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DATE: 17 March 2011

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 29 MARCH 2011 AT 7.00 PM**

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](http://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 23<sup>rd</sup> March 2011 and to respond.

**4 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETING HELD ON 25TH JANUARY 2011 (Pages 5 - 60)**

**5 MATTERS ARISING FROM PREVIOUS MEETINGS (Pages 61 - 64)**

**6 UPDATE: THYME OUT AND BRANCHING OUT (Pages 65 - 72)**

**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 23<sup>rd</sup> March 2011 and to respond.

**8 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING (Pages 73 - 84)**

**9 MINUTES OF THE SPECIAL PORTFOLIO HOLDER MEETING HELD ON 18 MARCH 2011**

To follow

**10 PRE-DECISION SCRUTINY OF ADULT AND COMMUNITY PORTFOLIO REPORTS**

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

**a SUPPORTING INDEPENDENCE IN BROMLEY: PHASE 3 (Pages 85 - 96)**

**b TAXI CARD REPORT (Pages 97 - 102)**

**c SUPPORT PLANNING AND BROKERAGE FOR PEOPLE WHO DO NOT MEET THE COUNCIL'S ELIGIBILITY CRITERIA FOR SOCIAL CARES (Pages 103 - 106)**

**11 BUDGET MONITORING 2010/11 (Pages 107 - 114)**

**12 CAPITAL PROGRAMME 3RD QUARTER (Pages 115 - 120)**

**HEALTH SCRUTINY ITEMS**

- 13 HEALTH SUB-COMMITTEE VERBAL UPDATE**

**POLICY DEVELOPMENT AND OTHER ITEMS**

- 14 DRAFT PORTFOLIO PLAN 2011/2012 (Pages 121 - 166)**

- 15 ANNUAL REPORT OF THE ADULT AND COMMUNITY PDS COMMITTEE**

To follow

- 16 WORK PROGRAMME (Pages 167 - 170)**

- 17 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**

- 18 EXEMPT PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING (Pages 171 - 174)**

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 at 6.45 pm on 25 January 2011

### **Present:**

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

Dr Angela Bhan, Angela Clayton-Turner, Richard Lane,  
Leslie Marks, Lynne Powrie and Gill Rose

### **Also Present:**

Councillor Graham Arthur

#### **68 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS**

Apologies were received from Mr Keith Marshall.

#### **69 DECLARATIONS OF INTEREST**

In respect of Item 13, Councillor Judi Ellis declared that her father was a resident of a care home in the Borough. Councillor William Huntington-Thresher declared that he was a board member of Broomleigh. In relation to item 9f, Councillor Peter Fookes declared that he was a Trustee of Age Concern Bromley. In respect of item 10, Mr Richard Lane declared that his wife was an employee of South London Healthcare Trust.

#### **70 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING**

Three questions were received from Mrs Jean Stout, Chairman of Community Care Protection Group and these are attached at Appendix A.

#### **71 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETING HELD ON 2 NOVEMBER 2010**

**RESOLVED** that the minutes of the meeting held on 2<sup>nd</sup> November 2010 be agreed.

**72            MATTERS ARISING FROM PREVIOUS MEETINGS**  
**Report LDCS11008**

The Committee considered a report providing an update on the progress made on recommendations from previous meetings.

Referring to Minute 60A, the Chairman reported that Bromley Council had staff based in hospitals in other boroughs, such as Lewisham Hospital.

In reference to Minute 65, the Chairman reported that the way the Committee considered health scrutiny was under review. Health scrutiny had become an increasingly big issue for the Committee. The Chairman reported that she was looking to have a meeting with Bromley LINK and representatives from the Health Trusts. The proposal was to have two daytime meetings a year with the Health Trusts attending. The Chairman hoped that the first meeting could take place in May/June 2011 in order for South London Healthcare Trust to report back on the CQC inspection.

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

**73            PRESENTATION: BBA SELF ADVOCACY PROJECTS**

Representatives, David Barnett and Matthew Froude, from Bromley and Bexley Advocacy Project gave a presentation to the Committee focusing on the Self Advocacy work that was being undertaken across the Borough. The presentation is attached at Appendix B.

The Chairman asked about the number of people who were actively involved in the meetings held across the Borough, and the Committee was told that there were 20 people who regularly attended the meetings. The Committee heard that there was no charge for participants to attend the 'Speaking Up Together' groups.

