, to reflect the service user's wishes and need for advocacy.
- Revised safeguarding risk assessment procedures for care managers, to promote consistency of practice and good outcomes for service users.
- Revised local protocol for London Ambulance Service vulnerable adult referrals, to ensure that service users receive the appropriate service.
- A new local protocol for referral to Housing Needs Service, to ensure service users in adult safeguarding cases are protected.
- A new protocol for suspension of placements, to ensure there is a safe and fair process to respond to adult safeguarding concerns in care homes.
- A new procedure for appeals about adult safeguarding conferences and outcomes.
- A new BSAB member's agreement which ensures they understand their role and can contribute fully, to the development of adult safeguarding work.
- The Equalities Impact Assessment of BSAB multi-agency procedures to ensure that the needs of groups who may be disadvantaged due to age, disability, sexuality or ethnic origin are considered within BSAB policies, procedures and work plans.

Participation of membership

The group has grown and has developed a good multi-agency focus, and has extended its membership to include the South London Healthcare NHS Trust. The group are looking forward to implementing the Safeguarding Adults in London Procedures in September 2010.

Key Aims for 2010/2011

The group has the following aims for 2010/11:

- To act on the recommendations of quality audits and ensure policy and procedures are amended to improve outcomes for service users.
- Implementation in Bromley of Safeguarding Adults in London Procedures.
- To review and make recommendations about the adult safeguarding procedures of organisations and voluntary groups in Bromley.
- To ensure the local information sharing protocol for safeguarding investigations is effective.
- To approve processes to ensure service users purchasing their own care are safeguarded.

- Performance Audit and Quality Sub-Group

Chair: Andrew Hardman, Assistant Director Bromley Primary Care Trust

The Performance Audit and Quality sub-group has a comprehensive work-plan and meets at least five times a year. The principal aims are to implement the BSAB quality assurance framework and to ensure an effective quality assurance system is in place. The group monitors safeguarding work across all agencies. The group monitors performance data; the response times to adult protection alerts, the outcomes of safeguarding quality audits and undertakes case reviews, at the request of the Board. Its membership includes representatives from Bromley Primary Care Trust, Bromley Council, Oxleas NHS Foundation Trust and Bromley Council on Ageing.

2009/10 Achievements

During 2009/10 the group has:

- Developed a protocol and audit tool to benchmark the quality of safeguarding work within the lead agency.
- Developed a protocol and service user feedback form to capture their views and feelings about their experience of the safeguarding process. The findings will inform us of changes we may need to make in our practices.
- Commissioned safeguarding audits in May, November 2009, and January 2010 to review the quality and consistency of case work.
- Ensured the experience of safeguarding professionals is reported to BSAB, by reviewing safeguarding cases, at each meeting.

Participation of Membership

Most of the members of the group attend regularly and all are committed to continuous improvement and multi-agency partnership. The group has secured a replacement representative from South London Healthcare NHS Trust to maintain its multi-agency representation.

Challenges

The challenges the sub-group faces in 2010/11 are:

- Ensuring the Performance Audit and Quality sub-group continues to reflect the changing and developing safeguarding agenda, particularly in self neglect.
- To develop quality standards for the Board to benchmark against.

2010/11 Targets

The sub-group has set targets for the safeguarding audit programme led by Bromley Council to measure:

- timescales for the delivery of audit outcomes,
- tracking the numbers of Mental Capacity Act assessments undertaken in safeguarding cases and
- tracking referrals to advocacy services.

The work-plan for the sub-group will focus to a greater extent on the development of a broad range of performance indicators, with particular emphasis on the achievement of target timescales.

Key Aims for 2010/11

The key aims for 2010/11 are to:

- Develop joint performance indicators across the multi-agency partners.
- Routinely examine safeguarding casework at each meeting, to monitor the quality of interventions.
- Audit the application in case work of the new risk assessment tool.
- Audit service user views of the safeguarding process and implement recommendation.
- Audit adult protection plans to determine and evaluate the range of services offered to safeguard vulnerable adults.
- Review audit tools to take account of relevant changes arising from the implementation of Safeguarding Adults in London procedures.

Mental Capacity Act Local implementation Network

Chair: David Roberts, Assistant Director, Adult and Community Services, Bromley Council

The purpose of the Mental Capacity Act (MCA) is to uphold the rights of people who may lack the mental capacity to make decisions because of illness or a long-standing disability. The Act aims to ensure:

- People are assumed to be able to make their own decisions.
- People are supported to make decisions.
- People are free to make unwise decisions unless they lack the mental capacity to make that decision.
- Those who act on behalf of someone who lacks mental capacity must act in their best interests.
- Those who act on behalf of someone who lacks mental capacity must restrict their freedom and rights as little as possible.

The Bromley Local Implementation Network (LIN) was set up to develop an effective process to ensure that residents of Bromley are safeguarded in accordance with the Mental Capacity Act (MCA) 2005.

Independent Mental Capacity Advocacy Service

The Independent Mental Capacity Advocacy Service (IMCA) service provides specialist advocates to assist in important decision making, for those who lack the mental capacity to make their own decision, and have no one else to uphold their rights. In Bromley much work was undertaken in previous years to build awareness of the Mental Capacity Act, and to ensure key staff were aware of this service. As a result, the use of the IMCA service in Bromley exceeds the level forecast by the Department of Health, based on the population.

Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguarding (DOLS) service ensures people who lack mental capacity are not illegally detained in hospitals or care homes. The service is provided jointly between Bromley Council and Bromley Primary Care Trust, with one point of referral for all (both health and social care staff). All care homes and hospitals in Bromley have been visited to explain their responsibilities to follow the principles of the Mental Capacity Act.

2009/10 achievements

The LIN has ensured that:-

- Robust processes are in place for referral and advice about possible deprivations of liberty in care homes and hospitals.
- A programme of training on the requirements of the Mental Capacity Act is available to both health and social care staff and private care home providers. A very high level of attendance has been achieved at these training sessions with a high sign-up and low drop-out rate.
- Regular contact is maintained with Bromley care home providers through the local care home forum, and directly through a practice forum, to update and discuss mental capacity and issues and provide information.
- Teams are visited by the project officer on a regular basis both to provide updates and to lead case discussion on the Mental Capacity Act and Deprivation of Liberty Safeguards.
- The project officer is based at the Princess Royal University Hospital for two afternoons per week, to provide direct access to staff.
- Cambridge House, the Independent Mental Capacity Act service provider, is now involved in all the training provided and visits individual teams and services as required.

2010/11 Targets

During 2010/11 the MCA LIN intends to:

- Maintain and evaluate the training on the Mental Capacity Act, including Deprivation of Liberty safeguards and use of the Independent Mental Capacity Act Advocacy (IMCA) service.
- Agree a new IMCA service specification with Greenwich and Bexley, based on the patterns of use, for a new contract to be let in 2011/2012.
- Review the low activity levels on Deprivation of Liberty safeguards to ensure that the rate of reporting is not linked to poor practice or to poor understanding of the requirements of the Mental Capacity Act.
- Share information with other partners to ensure good practice and compliance with legislation.
- Conduct a review of how the assessment of mental capacity is undertaken by health and social care staff.

Partner agency reports:

Metropolitan Police Bromley Division

Report: DCI Chris Smart, Metropolitan Police Bromley, adult safeguarding lead.

On the 10th June 2009 the Metropolitan Police launched new Standard Operating Procedures entitled 'Safeguarding Adults at Risk'. It replaced all previous guidance and aims to provide guidance, for police officers and staff who report, investigate and manage incidents involving adults at risk. It details how the Metropolitan Police Service will use a multi-agency approach to achieving its aims in safeguarding adults at risk.

The primary aim is to ensure the safety and protection of victims in liaison with our partner agencies. The secondary aim is to hold perpetrators to account. The purpose is to give clear direction to members of the Metropolitan Police Service into the investigation of safeguarding adults at risk cases. Work is continuing to further strengthen our ability to identify those at risk, provide protection and support and ensure that, relevant referrals are made to other agencies. The Public Protection Desk model used to identify and support vulnerable children is being looked at as good practice. However, Bromley already has a dedicated Vulnerable Adult Officer within the Public Protection Desk, to support the 'Safeguarding Adults in Bromley, Multi-Agency Policy and Procedures' launched at the end of 2008.

During 2009/10 the Public Protection Desk received 71 referrals for advice in relation to adult safeguarding issues. Since January 2010, the Police have introduced a commitment to deal with all referrals for advice within 3 days. Of the 14 cases received this year, 13 met the commitment.

Bromley Police continue to work closely with Trading Standards and have carried out a number of successful operations against those targeting vulnerable adults for financial gain.

Bromley Primary Care Trust

Report: Dr Angela Bhan, Bromley Primary Care Trust, adult safeguarding lead Strategic Leadership and Governance Framework.

During 2009/10 Bromley Primary Care Trust (PCT) has agreed changes to internal safeguarding arrangements which have seen the lead responsibility for adult safeguarding move to the Director of Public Health, Dr Angela Bhan.

The Community Provider Unit of the PCT will continue to work with partners to promote adult safeguarding and will be fully engaged, through representation at BSAB and its sub-groups. The Community Provider Unit Assistant Director, Andrew Hardman will continue to Chair the BSAB Performance Audit and Quality sub group.

The PCT has internal adult safeguarding policy and procedures, which have been revised in 2009 to reflect the updated Bromley multi-agency procedures. Following separation of the PCT and the Community Provider Unit, these procedures will undergo a further review to ensure that they are fit for purpose.

Bromley PCT responsibilities

Bromley PCT safeguarding functions include:

- Promoting the health and welfare of all Bromley residents, including those who may be disadvantaged, and the prevention of abuse and neglect.
- Working with Bromley Council, the Police, Oxleas NHS Health Trust and South London Healthcare NHS Trust and other organisations to provide leadership in the development of safeguarding work in Bromley, through active participation in BSAB meetings and sub-group meetings.
- Ensuring expert health input to safeguarding investigations.
- Ensuring the safeguarding and NHS incident reporting policies and processes are appropriately linked, to ensure the safety of vulnerable people, by learning from incidents and improving practice.
- Ensuring staff know how to raise safeguarding alerts, participate fully in safeguarding investigations and are trained appropriately.

The PCT Commissioner safeguarding functions are currently being assessed in terms of how they will be fulfilled, and in terms of capacity, capability and any risks arising from the assessment.

Safeguarding responsibilities of providers commissioned by the PCT were set out in their contracts for 2009/10.

Bromley Primary Care Trust Residential Service for People with Learning Disabilities.

This service, jointly commissioned with Bromley Council, still accommodate 40 people with learning disabilities in several small units. Plans are for all service users to have moved from this setting to their new homes by December 2010. The context of these changes is as a result of national concerns regarding the well-being of service users in this type of residential provision because of specific concerns about the ill-treatment of service users in Sutton and Cornwall. Following an audit by the Health Care

Commission in 2007, an action plan was drawn up which included recommendations to improve the accommodation and wellbeing of the service users and to provide safeguarding training for staff.

In 2008 Mencap, the learning disability pressure group, published a report 'Death by Indifference' giving examples of the neglect of the health needs of people with learning disabilities. Consequently, Bromley PCT was asked to provide information to NHS London and to BSAB about service users who had died, to ensure that the healthcare needs of the residents of the service were being addressed. Bromley Safeguarding Adults Board received reports in 2009 providing details of the health input to service users prior to their death, in order to confirm that service users had not been disadvantaged because of their learning disability.

It has been recognised that vulnerable service users moving from in-house provision to new environments may face new safeguarding risks, and risk assessment processes are being developed to ensure these risks are minimised. Additional training has been provided to PCT staff to improve outcomes for service users moving out of the service.

The PCT has identified the following priorities for 2010/11:

- Transferring lead responsibility for Adult Safeguarding to the Public Health Directorate from 1st April 2010.
- Revising governance arrangements for safeguarding work in the Primary Care Trust.
- Clarifying PCT Commissioner safeguarding functions and ensure resources are in place to deliver these functions.
- Ensuring different levels of training are in place for appropriate staff and ensure staff continue to have access to training , including e-learning.

South London Healthcare NHS Trust

Report: Avey Bhatia , South London Health Care Trust adult safeguarding lead

The South London Healthcare Trust (SLHT) lead for Adult Safeguarding is the Deputy Director of Nursing, although the Executive lead, remains with the Director of Nursing, Governance and Patient Experience. SLHT works with three host boroughs, Bromley, Bexley and Greenwich, and the Trust lead is a member of all three Safeguarding Boards.

SLHT has three site-based operational adult safeguarding committees which report into the Corporate Adult Safeguarding Committee. The committee provides assurance to the Trust Board regarding safeguarding adults and is responsible for ensuring the Trust has an evidence-based approach in line with statutory, national and local policy and guidance. The membership of the corporate committee has been reviewed and includes representation from all three boroughs. The Corporate Adult Safeguarding Committee is constituted as a standing committee of the Trust Governance Committee.

2009/10 achievements:

Since the merger of the three hospital sites in Bexley, Greenwich and Bromley, SLHT continues to implement changes to structures within the workforce and service delivery, under the implementation of 'A Picture of Health'. Whilst undergoing large scale change, the Trust has continued to strengthen its partnership working with all three boroughs, and maintain site-based processes, to ensure Safeguarding Procedures. Some of the key achievements are as follows:

- Clear internal governance processes for safeguarding adults which have recently been reviewed, in line with Department of Health Guidance on An Integrated Approach.
- Establishment of a Bromley Safeguarding Adult's Group, which includes representation from social care and Trust representatives who attend the sub groups of the Bromley Safeguarding Adults Board.
- Standardised level 1 Safeguarding Adults Training for all new starters within the organisation.
- Development of information folders for all wards and departments on the Princess Royal University Hospital site, which include information on the Mental Capacity Act and local safeguarding procedures.
- Establishment of a learning disability working group to improve the experience of patients with a learning disability, when they access acute care, and to improve the skills and knowledge of staff.
- Creation of new post – Lead Nurse for Vulnerable Adults, Emergency Care Division (pending recruitment).

Key Challenges

Raising awareness and training

The key challenges are ensuring that staff have training in all areas included within the safeguarding framework, and that staff have training at the right level. Internally the Trust is also working to ensure that we have a good process for monitoring to ensure training has taken place.

As well as improving levels of training, we need to ensure that in practice, the patient's 'best interests' are represented at all times, by involving the right staff/family or representatives to assist the patient as necessary.

Priorities for 2010/11

The priorities for moving forward with the adult safeguarding agenda are:

- Approve and implement SLHT Adult Safeguarding Policy, incorporating improved access and services for people with learning disabilities.
- Provision of detailed statistics on training by levels and staff groups.
- The health and care of patients with learning disabilities will be a major focus for adult safeguarding work during 2010/11.
- Continue to strengthen further partnership working across all boroughs, and ensure appropriate external representation on all internal committees.

Oxleas NHS Foundation Trust

Report: Barbara Godfrey, Oxleas NHS Foundation Trust (Bromley) safeguarding adults lead.

Oxleas NHS Foundation Trust provides services for people with mental health problems across Bromley, Bexley and Greenwich. An internal safeguarding committee, with representation from the three local authorities meets regularly to oversee and develop this area of work.

Key achievements 2009/10

- Production of a Guide, on 'the Assessment and Management of Risk' which includes a chapter on adult safeguarding, due to be launched in 2010 for distribution to all staff.
- Introduction of a redesigned incident reporting form to highlight and record the possibility that the incident may have a safeguarding component.
- A new supervision policy which incorporates discussion around safeguarding aspects as part of caseload management. There is a safeguarding adult's group risk register, which is regularly reviewed at Board level.
- An agreed set of safeguarding forms to be used across all three local authorities within the Trust, to capture data on safeguarding cases and work undertaken.

Key challenges

- Ensuring a consistent approach to safeguarding across three local authority areas, and managing the introduction of the Safeguarding Adults in London Procedures in the autumn, which is expected to promote more uniform practice across borough boundaries.

Priorities for 2010/11

- An audit of adult safeguarding awareness is planned across the Trust in May 2010.
- To implement a plan to raise awareness across the Trust of safeguarding issues which include a poster campaign aimed at staff and individual interviews with teams around safeguarding cases, which will be published in Trust publications. There will then be a re-audit to test the levels of awareness in 2011.
- Case file audit of safeguarding, 29 and 30th September 2010.

Bromley Council

Report: Anne Watts, Assistant Director, strategic lead for adult safeguarding

The 'No Secrets' guidance established the role of lead agency in adult protection work, for local authorities with social services responsibilities, in October 2001. In May 2008 the Bromley Adult Protection Committee was restructured to form the Bromley Safeguarding Adults Board. Since then, leadership of the multi-agency framework for the safeguarding of vulnerable adults in Bromley has been provided by the Director of Adult and Community Services in his role as Chair. Oversight and scrutiny of BSAB is provided by elected members of the Council's Adult and Community and Public Protection and Safety, Policy Development and Scrutiny Committees.

The Adult Safeguarding Team

The strategic management of adult safeguarding is the responsibility of the Strategy and Performance Division in Adult and Community Services. The Quality Assurance Manager leads the QA team, which integrates the management of quality assurance, the statutory functions of the complaints service and safeguarding.

The team ensures that Bromley Safeguarding Adults Board develops its work by providing professional and administrative support to the Board and its sub-groups. The team also monitors the quality of adult safeguarding case work.

The Adult Safeguarding Manager, whose post is jointly funded by Bromley Council and Bromley Primary Care Trust, is the lead social work professional responsible for the strategic development of new initiatives in adult safeguarding, and the overview of the consistency and effectiveness of case work.

Developments during 2009/10

As part of the Adult and Community Services department's Continuous Improvement Plan the Council has undertaken the following:

Safeguarding Adults Links and Development

During 2009/10, the Adult Safeguarding Manager has established the Safeguarding Adults Links and Development group (SALAD), which acts as the Council forum for safeguarding work. It is attended by key managers, who perform the role of Safeguarding Champions. They promote awareness of adult safeguarding issues, contribute to the development of local policy initiatives and communicate the message that 'safeguarding is everybody's business' throughout the Council.

Casework and Audit

The receipt of adult abuse referrals, the investigation and development of adult protection plans is the responsibility of the care management teams within Adult and Community Services. Workers within the teams are supported by Consultant Lead Practitioners, whose role is to promote good safeguarding practice and ensure the quality assurance of casework.

A programme of quality audits of adult safeguarding work is led by the adult safeguarding team, to identify good practice and areas for development. The findings are reported to the BSAB Performance Audit and Quality sub-group and action plans are developed to address any required areas of development.