In response to a question regarding whether Bromley Sparks had an active role on the various boards, representatives confirmed that members of Bromley Sparks felt supported in influencing the decisions and recommendations that had been made.

A Co-opted Member highlighted the growth of Bromley Sparks since it was established nearly ten years ago, and underlined the positive support that it had provided to its Members.

The Chairman thanked David and Matthew for their presentation to the Committee.

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

No questions were received.

**75 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING**

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

**76 PRE-DECISION SCRUTINY OF ADULT AND COMMUNITY PORTFOLIO REPORTS**

The Portfolio Holder provided the Committee with an update of Portfolio events:

- The Third Sector Compact had been signed;
- The Council had held four public meetings which had been well attended;
- The Portfolio Planning Day had been held at the end of November 2010 and the Portfolio Holder thanked all those who had attended the conference.

Over the coming weeks the Portfolio Holder was intending to undertake the following engagements:

- Attending the Later Life Conference in London; and
- The Thyme Out Celebrations on Friday 28<sup>th</sup> January 2011.

The Portfolio Holder reported that the Extra Care Housing Schemes were progressing ahead of schedule and Members of the Committee had visited the Crown Meadow Court scheme to see the services available.

The Shadow Health and Wellbeing Board had been operating since last year and was now expanding to incorporate representatives from both Community Links Bromley and the Bromley Local Involvement Network (LINK). The Portfolio Holder stressed that it was important that the newly established Health and Wellbeing Board did not duplicate the work of existing Boards and Forums.

Turning to the Local Government Finance Settlement, the Portfolio Holder stressed that there were going to be many challenges ahead, but Members and Officers would do all they could to maintain frontline services. The Portfolio Holder also highlighted that the Adult and Community Portfolio currently accounted for 50% of the Council's overall budget, and this proportion was likely to increase in the coming years.

**A) SUPPORTING INDEPENDENCE IN BROMLEY: PROMOTING TECHNOLOGY  
Report ACS11002**

The Portfolio Holder introduced a report which provided an update on the progress made toward achieving a web-based information, advice and guidance system, as part of the Supporting Independence Programme. The report outlined the joint work undertaken with Bromley Libraries and the Field Studies Centre to utilise Future Jobs Fund candidates to support the work.

The Project Manager (Universal Services) reported to the Committee that five young people from the Future Jobs Fund were now working in the Central Library and another five were split between Beckenham and Orpington Library. Bromley Council was currently working within a consortium of other local authorities who were developing the system however; Bromley had developed the system to a greater extent than any other local authority.

A Member congratulated Officers on the implementation of a very positive scheme and asked whether in the future more local libraries could be part of the scheme. The Project Manager (Universal Services) reported that the possibility of extending the scheme to other libraries across the Borough was being considered for the next phase of the scheme. The Committee was also informed that the scheme could eventually be extended to day centres, but detailed communications plans would have to be developed before this could happen. The communications plan would also identify where support for people using the system could be targeted.

A Member highlighted a small inaccuracy on page 56 of the report, 96% of people had access to the internet at *home and work* whilst 70% of people had home access to the internet.

In response to a question regarding the ongoing costs of the system, the Director ACS stressed that evaluation of the options available had demonstrated that this was the most cost-effective route to follow and that the details had been thoroughly scrutinised by Officers. He added that it was important to measure the website's impact in order to track the benefits and potential cost efficiencies.

**RESOLVED that the Portfolio Holder be recommended to endorse the overall strategy of delivering information, advice and guidance via a web-based portal and through Bromley's libraries.**

**B) PORTFOLIO PRIORITIES AND PERFORMANCE FRAMEWORK FOR 2011- 2012  
Report ACS11003**

The Portfolio Holder introduced a report outlining the emerging priorities for 2011-2012 following the Portfolio Planning Day held in November 2010,



and in the context of the proposed new performance assessment framework for adult social care recently announced by the Government.

The Portfolio Holder highlighted that promoting well-being would remain a constant theme running through the coming year and that the outcomes from the Portfolio Planning Conference were being developed into the Portfolio Plan.

The Information Systems and Performance Manager highlighted that that an Annual Report would have to be completed and reported to the PDS Committee however; this would incorporate much of the statistical information already presented to the Committee. The seven key social care principles outlined in the Government "Vision for Adult Social Care" were in line with the Council's current priorities.