Appointee and Deputyship Service

The London Borough of Bromley, Adult and Community Service Department's Appointee and Deputyship Service (A&D Service) was re-structured over a year ago to provide an expanded service for adults who lack mental capacity to manage their finances, and have no one willing or able to assist them. In the last 12 months this service has assisted 149 clients with either appointeeship or deputyship, with a further 50 applications pending. The service can either act as an Appointee to manage the welfare benefits of people who lack the capacity to manage their financial affairs, or where appropriate, can act as a Deputy appointed by the Court of Protection to prevent financial abuse. The London Borough of Bromley currently holds 6 Deputyships with a further 5 being processed by the Court of Protection and another 5 applications being prepared for submission to the Court of Protection

The majority of the work carried out by the service is as a preventative measure, to provide support to those service users who are vulnerable to the risk of financial abuse. The service assists them to manage their money and place assets beyond the reach of those who would seek to exploit them. However, the service has been involved in seven safeguarding cases, as an intervention, where financial abuse has already occurred; of which three have led to referrals to the Court of Protection to prevent further financial abuse. The Appointee & Deputyship service works in partnership with care managers to limit the risk of further financial exploitation, allowing service users to remain living as independently as possible.

Where possible, the service will seek to recover costs to service users from banking institutions, and in one instance have successfully written off a debt of £10,000 due to poor practice by one bank. Appeals have been made to banks and financial institutions against excessive charges, and in almost all cases the service users have been reimbursed.

Work to ensure that users of social care services are safeguarded.

The Adult and Community Services Department of Bromley Council is responsible for providing support and services to vulnerable people with substantial or critical needs. Bromley Council provides some of these services internally; others are purchased from independent providers. Up to 75% of the social care workforce is now employed in the voluntary and private sectors. Bromley Council, as purchasers of social services from this sector, is committed to working in partnership with local providers to ensure provision is made for training, so staff have the correct knowledge and skills, to enable them to provide a high quality service for the work they undertake with vulnerable adults.

Bromley hosts two quarterly provider forums, one for care homes and one for domiciliary care providers both of whom are represented on Bromley Safeguarding Adults Board. Providers are able to meet and exchange ideas and examples of good practice, to consult about new policies to assist in raising standards of care, and work together towards promoting independence. Safeguarding is part of the Provider Forums' annual work-plan for 2009/10.

Bromley Council has worked in partnership with local providers in a training consortium since 2005 to continue to improve standards of delivery of social care, particularly with those providers given one star ratings by the Care Quality Commission. The training programme includes the core courses that are required within the National Minimum Standards and Care Standards Act 2000, along with a variety of new and highly recommended training courses that will provide a wider range of knowledge to staff. The consortium members are consulted each year regarding the content of the training programme via a questionnaire, and through regular meetings. Training needs are discussed at every provider forum and the programme is adjusted according to changing need. The course content relates to core skills, relevant to safeguarding, such as Dignity in Care.

Care Services Review Group

Safeguarding concerns arising within registered care homes and domiciliary care agencies are now monitored and managed through this group, led by the Adult Safeguarding Manager, which meets every two months. The group acts as a forum to consider and address current safeguarding referrals and emerging risks, with the department's Consultant Lead Practitioners, Primary Care Trust commissioners and the Primary Care Trust's Care Home Liaison team. This has proved to be an effective means of sharing information, good practice and learning as part of a multi-agency response to situations that may have implications for more than one service user.

Supporting Independence in Bromley

Supporting Independence is a national initiative for social care reform. The Supporting Independence in Bromley programme emphasises prevention, early intervention, enablement and high quality personalised services.

This programme will change the delivery of adult community care services by:

- funding eligible people deemed to have critical and substantial needs and safeguarding vulnerable adults,
- providing specialist advice and support on those that need and want it, and enabling those that prefer to do more for themselves to do so,
- focusing resources on targeted short-term prevention, re-enablement and independence training to reduce need.

Safeguarding people using Personal Budgets

People who meet the eligibility criteria with a critical or substantial need will have an assessment of their needs, and will be told how much money is available to spend on their care and support. This amount of money will be known as a 'personal budget'. People can then choose the level of responsibility and support they want, in managing their personal budget. Some people will choose to have total choice and control of the level of support they need, and to manage their personal budget and support themselves. Some people may choose to arrange for others to assist them and ask a family member, friends, or Bromley Council staff or Inspire for support. Inspire is an organisation commissioned by Bromley Council, to help people with planning their support and then purchasing services directly.

People will be safeguarded by:

- Receiving specific information about how people can safeguard themselves from the risk of abuse, when using their personal budget to purchase support services.
- A 'risk enablement panel' which will support individuals, their families and Bromley Council staff in managing risk and preventing safeguarding alerts. The risk enablement panel will include professionals, service users and their carers.
- The Consultant Lead Practitioners involvement in safeguarding to ensure safeguarding and good practice is fully integrated within Supporting Independence in Bromley.

Council Priorities for adult safeguarding 2010/11

The Council will ensure it exercises its duty to act as lead agency for adult safeguarding by:

- Developing processes to monitor the consistency and effectiveness of safeguarding practice.
- Ensuring service users are fully involved in developing a revised 3 year strategy for adult safeguarding.
- Ensuring the recommendations from the CQC inspection of the safeguarding service are fully implemented.
- Ensuring the adult safeguarding agenda is promoted across the Council.

Prevention: Keeping People Safe

Spreading the message that, safeguarding adults is everybody's business

Bromley Safeguarding Adults Board has a communication strategy to ensure that everyone in Bromley knows how to keep adults safe from abuse. Work this year has included:

- Joint keeping safe events with Trading Standards in local shopping centres and the local hospital.
- Press release and poster campaign to coincide with World Elder Abuse Day.
- The Board published its first electronic Newsletter in December 2009, as a means of raising awareness of adult safeguarding issues in Bromley, and publicising planned initiatives. The newsletter is published three times a year in winter, spring and mid-summer.

Link to Newsletters: [BSAB Newsletters](#)

Safer Bromley Partnership

Members of the Safer Bromley Partnership (SBP) include chief officers from the Council, probation, police, health, London Fire Service, the London Ambulance Service, Metropolitan Police Authority and Affinity Sutton. The Safer Bromley Partnership is chaired by the Portfolio Holder for Public Protection and Safety. The SBP aims to improve the safety of Bromley residents through a reduction in crime and anti-social behaviour. In particular, with regard to vulnerable people, the police and Trading Standards work to reduce rates of doorstep crime.

The SBP oversees work to reduce incidents of domestic violence, which includes a Domestic Violence Forum which brings together; one stop advice surgeries, a sanctuary scheme with practical advice and multi-agency risk assessment conference (MARAC), which aims to ensure the safety and welfare of adults and children.

2009/10 achievements

Safer Bromley Van

The Safer Bromley Partnership (SBP) continues to fund the provision of crime prevention measures and target hardening for those residents in the borough whose homes are assessed as vulnerable to offending. This includes victims of domestic abuse, victims of residential burglary and those older members of the community who are assessed as vulnerable. The van, which is managed by Bromley Victim Support, is able to respond urgently and provides practical measures to safeguard Bromley residents – such as improved home security.

Trader Register Scheme

The Safer Bromley Partnership has launched the Trader Register Scheme in order to provide residents with a business register of tradesmen, builders, plumbers and electricians. The scheme has started with key home improvement traders but it will include care providers in the future, reflecting the importance of trusted providers in the provision of care services in order to protect adults vulnerable to the risk of abuse or exploitation.

Tackling Bullying and Hate Crime

The police are closely working with the voluntary sector and local community groups to encourage people to report incidents of hate crime. In addition, Bromley Mencap have worked with partners and service users to inform the public about issues of bullying and hate crime faced by people with disabilities. A video has been made demonstrating the challenges faced by people when using public transport and a programme of school visits has been arranged to raise awareness to young people.

Aims for 2010/11

Awareness Building - Rogue Traders

The Safer Bromley Partnership is commissioning a number of performances of 'Ma Kelly's Doorstep', a theatre in education performance, designed to educate older residents about the dangers of doorstep traders and distraction burglary.

Over 70's Project

A project designed to target residents over the age of 70. The service will offer assessments, crime prevention advice, home and garden improvement, and awareness and education, in order to reduce the risk of distraction burglary and doorstep crime.

Trading Standards

For Bromley Council, Trading Standards, work to protect older people from doorstep crime remains a priority. A major achievement for the service in 2009/10 is the number of cases put before the courts in respect of doorstep crime. At present, 10 prosecution files are in legal proceedings, one conviction has been secured, and one formal undertaking for unfair trading against older consumers has been achieved. Often there are challenges involved in getting cases to court because of the difficulties in obtaining statements from the victims.

However, in 2009, as a direct result of their intervention, Trading Standards were able to stop rogue traders from taking savings of £140,000 from vulnerable consumers. In addition, fraud offences committed by rogue traders targeting older people were uncovered to the value of £400,000.

Trading Standards have provided 90 educational talks to vulnerable groups and partners responsible for the welfare of vulnerable consumers. The purpose of these talks is to raise awareness of doorstep crime and empower consumers to defend their rights, whether in their own home or in the market place at large.

This year Trading Standards intend to maintain their links with the banks, police and other partners by continuing to offer assistance, advice, education and training.

Trading Standards will also be focussing on sharing intelligence with Bromley Council colleagues, and in particular with adult safeguarding professionals in care management. A key priority is to ensure all officers in the team have completed Level 1 adult safeguarding training.

Care Quality Commission Inspection and Action Plan

- The Care Quality Commission (CQC) conducted an inspection of adult social care in Bromley in July 2009; the inspection covered safeguarding adults and increased choice and control for older people. The CQC published their findings in a report in February 2010.

The findings from the inspection were that the council was judged to be providing adequate outcomes in adult safeguarding.

The Council has developed a detailed action plan in response to the CQC report, and BSAB sub-groups are addressing the recommendations. The Council and its partners are providing regular progress reports to the CQC and BSAB regarding progress in the implementation of multi-agency improvements to safeguarding work.

A complete copy of the report and the action plan can be found at:

[http://www.cqc.org.uk/ db/ documents/bromley APA report 2009.pdf](http://www.cqc.org.uk/db/documents/bromley_APA_report_2009.pdf)

Bromley Safeguarding Adults Board financial statement

The work of the Bromley Safeguarding Adults Board is funded by contributions from five statutory bodies with responsibilities for safeguarding adults who are at risk of abuse. These are:

- Bromley Council
- Metropolitan Police, Bromley Division
- South London Healthcare NHS Trust
- Oxleas NHS Foundation Trust
- Bromley Primary Care NHS Trust

Below is the 2009/10 Bromley Safeguarding Adults Board expenditure.

Analysis of Safeguarding Spend in 2009/10

	Budget	Spend	Variance
Carry Forward for 2008/09			-9,332
2009/10 Transactions			
Expenditure			
Staffing Costs	134,639	134,639	0
Training Costs		24,528	24,528
Total Expenditure	134,639	159,167	15,196
Income			
Contribution from Bromley PCT for salaries	-27,298	-27,298	0
Social Care Workforce Training Grant		-8,500	-8,500
Met Police contribution towards Adult Protection Pooled Budget		-5,000	-5,000
Oxleas NHS Trust contribution towards Adult Protection Pooled Budget		-5,000	-5,000
South London NHS Trust contribution towards Adult Protection Pooled Budget		-5,000	-5,000
Bromley PCT contribution towards Adult Protection Pooled Budget		-8,000	-8,000
Total Income	-27,298	-58,798	-31,500
Carry Forward to 2010/11			-16,304

Statistics and Performance Summary 2009/10

Full details and statistics with an explanation of the data relating to safeguarding adults cases in the financial year 2009/10 are set out in Part 2.

In 2009/10 there has been an increase in the total of cases investigated through the safeguarding procedures from 381 in 2008-9 to 443, an increase of 16%; this confirms a trend over the past 6 years. Referrals for adults with a mental health needs, learning disabilities, physical disabilities and sensory impairments have increased significantly. The Board believes the increase is due to concerns being reported by social care staff through the safeguarding procedures. There has been an increase in referrals from family members, friends and neighbours, reflecting the success of the Board's activity in raising awareness.

The Board has undertaken work to ensure greater consistency in the application of BSAB procedures. This has included revised guidance to care management teams to clarify which cases of self neglect should be reported through BSAB procedures, and which cases will receive community care assessments. As a result the referral rate for safeguarding older people appears to be stabilising.

Key Headlines

Key Headlines

- An increase in the overall number of referrals investigated through the Bromley Safeguarding Adults Multi-Agency Procedures from 381 in 2008/09 to 443 in 2009/10. This is an increase of 16% in referrals from 2008/09.
- Almost half of all referrals this year were made by social care staff
- Around two thirds of all referrals relate to older people and the most common abuse category is neglect
- Around a third of referrals received during the year involved an element of alleged physical abuse, of which approximately 40% were fully substantiated.
- About a fifth of referrals received in 2009/10 involved an element of alleged financial abuse or neglect, of which around a third were fully substantiated.
- More than half of the alleged abuse reported during the year took place in the victim's home, of which around half was fully substantiated.



Bromley Safeguarding
Adults Board

2009/10

Annual Report – Part Two
Statistics and Performance

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Lessons learned from safeguarding casework & resulting actions.....	14
Data analysis - specific work undertaken.....	14
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Part B – Training data and evaluation

Part A - Safeguarding casework data and evaluation.

Summary of findings 2009/10

In 2009/10 there has been an increase in cases investigated through the safeguarding procedures; this confirms a trend over the past 6 years. Referrals for adults with mental health needs, learning disabilities and physical disabilities and sensory impairments have increased significantly. This is due to the Board's work in promoting greater consistency in reporting and recording of safeguarding concerns across the partnership. There has been an increase in referrals from family members and from friends and neighbours, indicating improved awareness of safeguarding in the wider community in Bromley.

The referral rate for older people appears to be stabilising following work undertaken by the Board to ensure the consistent application of BSAB procedures. This has included clarification of how self neglect cases should be reported. These BSAB procedures and a protocol with the London Ambulance Service clarify whether cases should be progressed as a safeguarding investigation or a community care assessment.

The most important aspect of safeguarding work is to ensure good outcomes for the service user. The statistical report includes information on the outcomes of investigations in terms of whether the abuse or neglect was substantiated or not. The Board has clarified the reasons why cases are not substantiated. The reasons for this can include: a lack of clear evidence, situations where there is conflict between family members and denial of any abuse or neglect taking place by the service user.

The report includes details of the measures put in place to ensure service users are protected. In many instances service users are protected through a change in their care arrangements or their living circumstances. The report also details the outcomes for the person who was alleged to have caused the harm, including action taken by the police.

Key Headlines

- An increase in the overall number of referrals investigated through the Bromley Safeguarding Adults Multi-Agency Procedures from 381 in 2008/09 to 443 in 2009/10. This is an increase of 16% in referrals from 2008/09.
- Almost half of all referrals this year were made by social care staff
- Around two thirds of all referrals relate to older people and the most common abuse category is neglect
- Around a third of referrals received during the year involved an element of alleged physical abuse, of which approximately 40% were fully substantiated.
- About a fifth of referrals received in 2009/10 involved an element of alleged financial abuse or neglect, of which around a third were fully substantiated.
- More than half of the alleged abuse reported during the year took place in the victim's home, of which around half was fully substantiated.

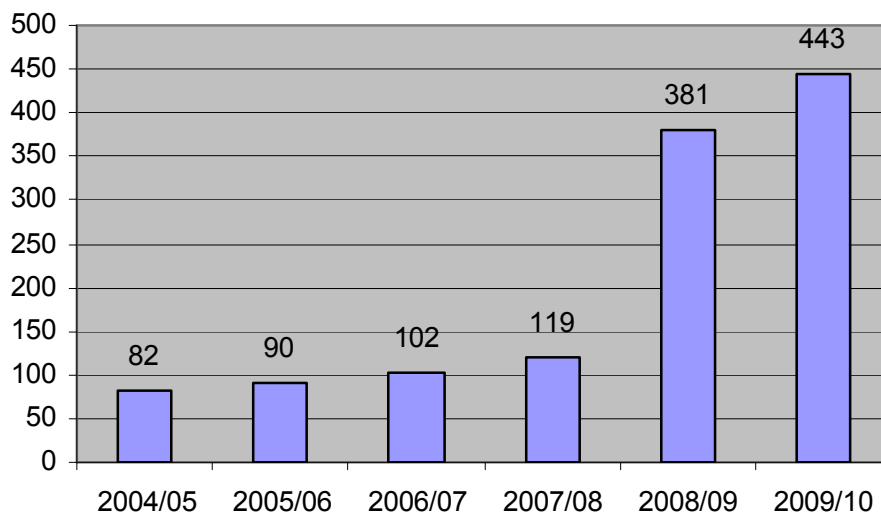
Referral data

Total referrals

As shown in chart 1, in 2009/10 there were 443 referrals which were investigated through the Bromley Safeguarding Adults Multi-Agency Procedures. This is an increase of 16% in referrals from 2008/09 and the sixth consecutive yearly increase. The graph below shows the referral trend for the last 6 years. The steep increase seen last year of 200% has slowed down, as expected, during 2009/10. Work to ensure awareness and reporting of adult safeguarding issues across the community will continue to remain a priority for Bromley Safeguarding Adults Board.

Chart 1

Total Safeguarding Referrals 2004 - 10

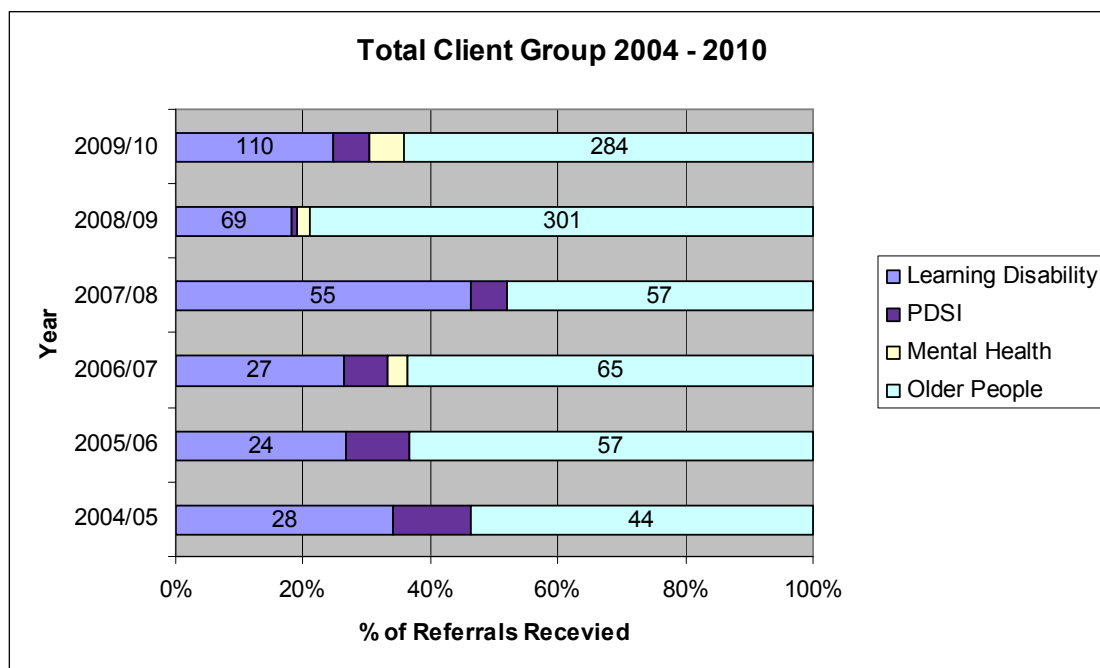


The rate of referral has changed between the client groups, with older people referrals decreasing slightly and referrals relating to service users with learning disabilities, mental health and physical disability and sensory impairment collectively having increased markedly.