**RESOLVED that the Portfolio Holder be recommended to:**

- 1. Note the areas of priorities resulting from the Portfolio Planning Conference;**
- 2. Note the proposed Outcome Based Assessment Framework currently under consultation by the Government;**
- 3. Note the outcome of the Annual Performance Assessment for Adult Social Care 2009/10 – Performing Well.**

**C) BUDGET MONITORING 2010-2011**  
**Report ACS11008**

The Portfolio Holder introduced a report providing the budget monitoring position for the Adult and Community Portfolio, based on expenditure and activity levels up to 30<sup>th</sup> November 2010.

The Portfolio Holder reported that the projected overspend within the physical disabilities budget was unavoidable and the Executive had been asked to take action to minimise the impact of any overspend. The Interim Head of ACS Finance reported that the budget pressures within Care Services would continue but through management action, the cost pressures had been offset through the realignment of other spending.

In response to a question from a Member of the Committee, the Interim Head of ACS Finance confirmed that the Department used a finance model that accounted for the projected increases in older people however additional cost pressures were caused by services users who were not currently known to the Local Authority presenting themselves for services.

A Member noted that the Local Authority had not identified the impact of the increase of clients with physical disabilities, and sought assurances that Officers understood why this had not been identified. The Interim Head of ACS Finance explained that the additional pressures had arisen from an increase in the number of adults that had suffered from accidents and strokes. There were also a number of clients that had degenerative

illnesses that had worsened and therefore required a higher level of care. The Director ACS assured the Committee that action had been taken to mitigate against increased cost pressures within the physical disabilities budget, but noted that it would take time for this action to reduce the pressure on the budget. The Director stressed that at the current time the pressures were unavoidable, but that work to redesign services would minimise the cost pressures on the budget in the future.

A Co-opted Member sought clarification that the re-ablement programme continued to be a growth area and the Director ACS confirmed that there was no reduction in the funding for re-ablement. The Local Authority was also working with partners in the Health Service in order to minimise the number people relying on council services. There was an increasing focus on maximising the independence of clients in their own home. The Director ACS also confirmed that re-ablement services would be provided free of charge in the same way as intermediate care was free at the point of delivery. Follow-on services would be means-tested.

The Portfolio Holder reminded the Committee that the Borough would be receiving £3.2 million via the PCT to be used for social care services which benefit health.

**RESOLVED that the Portfolio Holder be recommended to note the projected overspend of £192,000 forecast on the controllable budget for the Adult and Community Portfolio as at 30<sup>th</sup> November 2010.**

**D) CAPITAL PROGRAMME MONITORING - 2nd QUARTER 2010/11  
Report DR10110**

On 3rd November 2010, following scrutiny by the Executive and Resources PDS Committee on 27<sup>th</sup> October 2010, the Executive received a report summarising the current position on capital expenditure and receipts following the 2nd quarter of 2010/11. The Executive agreed a revised Capital Programme for the four year period 2010/11 to 2013/14 and the Committee considered a report highlighting the changes agreed by the Executive in respect of the Capital Programme for the Adult & Community Services Portfolio. The revised programme for this Portfolio was set out in Appendix A of the report.

**RESOLVED that the Portfolio Holder be recommended to note and confirm the report.**

**E) DRAFT 2011/12 BUDGET  
Report ACS11010**

The Portfolio Holder introduced the Draft 2011/12 Budget incorporating cost pressures and additional saving options reported to Executive on 12<sup>th</sup> January 2011. Members were requested to consider the savings proposed and to also identify any further action to be taken to reduce the cost pressures facing the Council over the next four years. The Executive requested that each PDS Committee considered the proposals arising from the "The Local

Government Finance Settlement 2011/12 to 2012/13 and Related Budget Issues” report presented to the Executive on 12th January. Each PDS Committee is requested to provide comments, prior to Executive making recommendations to Council for the 2011/12 Budget.

The Interim Head of ACS Finance reported to the Committee that Bromley Council had incurred net losses in funding of £15 million in 2011/2012 and this would rise to £22 million in 2012/2013. The Committee were informed that if the proposed savings options were approved, Officers should be in a position to deliver a balanced budget.

The Director ACS reviewed all the savings options presented in Appendix 2b of the report and outline how the savings would be achieved.

The Chairman corrected an error on page 17 of the report suggesting that the comment within line 2 should read “...increasing the amount of commissioned *in-house* training...”