Service user group information

Chart 2 illustrates how rates of referral have changed 2008-10 for the different client groups. Referrals for older people have decreased slightly, account for 64% of all referrals compared to 79% last year. Referrals relating to service users with learning disabilities, mental health needs and physical disability and sensory impairment needs have all increased.

Chart 2



In particular referrals concerning people with mental health needs have increased from 7 in 2008/09, to 24 in 2009/10. As identified in last year’s annual report, developments were needed with the mental health teams to ensure safeguarding alerts were being captured, and this work has been implemented.

Work has continued this year with Oxleas Mental Health Trust who have standardised their adult safeguarding recording procedures across Greenwich, Bexley and Bromley to ensure consistent practice. This work will be fully implemented by April 2011.

Learning disability referrals have continued to rise in 2009/10, this is due to the number of referrals concerning service user on service user incidents and an increase in reporting relating to out of borough care homes. This can be attributed with more providers making referrals following greater awareness raising such as training courses and specific safeguarding events. Providers are now also members of BSAB with 2 representatives from the care home provider forum and the domiciliary care provider forum.

The number of referrals for adults with a physical and or sensory impairment increased from 4 in 2008/09 to 25 in 2009/10. However, in 2008/9 the referral figures for this service user group were unusually low. The increase is attributable to more consistent reporting from health and social care staff in contact with this user group.

Types of abuse reported

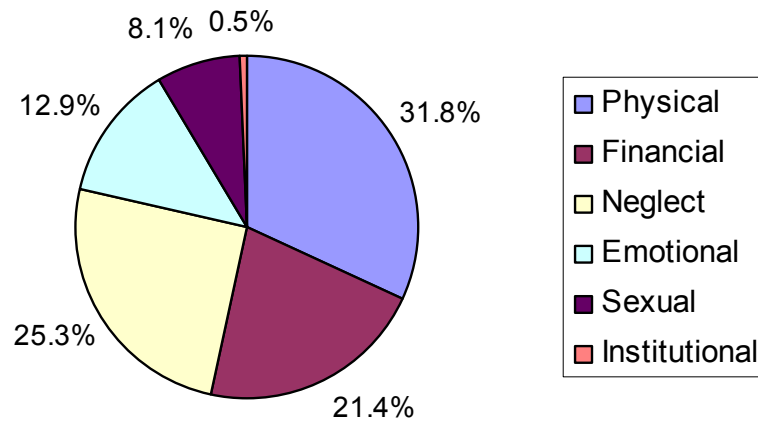
Chart 3 below shows in line with the last 2 years physical abuse, followed by financial and then neglect remain the three most frequent types of alleged abuse reported. (The 94 referrals where multiple abuse was identified have been included according to the primary abuse type).

Sexual and emotional abuse remains stable with a negligible decrease in institutional abuse.

However, older people are more likely to be subject to a referral for neglect (32%) or financial abuse (27%).

Chart 3

2009 - 10 Referrals by Abuse Category (n = 443)



Source of referrals

Chart 4 gives information on the source of referrals 2009-10. This year has seen some changes to the overall distribution of referral source, although the largest proportions remain similar.

Referrals from social care staff, including domiciliary care staff, residential and nursing care staff, social workers and care managers have seen a substantial increase with 60 in 2008/9 to 213 this year. There has also been a significant increase in the number of referrals received from family members 59 this year compared to 34 previously (73% increase).

The safeguarding referrals from the police this year saw an increase of 20% (12). The other category includes 38 referrals were received this year from a number of sources including voluntary organisations (18) education/ employment services (7) anonymous (5), post office/ bank workers (3) housing organisations (2), trading standards (1) and from the court of protection (1).

Referrals continue to be received from a wider variety of sources, which demonstrates raised awareness in the community; this is encouraging as ‘safeguarding is everybody’s business’.

Chart 4

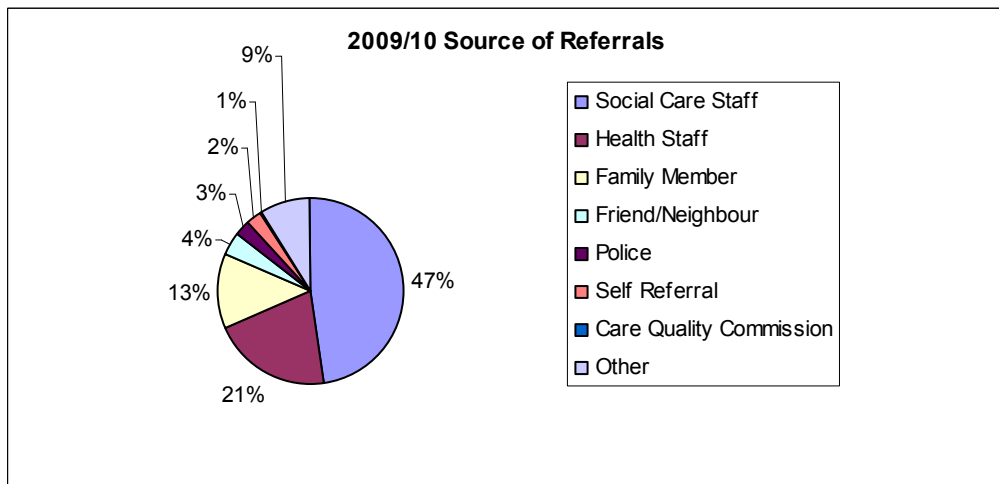


Table 1 gives detail of the safeguarding referrals made by health staff. Health safeguarding referrals have continued to be analysed and monitored to ensure referrals are received appropriately. The largest proportion of adult safeguarding referrals received from health came from hospitals, 38 (73%) and 28 (54%) were received from the London Ambulance Service (LAS) The LAS have a process for making referrals about vulnerable people to Bromley Council Adult Community Services. In accordance with a protocol agreed by BSAB in June 2009, 28 of these LAS vulnerable adults referrals met the threshold for investigation under the BSAB multi-agency procedures. A further 83 vulnerable referrals from the LAS were dealt with as community care assessments.

Table 1

Health Referrals	2009/10	%
Acute Hospitals	38	73%
London Ambulance Service	28	54%
Mental Health	10	19%
Primary Care Trust	8	15%
GP	6	12%
TOTAL	90	100%

Equality information

During 2009/10 an initial Equality Impact Assessment was undertaken on the implementation of the BSAB multi agency procedures, to determine if there had been any adverse impact on the equality groups related to age, disability, gender, race, religion, belief and sexual orientation.

The Equality Impact Assessment indicated there was too little evidence to evaluate adverse impact related to race, religion, belief or sexual orientation and an action plan developed to improve the collection of this data and information will be reviewed in March 2011.

Relationship of person alleged to have caused harm to the alleged victim.

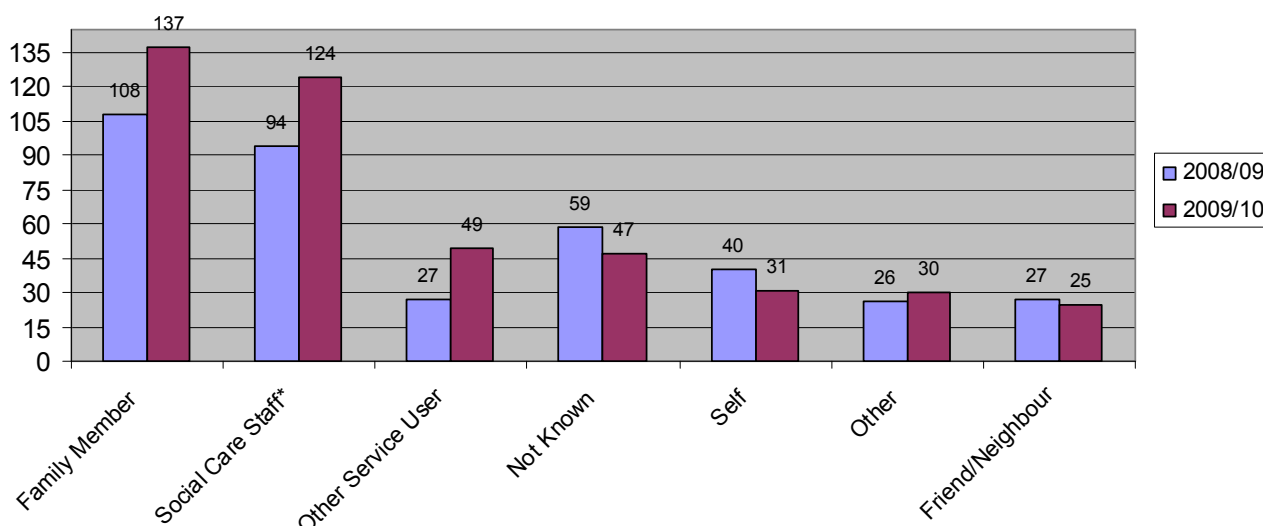
As shown in chart 5, in 2009/10 31% (137) referrals were received where the person alleged to have caused harm was a family member, compared to 28% (108) in 2008/09. There was also an increase of 32% concerning allegations against social care staff with 124 referrals received this year.