The Chairman reported that she was uncomfortable with the proposal to reduce spending on the Private Sector Renewals Grant as this had been so successful. The Director ACS clarified that smaller schemes such as “Staying Put” were unaffected by this proposal. The Director suggested it would be helpful to present a future paper to the Committee with evidence of the reviewed running of the programme. The Committee was assured that quality impact assessments would be undertaken on all the proposed saving options.

Another Member questioned whether charges could be placed on properties, and the Director ACS responded that whilst this was one of the options available, charges on properties were complex to administer.

In response to a question, the Director ACS reported that the total spend on the Private Sector Renewals Grant was around £400,000 to £500,000.

In respect of the proposed efficiencies through contracting, a Co-opted Member expressed concern as the contracts with third sector and voluntary organisations were important. The Director ACS stressed that in future years the voluntary sector would play an increased role in service delivery. The Director ACS explained that there were other efficiencies in contracting that could be made and outlined an example of a recent saving that had been made to the Committee.

A Co-opted Member highlighted that there was a network of forums that underpinned the relationship between voluntary and statutory organisations, and asked if the networks would be impacted by the savings. In response the Director confirmed that they would not be affected.

Referring to the ‘Reduced Funding to Sheltered Housing’, the Chairman asked for an indication of the timescales for consultation. The Director ACS responded that the consultation process was in the hands of the Housing Associations because the changes to levels of funding for services would affect their tenants. Mrs Gill Rose reported that some changes could to be difficult as a result of the contractual arrangements that were in place. Mrs Rose highlighted that there had been publicity around national difficulties surrounding the loss of warden services and these difficulties were reflected at a local level. The Director ACS noted that if this

saving could not be realised, other savings would have to be found in other services areas.

The Portfolio Holder underlined the difficulties faced by the Department in continuing to deliver necessary services following the significant reduction in funding, and highlighted the importance of mitigating the impact any loss of service would have on service users. The Portfolio Holder requested regular update reports to the Committee as the savings were implemented.

**RESOLVED that the:**

- (a) savings options proposed by the Executive be noted;**
- (b) update on the financial forecast and the Draft 2011/12 Budget proposals be noted;**
- (c) outcome of the Local Government Settlement which results in significant reductions in Government funding to the Council be noted;**
- (d) the cost pressures from 2011/12 to 2014/15 be noted.**

**F) PERSONAL BUDGETS AND CONTRIBUTIONS POLICY  
CONSULTATION  
Report ACS11006**

The Portfolio Holder introduced a report outlining the proposed changes to the Personal Budget and Contributions Policy for Adult Social Care services from 2011 onwards as resolved by the Executive in December 2010. The Committee was provided with an update on the consultation being undertaken with the wider stakeholder groups.

The Head of Programme Management (LD) outlined the how the consultation had been undertaken and highlighted that 3521 service users had been consulted, and that Bromley Sparks had been engaged to convert the documents into easy read format. The consultation period would end on 28<sup>th</sup> February 2011, and the Portfolio Holder would consider the outcomes of the consultation at a special meeting on 18<sup>th</sup> March 2011.

The six main areas of the consultation were outlined in paragraph 3.1.1 of the report.

The Committee thanked Officers for the examples that had been included in Appendix 2 of the report as these had helped clarify the proposals being put forward.

A Member sought clarification regarding whether day services were now included in personal budgets. The Director ACS outlined the procedure that would be adopted in assessing the costs incurred by individuals.

Responding to a question from a Member, the Exchequer Manager confirmed that the assessments undertaken would take account of rent and mortgage payments. Advice on the benefits that would be available to

service users would also be provided, and once benefits had been reviewed service users needs would be re-assessed.

A Co-opted Member highlighted the support some users might need when making decisions about the services they wanted to access, as if clients made the wrong choices, the Local Authority could face higher long term costs. The Portfolio Holder reported that he shared the concerns expressed, but underlined the importance of empowering service users and ensuring that they were as informed as possible when making their choices.

Some Members expressed concern surrounding the £10 charge for non-eligible day services. The Director ACS clarified that the charge for non-eligible day services would only be levied on users who had not been identified as needing this service during their assessment.

The Director ACS confirmed that details of how personal budgets would be calculated and administered would be included in the report presented to the Portfolio Holder on 18<sup>th</sup> March 2011.