Allegations against other service users also rose with 49 referrals being made, an 82% increase on last year. This increase in referrals involving another service user is in line with the increase seen this year relating to clients with a learning disability and also with the increase in referrals concerning physical abuse. The majority of these incidents happen in care homes. It is important that such incidents are reported by services through the BSAB procedures to ensure that service users are safeguarded.

Through better reporting, the number of referrals where the person alleged to have caused harm is unknown, has decreased from 59 referrals in 2008/09 to 47 in 2009/10.

Chart 5

Relationship of person alleged to have caused harm to the alleged victim



The person alleged to have caused harm was more often a family member for referrals relating to older people whereas for the combined adult (LD, PDSI and MH) referrals the person alleged to have caused harm are more likely to be social care staff. For referrals relating to people with a learning disability the alleged perpetrator is more likely to be another service user.

Location of abuse

Table 2 illustrates changes in the location of abuse from 2008 -10. There is an increase of 44% of allegations relating to clients living in care homes, with an 11% increase relating to other places, including day centres and public places.

Included in this increase are incidents between service users and incidents that have taken place in care homes outside of Bromley, where Bromley has commissioned the service.

Table 2

	2008/09	%	2009/10	%	% diff
Own Home	253	66%	255	58%	1%
Care Homes	98	26%	141	32%	44%
Other*	30	8%	47	11%	57%
Total	381	100%	443	100%	16%

Service User Group

Analysis of the referrals shows that more allegations of abuse have taken place within a person's own home for both older people and the combined adult (LD, MH & PDSI) referrals

Learning disability referrals were the only group where this was different with the highest proportion (41%) of referrals showing that the location was more often a care home. Again

this can be attributed with more providers making referrals following greater awareness raising such as training courses and specific safeguarding events.

Outcome Data

Overall Analysis

443 cases were investigated under the adult safeguarding procedures in 2009/10 of these 344 (78%) have been concluded. Table 3 provides information on the outcomes of closed cases.

Table 3

	Older People	Mental Health	PDSI	Learning Disability	Total
Fully Substantiated	86	1	7	28	122
Partially Substantiated	11	0	1	2	14
Not Substantiated	104	0	5	35	144
Inconclusive	44	0	3	17	64
Total	245	1	16	82	344

Overall in 2009/10 40% of safeguarding referrals were either fully or partially substantiated compared to 55% last year and fewer were found to be inconclusive.

Work has been undertaken to look at the change in the number of cases that were unsubstantiated in 2009/10. From local analysis the reasons why cases have not been substantiated include:

- Lack of clear evidence of abuse
- Denial of abuse by the service user
- Conflict between family members about what has taken place, especially around financial abuse with claims and counter claims

Commentary

BSAB has undertaken work during the year to ensure greater consistency in the application of the threshold for beginning a safeguarding investigation. This has ensured, for example, that only those referrals from the London Ambulance Service where there is an identified risk of abuse or neglect are included in the safeguarding process. Additionally, BSAB clarified that safeguarding procedures should only be applied to self neglect cases when there were ongoing serious risks. During 2010/11 work will be undertaken to benchmark the outcomes from safeguarding referrals from similar authorities.

Of the 344 cases investigated and completed within 2009/10 referrals concerning neglect were the most likely to be fully or partially substantiated. 12 of the 28 these cases were categorised as self neglect and were received from the LAS in the first part of 2009/10 prior to the revised process put in place by BSAB in June 2009.

14 of the 28 substantiated (fully and partially) physical abuse cases where the abuse took place in a care home were people with a learning disability who had been physically abused by another service user.

(institutional abuse referrals = 2 cases per year).

Table 4

	2009/10	2008/09
Financial	33%	47%
Institutional	50%	100%
Neglect	52%	56%
Physical	40%	57%
Emotional	39%	60%
Sexual	39%	37%
Multiple	35%	62%

Specific Outcomes – service users

Analysis of the most common referral outcomes following investigation showed that a significant proportion were 'no further action', which can be linked to the number of unsubstantiated referrals where an investigation has confirmed there are no identified ongoing risks to the service user.

Where there are concerns about possible future risks of abuse 'increased monitoring' is the most likely outcome (16%) which includes examples such as heightened staff awareness within care homes and with domiciliary care workers or more frequent care management reviews for a prescribed period of time.

Around 10% of investigations into older people referrals have led to a new community care assessment which led to services and a further 11% led to an increase or change of care package.

Specific Outcomes – persons alleged to have caused harm

The most common outcome for the person alleged to have caused harm is 'no further action' and this links to the high number of unsubstantiated cases. The police have taken action in 43 cases and prosecution or formal caution in 2 cases.

In 35 cases the person alleged to have caused harm was removed from the property and in 20 cases disciplinary action has been taken against a member of staff.

Lessons learned from safeguarding investigations and actions

As a result of lessons learned and feedback from multi-agency partners the following actions have taken place to improve safeguarding arrangements:

In response to a complaint by a service provider, procedures have been developed to ensure that there is an appeals process for the outcome of safeguarding case conferences. This process will apply to anyone affected by the outcome of a safeguarding conference.

As a result of difficulties for social work trained staff in investigating complex health issues, the Primary Care Trust has ensured there is appropriate expertise available to assist investigators.

As a result of a dispute between agencies about the use of the safeguarding procedures and information sharing, a protocol and process for interagency disputes has been set up.

Following concerns from Adult and Community Services staff about their access to specialist police advice, a protocol was agreed between ACS and the Police to support joint work in complex cases.

Following a safeguarding investigation finding of emotional abuse and neglect by paid carers in a domiciliary care agency the agency, have set up improved monitoring arrangements for staff and service users.

Data analysis - specific work undertaken

Self-neglect cases

The adult safeguarding manager undertook a review of a those cases that had been through the safeguarding procedures and were classified as self-neglect.

Self-neglect was not included within the original guidance 'No Secrets' (2000) on multi-agency work with vulnerable adults. In Bromley, following a serious case review, the Board decided to include the category of self-neglect in its procedures. The definition in BSAB procedures is:

'When an individual is at significant risk because of their refusal of an assessment and/or intervention by statutory or voluntary organisations and the risks of serious injury or grave deterioration in health or exploitation by others is high'.

An analysis of referrals for self-neglect has shown a steep decline in safeguarding cases during the course of 2009/10, which is accountable to a revised process of responding to referrals from the London Ambulance Service agreed by the Board in June 2009.

Table 4

Quarter	1	2	3	4
Number of Self Neglect Cases	10	8	3	3

In addition, the close involvement of the consultant lead practitioners in the care management teams has ensured the safeguarding process for self-neglect cases is only initiated when the threshold outlined in the procedures is reached and multi-disciplinary assessment has been unable to address the unidentified risks.

From an analysis of recent data, safeguarding procedures in self-neglect cases are now being applied appropriately to those individuals who are at grave risk. Often these people challenge practitioners as they do not wish to receive services and are reluctant to form a working relationship. Such individuals are likely to be isolated in their communities and not in close contact with their families.

The Board is undertaking work to reduce the incidence of severe self-neglect in Bromley by seeking to ensure:

- High awareness amongst the public and across all agencies of how to involve statutory agencies
- Effective systems for assessing the mental capacity and/or mental health of individuals who self neglect
- A commitment to develop multi-agency protection plans for individuals who self neglect.

6. Quality Assurance

Quality assurance remains a high priority for safeguarding. This year the performance management framework for providers was developed, which defines the quality standards and the indicators for measurements for high quality outcomes and improvements by providers. Care practice in regulated provision is being monitored and improved through the quality assurance framework for providers. Providers are required to complete the self assessment template, and monitoring visits are scheduled throughout the year based on size of contracts and risk rating. In 2009-10, 32 visits were carried out. 12 Announced and 20 unannounced.

Management information is monitored each month. This includes safeguarding alerts and complaints by establishment and star rating. In addition, service users are visited by an independent visiting officer and invited to comment on the quality of service they receive, and any safeguarding issues. Outcomes for service users as a consequence of this initiative resulted in four safeguarding investigations.

Bromley Social Services Direct (BSSD), between April-March 2010 answered 1560 calls and made 1779. Each call was monitored, screened and filtered for safeguarding indicators for possible abuse. All BSSD staff were accredited in June 2009 to level 1 in BSAB adult safeguarding competence. This is an intermediate standard, which enables staff to respond to disclosure of abuse and be aware of how to preserve evidence, and be proficient in safeguarding inter-agency procedures. The staff have received further training delivered by the safeguarding team and is due for refresher training in 2010.

The progress of safeguarding investigations in relation to the stages of the procedure is monitored and reported each month. In June 2009, 150 safeguarding cases were audited and the results concluded all service users were appropriately safeguarded. This exercise was repeated in February 2010 with a sample of 20 cases which found, 100% of services users were appropriately safeguarded.

Quality assurance measures whether the threshold for a safeguarding investigation has been met. At the same time, every referral is screened by the safeguarding team. The consultant lead practitioners (CLP) support investigators and 62% of all active cases are reviewed for quality and risk by a CLP. In complex or uncertain cases the Adult Safeguarding Manager provides professional support and guidance.

Part B Training data and evaluation

7. Training delivery data

The Bromley Safeguarding Adults Board training strategy for 2009/11 is based on a competence framework for staff across agencies. The Board's training programme ensures that staff across agencies are able to effectively carry out their role in safeguarding adults. Staff progress through each tier of training relevant to their safeguarding role, and then apply their new learning before they access the higher level training. All courses are evaluated to ensure that there is continuous improvement.

The training competence framework is also used to assess the skills, knowledge and training needs of new staff, who have received safeguarding training as part of their previous employment. This assessment is carried out before undertaking adult safeguarding work.

During 2009/10 the multi-agency training programme delivered a series of 31 safeguarding training courses. The Adult Safeguarding Team has, in addition provided 16 training sessions and workshops tailored to the specific needs of 10 staff groups and 2 groups of Health and Social Care students. This has ensured:

- consistency in reporting and acting on adult safeguarding concerns across the partnership as evidenced by the increase in referrals
- safeguarding investigations have been undertaken by staff trained to the appropriate competence
- safeguarding cases are overseen by managers trained to the appropriate competence

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Report No.
LDCS10103

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 27th July 2010

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

Title: REFERENCE FROM AUDIT SUB-COMMITTEE - REVIEW OF THE TRANSITION TEAM

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

At its meeting on 23rd March 2010, the Audit Sub-committee received an update regarding a review of the Transition Team and a number of recommendations, including one priority one recommendation, which had been made. Members expressed concern over the findings of the audit and the issues which had been raised and questioned whether the issues which had been raised could be related to the operation of the Carefirst Management Information System and felt that, overall, the findings of the audit should be referred to both the Adult and Community Services PDS Committee for consideration.

2. **RECOMMENDATION(S)**

That the report be noted and consideration be given to whether the deficiencies highlighted by the audit were attributable to any failure in the Carefirst Management Information System;

Corporate Policy

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

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: Recurring cost.
 3. Budget head/performance centre: External Audit
 4. Total current budget for this head: £328,000
 5. Source of funding: N/A
-

Staff

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

Legal

1. Legal Requirement: Statutory requirement. Code of Audit Practice
 2. Call-in: Call-in is not applicable.
-

Customer Impact

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

Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: None

3. COMMENTARY

3.1 The Assistant Director Resources (Audit and Technical), in his "Internal Audit Progress Report" to the Audit Sub-Committee provide an outline of an audit that had been undertaken on the Transition Team, which supports young people that have learning difficulties and their parents and carers. The relevant section of the report is copied below.

3.2 Transition Team

a. The 2009/10 budget for the transition team is £265,480. The team supports young people aged from 14 to 22 that have learning disabilities and their parents and carers. The team liaises with other service areas such as the Children with Disabilities Team and the Leaving Care Team amongst others.

b. A review of the above resulted in a few recommendations including one priority one. A sample test of 20 showed that three adult learning disabilities core assessments could not be located, with a further three unsigned. Additionally it was found that four referral cases had yet to be transferred over from the Children with Disability Team at the time of the audit with a further referral case that had not been transferred from the Leaving Care Team.

c. In addition to the priority one there were five other lower priority recommendations in respect of working conditions, transfer of all client related files, review of caseload and transfer of cases in line with the transfer protocol, updating policies and procedures and undertaking and agreeing transition plans for both 14+ and 16+ clients. This has resulted in a limited assurance opinion.

d. There has been a positive management response to implement these recommendations.

e. **Director of Adult and Community Services Comments**

f. The accommodation issues at Bassetts have been resolved by changing the use of some of the rooms in the main building so that the Transition Team have more office space. This has also improved storage for files and other documents. A programme of conversion of paper records into electronic documents is underway and it is intended that the Transition Team's files are moved into the CareStore module within the CareFirst system in July 2010.

g. Following the Internal Audit report a number of changes have been made, including in personnel, and all the recommendations have been implemented including the completion of the Core Assessments

3.3 The relevant minute from the Audit Sub-Committee meeting is also copied below:

45. **INTERNAL AUDIT PROGRESS REPORT** **Report DR10036**

(vi) New Priority One Recommendations: Review of Transition Team

The Transition Team of the Adult and Community Services Department had a current year's budget of £265,480. The Team liaised with other service areas such as the Children with Disabilities Team and the Leaving Care Team (of the Children and Young People Services' Department) amongst others. An audit of the Team had resulted in one priority one recommendation and five other lower priority recommendations as set out in the report of the Director of Resources.

Members expressed concern over the findings of the audit and the issues which had been raised. In particular, the Adult and Community Services Portfolio Holder referred to the poor working conditions at Bassets House which accommodated the Transition Team and to the need for improvements to be made to the filing and record keeping facilities. Members questioned whether the issues which had been raised could be related to the operation of the Carefirst Management Information System and felt that, overall, the findings of the audit should be referred to both the Adult and Community Services and the Children and Young People PDS Committees for consideration.

RESOLVED that ...

(6) the report on the audit of the Transition Team be referred to both the Adult and Community Services and the Children and Young People PDS Committees for consideration and to review, in particular, whether the deficiencies highlighted by the audit were attributable to any failure in the Carefirst Management Information System.

Non-Applicable Sections:	Policy Implications, Financial Implications, Legal Implications, Personnel Implications
Background Documents: (Access via Contact Officer)	Report of the Director of Resources DR10036, Minutes of the Audit Sub-Committee 23 rd March 2010.

Report No.
LDCS10131

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: UPDATE FROM CO-OPTED MEMBERS

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 At its meeting on 22nd June 2010, the Adult and Community PDS Committee asked its Co-opted Members to provide a brief outline of the organisations that they represent and the ways in which the work of the PDS Committee is reported back to the Local Authority's partners.

2. **RECOMMENDATION(S)**

2.1 The Committee is asked to note the update provided by the Co-opted Members.

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: N/A
-

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

3. COMMENTARY

- 3.1 Following the meeting of the Adult and Community PDS Committee on 22nd June, all Co-opted Members were asked to provide a brief outline of their individual areas of expertise and the organisations that they represent on the Committee.
- 3.2 Co-opted Members were asked to provide a brief overview of the organisation that they represent and how information about the work of the Committee is fed back to its Members and how the decisions taken by the council affect the residents and organisations that they represent.
- 3.3 The information received from the Co-opted Members is attached at Appendix A of this report.



NHS BROMLEY

Bromley PCT
Bassetts House
Broadwater Gardens
Orpington
Kent,
BR6 7UA

Tel: 01689 853339
Fax: 01689 855662
www.bromley.nhs.uk

Bromley Primary Care Trust (PCT), now known as NHS Bromley, was established on 1 April 2001. It took over the roles of the three former Primary Care Groups in Bromley, the Ravensbourne Community Services NHS Trust, and some of the functions of the former Bromley Health Authority.

What we do

NHS Bromley leads the NHS in a large borough geographically, with both urban and rural areas. The Borough's population of around 300,000 is generally affluent, although there are wide geographical variations in health and well-being, with pockets of low income populations and high levels of unemployment. Inequalities across these wards are revealed by key deprivation indicators such as lower life expectancy and self-reported levels of poor health. The population, which is already relatively elderly, is projected to rise, especially those who are newly retired, and those younger than 16 years.

From its total annual budget of £471m, NHS Bromley commissions services for its population from a wide range of acute, specialist, community, primary care, voluntary sector and independent sector providers. The main acute provider is South London Healthcare NHS Trust. The main mental health provider is Oxleas Foundation Trust, and NHS Bromley's own Community Provider Unit is the main provider of community based services. Historically, Learning Disabilities services have been provided by the PCT's Community Provider Unit. However, over the past two years NHS Bromley has been working with the London Borough of Bromley to re-engineer the commissioning and provision arrangements for Learning Disabilities clients, and this transition is now nearing completion. This is a model of innovation and partnership which we wish to build on for the future.

NHS Bromley's vision of creating a community in which 'the people of Bromley will live longer, healthier lives supported by a world class health system' represents a significant challenge. Significant progress has already been made: residents in Bromley now have an increased life expectancy of 80.2 years, whilst health inequalities have also reduced from a life expectancy gap of 10.6 to 8.4 years. However, we recognise that we will be supported by strong working relationships with clinicians and our local partners through the Local Strategic Partnership, and through our joint working with the London Borough of Bromley.

Partnership Working with the London Borough of Bromley

The PCT Board endorsed a refreshed version of the Local Area Agreement document "Building a Better Bromley - 2008 to 2011" in November 2009. The Agreement with the London Borough of Bromley is a key achievement of the Local Strategic Partnership. It establishes 30 indicators linked to targets for improvement which will be set once the baselines have been established. These indicators address some challenging and emerging issues such as reducing waste to landfill and increasing the percentage of waste recycled or composted, improving energy efficiency, reducing CO2 emissions, reducing obesity and increasing the amount of exercise amongst adults.

Learning Disability Services

The London Borough of Bromley is the lead agency in Bromley for commissioning and managing all Learning Disability services including the PCT's residential service which is managed under a Section 75 agreement. Key priorities for Learning Disability services include the provision of high quality services for all clients and the transfer of the PCT's residential services to new community-based providers to ensure that services meet the requirements of "Valuing People" (Department of Health, 2001).

During 2009/10 good progress was made on the programme to reprovide the PCT's Learning Disability residential service in new and improved accommodation within the community and with the transfer of current services and staff to new community-based providers. A successful bid secured £4.9 million from the central NHS capital fund to support PCT and other local capital resources to enable this significant change to take place. The first phase of this programme, which started in 2009, is due for completion in 2010. However, the economic downturn has impacted on some of the plans for Registered Social Landlords to provide capital funding for developments. The PCT has been working with the London Borough of Bromley to explore the options to resolve this and avoid any further delay to the programme.