In response to a question from a Member the Director ACS explained that in future there would be a requirement to ask service users questions around the support they received from family members. The Committee was reminded that clients who did not receive any support from relatives placed a greater financial burden on the Local Authority. In the future, assessments would have to consider individuals needs and those needs that could be met by sources other than the Local Authority. The Director suggested that it was fair to assume that people would help support their relatives however, when this support was not there, the Local Authority would provide services if people were eligible. The Committee was reminded that it was not possible for the Council to meet the social care needs of all the residents of the Borough, and as a result of this, they would be signposted to alternative services.

A Co-opted Member stressed the importance of ensuring that carers were aware of the support that was available and that adequate signing-posting to support services available was in place for both users and carers.

The Chairman requested that all Members of the Committee were sent a link to the report due to be considered by the Portfolio Holder on 18<sup>th</sup> March 2011.

**RESOLVED that the Portfolio Holder be recommended to agree:**

1. (a) **Inclusion within the calculation of Personal Budgets of the full range of services provided to support people remain at home, including day care;**
- (b) **Introduction of charging and removal of subsidies from holiday breaks, laundry and shopping services;**
- (c) **New charge rates for personal care visits and directly employed personal assistants;**

- (d) Increased charges for Carelink (community alarm), Telecare and other assisted technology equipment;**
- (e) Introduction of standard rates for disability related expenditure disregards when calculating personal contributions;**
- (f) Introduction of a charge for ineligible service users who use day services;**
- (g) the consultation being undertaken with the wider stakeholder groups be noted.**

- 2. Portfolio Holder be recommended to consider the views of the PDS Committee alongside the outcome of consultation prior to deciding on the adoption of the revised Personal Budget and consultations Policy in March 2011 and prior to any changes being implemented.**

**G) CLOSURE OF ADULT SOCIAL CARE RECEPTION SERVICES  
Report ACS11005**

The Portfolio Holder introduced a report setting out proposals to close adult social care reception services at The Walnuts and Yeoman House area offices. The report identified the impact of these proposals on service users, and the financial implications of the proposed changes, including savings and overall redundancy costs. The proposal to close these services, with effect from 4 April 2011, followed a number of changes which had impacted significantly on the demand for these reception services. This included the relocation of children's social care teams from The Walnuts and Yeoman House to the Old Town Hall. The majority of callers accessed children's social care and housing services, and it was now proposed to manage the delivery of these services differently.

A Member asked whether it would be possible to have a telephone link in some libraries, as this would provide a better level of service to clients with visual impairments. The Assistant Director (Strategic Development and Performance) agreed that this was something that could be reviewed.

**RESOLVED that the Portfolio Holder be recommended to agree the proposed closure of Adult Social Care receptions at The Walnuts and Yeoman House area offices, subject to consideration of the breakdown of redundancy costs, presented as a part 2 item on this agenda.**

**H) COMMISSIONING ARRANGEMENTS FOR SUPPORTED LIVING  
FOR PEOPLE WITH LEARNING DISABILITIES: SCHEME A  
Report ACS11009**

The Portfolio Holder introduced a report setting out the provision of living support services at Padua Road as part of the supported living programme for people with learning disabilities. The report made recommendations for the award of a support contract for one year from April 2011. The full

financial implications of the proposals were considered by the Committee in Part 2 later in the meeting.

**RESOLVED that the Portfolio Holder be recommended to agree, subject to consideration of the full financial implications in Part 2, the award of a contract for one year from 1<sup>st</sup> April 2011 to Family Mosaic for support to 8 service users at Padua Road.**

**I) COMMISSIONING ARRANGEMENTS FOR SUPPORTED LIVING FOR PEOPLE WITH LEARNING DISABILITIES: SCHEME B  
Report ACS11011**

The Portfolio Holder introduced a report outlining the provision of support services to people with learning disabilities by Elizabeth Fitzroy Support and requesting a waiver of Contract Procedure Rule 13.1 to enable to Council to enter into a further contract with Elizabeth Fitzroy Support. The full financial implications of the proposal were considered by the Committee in Part 2 of the agenda.