Pending the transfer of these services, a Performance Improvement Plan has been developed to ensure that current services are provided at an appropriate level of quality. Reports on performance against this plan,

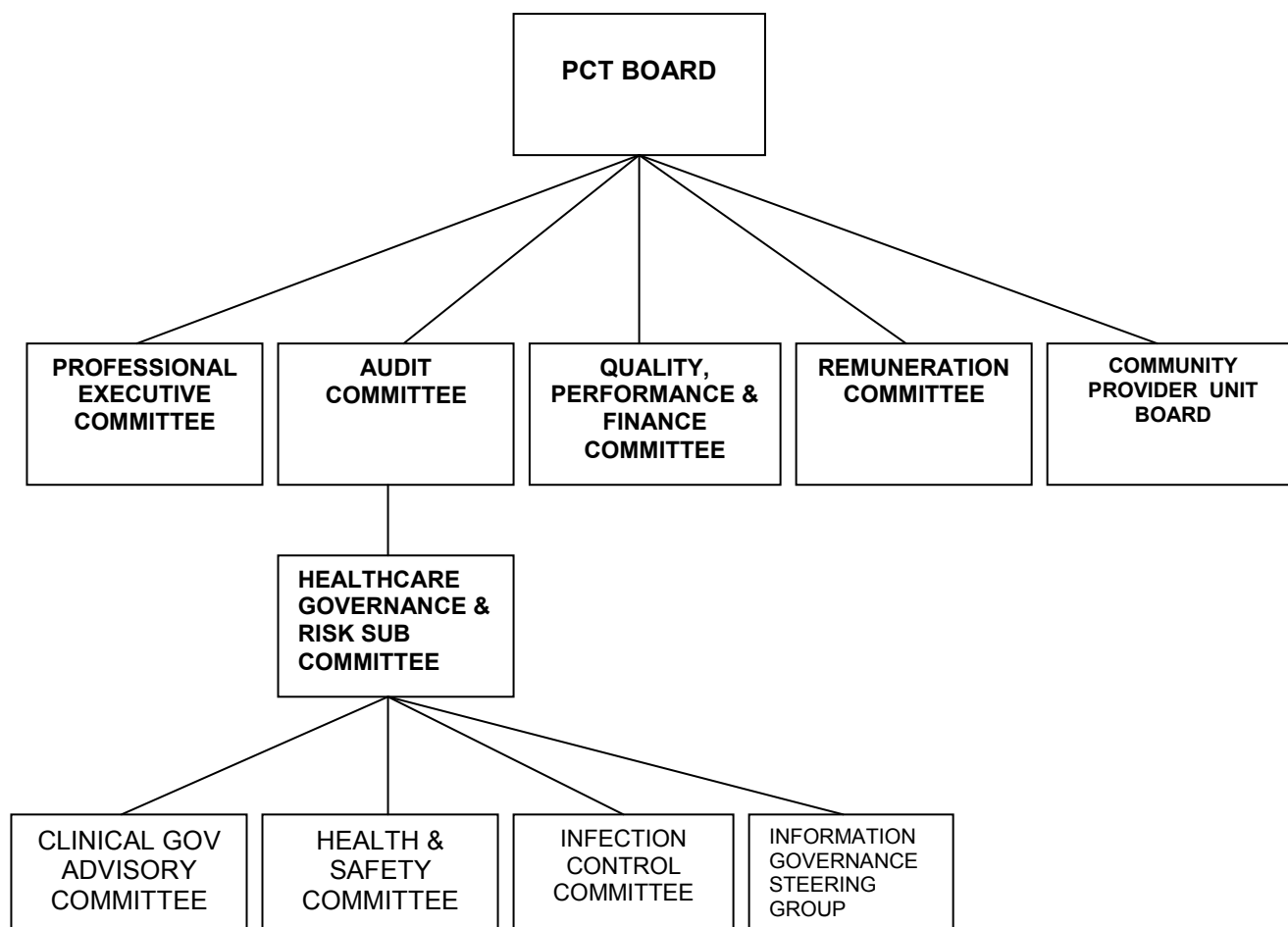
including external assessments undertaken by NHS London, and progress in the residential configuration project are received regularly by the PCT Board.

Separation of the Provider Arm

The PCT's Community Provider Unit achieved Autonomous Provider Unit status by the April 2009 deadline. This means that, while it still remains, for the time being, part of NHS Bromley, it operates 'at arms length' from the PCT, having its own Board (a committee of the PCT Board) and separate management team. Central support services such as HR continue to be provided by the PCT, but on an SLA basis.

In June 2009, following much public consideration, the PCT Board gave their agreement in principle to the development of its Community Provider Unit (CPU) as a Social Enterprise organisation which will be a completely separate organisation from the PCT. Throughout the year much work was undertaken to develop a full business case for the proposed new organisation, and this was considered by the PCT Board at the end of March 2010. The Board endorsed the proposal for the CPU to become a Social Enterprise organisation in the form of a company guaranteed by shareholders. It established a joint working committee to facilitate this externalisation process by April 2011 at the latest, and earlier if at all possible.

Board and Committee Structure 2009/10



Membership of the PCT Board

The Chairman and six Non Executive Directors of the PCT Board are appointed by the Appointments Commissioner on behalf of the Secretary of State for Health after local advertising of vacancies. The maximum term of appointment is four years, and appointments can be made for up to two consecutive terms.

The six Executive Directors comprised the Chief Executive, Finance Director, Chief Operating Officer, Joint Directors of Public Health, PEC GP and PEC nurse.

PCT Board membership during 2009/10 was as follows:-

Chairman

Elizabeth Butler

(Also Chair of the Remuneration Committee and the Quality, Performance and Finance Committee)

Non Executive Directors

Bee-Lean Chew	also member of the Audit Committee
Sarah Dowling	also Vice Chair of PCT Board and Chair of Community Provider Unit Board
David Fletcher	also Bromley PCT member on Healthcare for London JCPCT
Jim Gunner	also Chair of the Audit Committee
Harvey Guntrip	also member of the Audit Committee
Stephen Roberts	also member of the Community Provider Unit Board

The Chairman and all the Non Executive Directors also comprised the membership of the Remuneration and Terms of Service Committee which is responsible for setting the terms and conditions of employment of the PCT's executive directors. All Non Executive Directors also attend the Quality, Performance and Finance Committee.

Executive Directors

Simon Robbins	Chief Executive (to 31 March 2010)
Clive Uren	Chief Operating Officer and Acting Chief Executive from 1 April 2010
Marie Farrell	Director of Finance
Dr Nada Lemic	Joint Director of Public Health
Dr Angela Bhan	Joint Director of Public Health/PEC Chair
Kerry Bott	Nurse Representative, PEC
Dr Cath Jenson	GP Representative, PEC

The Professional Executive Committee

The role of the Professional Executive Committee (PEC) is to consider and develop proposals for policy development, strategy and priorities for consideration by the Board.

Dr Angela Bhan	Interim Chair/Joint Director of Public Health
Piyush Amin	Pharmacist Representative
Kerry Bott	Nurse Representative
Marie Farrell	Director of Finance
Dr Cath Jenson	GP Representative
Dr Nada Lemic	Joint Director of Public Health
Simon Robbins	Chief Executive
Dr Jacqueline Tavabie	GP Representative
Vacancy	Other Professions Representative



bromley council on ageing

BROMLEY COUNCIL ON AGEING

Bromley Council on Ageing is a **Voluntary Sector Forum** and a registered charity which was established in 1995.

It brings together over 60 voluntary organisations and community groups as well as interested individuals in order to represent their views and concerns regarding the planning and development of services for older people.

It provides representatives to participate on committees and in partnership meetings and to speak on behalf of older people.

It co-ordinates responses to consultations and discusses policy proposals and developments with senior managers from statutory bodies.

It supports the **Older Peoples Panel**, which has some 140 older people on its mailing list and plays an active part in identifying the needs of older people. It is regularly consulted by statutory bodies.

It also offers a **Training Programme** to older people to boost the confidence of individuals, and to develop their understanding of how policies are determined and services are structured. To date some 40 individuals have benefited from this.

Feedback to its members is carried out through a quarterly newsletter which indicates the areas of interest and concern to older people, as well as information on policies being considered or adopted by Bromley Council.

Feedback also comes from the opportunity to engage with Bromley Council Members and Officers at partnership meetings and consultation events.

July 2010

Gill Rose, Federation of Bromley Housing Associations

The Federation of Bromley Housing Associations is the quarterly forum for Housing Associations working in the Borough. Between us we manage all of the social housing in the Borough. Members meet with Bromley housing staff to discuss and agree initiatives, strategy, policy, performance and issues. I am the Vice Chair of the Federation and report back to the Federation on relevant issues from the Committee.

Lynne Powrie, Carers Bromley

Carers Bromley is a charity that supports carers, people who, unpaid, provide help and support to someone else. We have been in existence nearly 20 years and some of the services we provide includes information, advocacy, respite and, crucially, emotional support. 3,300 carers are known to us. We currently have 612 young carers on our database. Carers Bromley informs carers about what is happening locally via our website and our frequent newsletters –recent examples would be the inclusion of articles about Supporting Independence and the recent Transport Review. Caring is a cross-cutting issue and new initiatives which impact on carers should not add to the burden of an already over-worked, unpaid, frequently stressed and isolated Bromley resident.

Agenda Item 14

Report No.
LDCS10136

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 27th July 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.
-

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
-

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.
-

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): This report is intended primarily for Members of this Committee to use in controlling their on-going work.
-

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 on 16th July 2010.
- 3.3 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

Presentation: Age Concern Bromley Care Brokerage
Supporting Independence in Bromley Update
Bromley Safeguarding Adults Board 2009/10 Annual Report
Update from Co-opted Members
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
Presentation from Bromley and Bexley Advocacy Project
Contract Monitoring of Care Homes – Annual Report
Budget Monitoring 2010/11
Matters Arising/Work Programme

29 March 2011

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

Agenda Item 16

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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