**RESOLVED that the Portfolio Holder be recommended to:**

- 1. Grant a waiver under Contract Procedure Rule 13.1 for the need for competitive tendering to allow officers to award a contract for supported services for people with learning disabilities to Elizabeth Fitzroy Support with effect from 1<sup>st</sup> April 2011.**
- 2. Agree the proposed length of the contract is one year with the potential to extend for a further period up to but not exceeding one year. The extension to be agreed by the Director of Adult and community Services in consultation with the Adult and Community Portfolio Holder.**
- 3. Agree the contract will include a break clause which will enable the Council to withdraw from the contract earlier should a review of funding become necessary.**

**J) SERVICES FOR PEOPLE WITH VISUAL IMPAIRMENT  
Report ACS11004**

The Portfolio Holder introduced a report proposing a short term contract in 2011/2012 to enable the effects of the personalisation agenda on the service to be addressed. The contract with Kent Association for the Blind for provision of rehabilitation and support services to people with visual impairments would expire on 31<sup>st</sup> March 2011 with no option to extend.

The Joint Strategic Commissioning Manager (Older People and Adults with Complex Health and Social Care Needs) confirmed that there were no other providers of the service.

In response to a question from the Chairman, the Joint Strategic Commissioning Manager reported that the Annual Subscription for the

talking books service was £50 and the total cost of the service, including equipment was £80.

The Committee were told that a free audio books service could be obtained from the Calibre Audio Library at <http://www.calibre.org.uk/>.

**RESOLVED that the Portfolio Holder be recommended to waive the requirements for competitive bids pursuant to Contract Procedure Rule 13.1 and approve the proposal to negotiate a new contract with the current provider for the provision of services to people with visual impairments for a period of one year from 1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2012. The Portfolio Holder is also recommended to agree to the consultation on the proposal that small items of equipment and talking books will no longer be provided free of charge to people with visual impairment.**

## **77 UPDATE FROM SOUTH LONDON NHS TRUST**

Ms Jennie Hall, Director of Nursing, Governance and Patient Experience at South London Healthcare NHS Trust, provided the Committee with an update of the implementation of the 'A Picture of Health' proposals and how they would impact on the residents of the Borough, The presentation can be seen at Appendix C to the minutes.

In response to a question regarding the bad publicity that the Trust had recently been the subject of, Ms Hall confirmed that a communications strategy was being developed and the Trust was working with the local press to address the recent bad publicity.

Ms Hall reported that in the last week, the Trust had exceeded targets surrounding A&E waiting times with 95% of patients being treated within the expected time. The Trust was monitoring patient flows on a weekly basis and would be monitoring where patients were being treated.

In response to a question from the Chairman, Ms Hall reported that the Trust anticipated that the use of the paediatric unit at the Urgent Care Centre would increase as parents became aware of the service.

In response to a question from a Co-opted Member regarding midwife vacancies at the Trust, Ms Hall reported that there had consistently been some midwifery vacancies, however the Trust had taken action to progress the situation.

Ms Hall reported that the CQC Action Plan would be published following the Trust Board meeting on Wednesday 26<sup>th</sup> January 2011.

The Chairman thanked Ms Hall for attending the meeting and providing the Committee with an update.



## **78 UPDATE ON THE HEALTH WHITE PAPER**

The Committee considered a summary of the recent White Paper - '*Equity and Excellence- Liberating the NHS,*' further guidance and considered how Bromley was situated in relation to the proposed changes.

Dr Angela Bhan provided an overview of the report and updated the Committee on the impact of the White Paper on the Borough.

- It was likely that the three GP clusters across the Borough would work together as one consortium;
- The National Commissioning Body would take on the responsibility for commissioning services for rarer disorders, such as HIV and it was likely that there would be regional version of this for London.

Dr Bhan confirmed that the Health and Wellbeing Board would not be undertaking the Health Scrutiny role but that it had responsibility for overseeing the commissioning and delivery of health and social service functions and might also oversee public health functions. The Director ACS reported that it was hoped to merge public health with the Local Authority sooner rather than later.

The Portfolio Holder highlighted that the Health and Wellbeing Board would reflect the new emphasis on wellbeing.

**RESOLVED that the report be noted.**

## **79 RESTRUCTURE -CARE MANAGEMENT AND ASSESSMENT TEAMS IN ADULT AND COMMUNITY SERVICES Report ACS11007**

The Committee considered a report outlining the impact on service users following the restructure of the Care Management and Assessment Teams for adults with physical disability and older people, which was agreed by the Executive on 8<sup>th</sup> December 2010. The structure was designed to improve the response to service users and was based on the Customer Journey agreed by the Portfolio Holder on 21<sup>st</sup> September 2010.

The Director ACS highlighted that the Department was restructuring the Care Services Division with by replacing the current service structure two operational strands one that focused on re-ablement and one that focused on supporting people with longer term social care needs.

A co-opted member commented that the new structure was a positive step and was pleased to see the department move away from a structure based on a person's age, to one that focussed on the level and complexity of need.

The Chairman suggested that the Committee should receive an update at its meeting in November 2011.

**RESOLVED that:**

- (a) the impact of the agreed proposals for restructuring within the Care Management and Assessment Teams be noted.**
- (b) The Changes resulting from these proposals should be reported to this Committee in November 2011 in order for Members to assess whether the objectives have been achieved.**

**80           QUALITY MONITORING IN CARE HOMES**  
**Report ACS11001**

The Committee considered a report providing an update on the work undertaken to monitor the quality of service provided in residential and nursing homes for adults in the Borough.

The Chairman highlighted that there were fewer one star care homes than there had been the previous year and congratulated Officers on the success of the monitoring system.

The Committee was informed that the CQC was replacing the star rating system with a new rating system, however Officers would continue to visit the lowest ranked homes more frequently than other homes.

Following a question from Mrs Angela Clayton-Turner, the Committee were informed that a number of care homes in the Borough provided residential respite care for severe dementia. The Strategic Manager, Procurement and Contract Compliance agreed to provide information to Mrs Clayton-Turner regarding residential respite care for people with severe dementia.

The Committee were informed that there were fewer people accessing residential homes as people were staying in their own homes longer, and as a result of this there was not currently a waiting list for residential care.

**RESOLVED that the report be noted.**

**81           UPDATE FROM THE MOBILITY FORUM**  
**Report LDCS11019**

In April 2010, the Adult and Community Policy Development and Scrutiny Committee agreed to establish a Bromley Mobility Forum, initially for a period of one year. The Chairman of the Forum provided an update on progress made to date.

Mrs Leslie Marks, Chairman of the Mobility Forum reported to the Committee that the Forum would shortly be undertaking a survey on the use of buses across the borough and were seeking to identify personal accounts of experience of bus usage. In future, the Forum would also be reviewing Dial-a-ride, street furniture and disability awareness training for public transport staff.

In response from a question from the Chairman, Mrs Marks confirmed that 'Speaking Up' groups based in schools were not yet involved with the Forum.

A Member suggested that London Travel Watch may be of assistance in lobbying Network Rail regarding the development of Bromley South Station to provide access for people with mobility difficulties.

The Committee were told that there was funding in place to sustain the Forum until July 2011. Any future funding would have to be reviewed.

**RESOLVED that the update be noted.**

**82 COMMISSIONING OF SUBSTANCE MISUSE TREATMENT SERVICES ANNUAL REPORT 2010**  
**Report ACS10079**

The Committee considered a report updating Members on the work of the Drug Action Team in respect of substance misuse, covering areas of progress and activity in relation to specific aspects of performance over the last year and identifying priorities for the future.

The Strategic Commissioner, Mental Health reported that the Local Authority would be undertaking six-monthly reviews of participants following completion of the drug treatment programme to monitor the success of the programme. The National Treatment Agency measure of success was based solely on participants completing the programme. Treatment for addiction to prescription drugs was not part of this programme. The Chairman noted that more detailed information on the success of the drug treatment programme would be available after a year.

**RESOLVED that the report be noted.**

**83 INTERNAL AUDIT VALUE FOR MONEY REPORTING PILOT**  
**Report LDCS11009**

The Audit Sub-Committee at its meeting on 16<sup>th</sup> September 2010 approved an approach to Value for Money (VfM) reporting by Internal Audit. In developing this approach, the Sub-Committee considered pilot VfM work on Adult and Community Services and requested that these be reported to the relevant Committees for consideration.

The Director ACS highlighted a number of inaccuracies within the report and stressed that the pilot had focused on methodology.

**RESOLVED that the approach to Value for Money reporting endorsed by the Audit Sub-Committee be noted.**

**84 WORK PROGRAMME  
Report LDCS11007**

The Committee reviewed its work programme for 2010/2011.

The Chairman agreed to report back to the Committee in March 2011 regarding the progress of the new Health Scrutiny Sub-Committee.

**RESOLVED that the Work Programme be noted.**

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

**RESOLVED that the Press and public be excluded during consideration of the items 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.**

**86 PRE-DECISION SCRUTINY OF EXEMPT (PART 2) ADULT AND  
COMMUNITY PORTFOLIO REPORTS**

**A) CLOSURE OF ADULT SOCIAL CARE RECEPTION SERVICES  
Report ACS11005a**

The Portfolio Holder introduced a report providing details on the staffing and financial implications arising from the report at Minute 78e.

**B) COMMISSIONING ARRANGEMENTS FOR SUPPORTED LIVING  
FOR PEOPLE WITH LEARNING DISABILITIES: SCHEME A  
Report ACS1109a**

The Portfolio Holder introduced a report setting out the full financial implications of the proposal considered at Minute 78f.

**C) COMMISSIONING ARRANGEMENTS FOR SUPPORTED LIVING  
FOR PEOPLE WITH LEARNING DISABILITIES: SCHEME B  
Report ACS11011a**

The Portfolio Holder introduced a report setting out the full financial implications of the proposal considered at Minute 78g.

The Meeting ended at 10.43 pm

Chairman

# Minute Annex

## Oral Questions for the Adult and Community PDS Committee 25<sup>th</sup> January 2011

### Questions from Mrs Jean Stout, Chairman Community Care Protection Group

1. (a) What is the existing budget for equipment for free visual aids for the visually handicapped that ACS proposes to cut?

(a) What reduction in the budget for the contract with Kent Association for the Blind is ACS proposing to cut?

**What Services does this cover?**

There is no proposal to reduce this budget

The designated budget in 2010/11 for Talking Books and equipment for people with sight impairments is £9,770. As demand for equipment increases, it is proposed to consult over which items of equipment should still be subsidised by the Council in order to make the best use of the funds available.

It is proposed that the Council continues to fund the provision of information, advice and guidance via the contract with Kent Association for the Blind; so that people with sight impairments are informed about what equipment may be useful to them and how they can obtain it.

**2. The Prime Minister and the Conservative Party promised before the Election, that cuts would not affect the most vulnerable**

(a) Does this Committee consider that the blind and partially sighted are not in this category?

(b) If so, can they please explain what 'vulnerable' means?

The needs of people with visual impairments are assessed under the same "Fair Access to Care Services" criteria as other people with care and support needs. It is not for this committee to clarify a political statement. Politicians use certain phrases when they are campaigning and these campaigns and then translated into policy documents by Civil Servants and the terminology changes. However, I am satisfied that this Council's adult social care eligibility criteria and budget information for services are made publically available. If Mrs Stout does have any further queries I am more than happy to discuss these with her following the meeting.

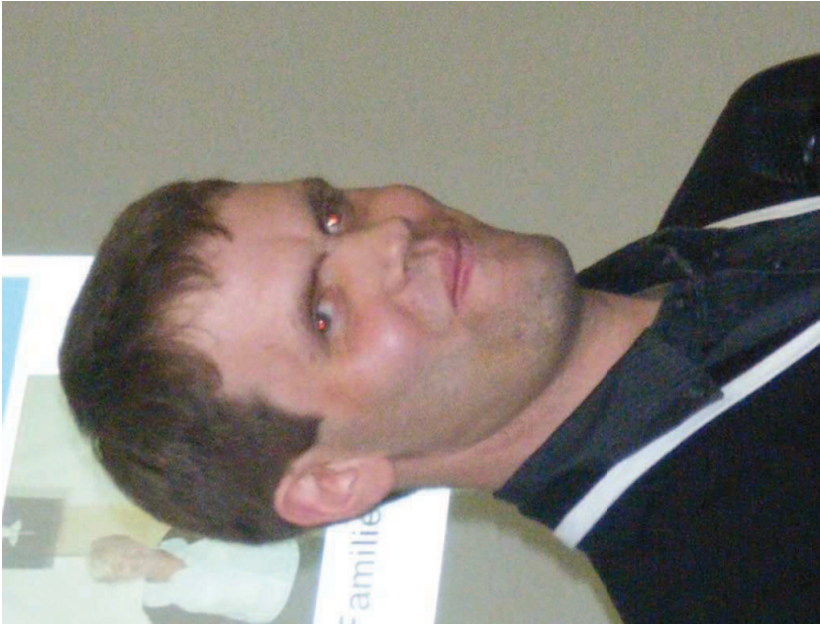
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# speaking up together

**what we say counts**



**David Barnett**  
Bromley Sparks member



**Matthew Froude**  
vice chair  
Bromley Sparks





# speaking up together



# *speaking up together*



# our views matter

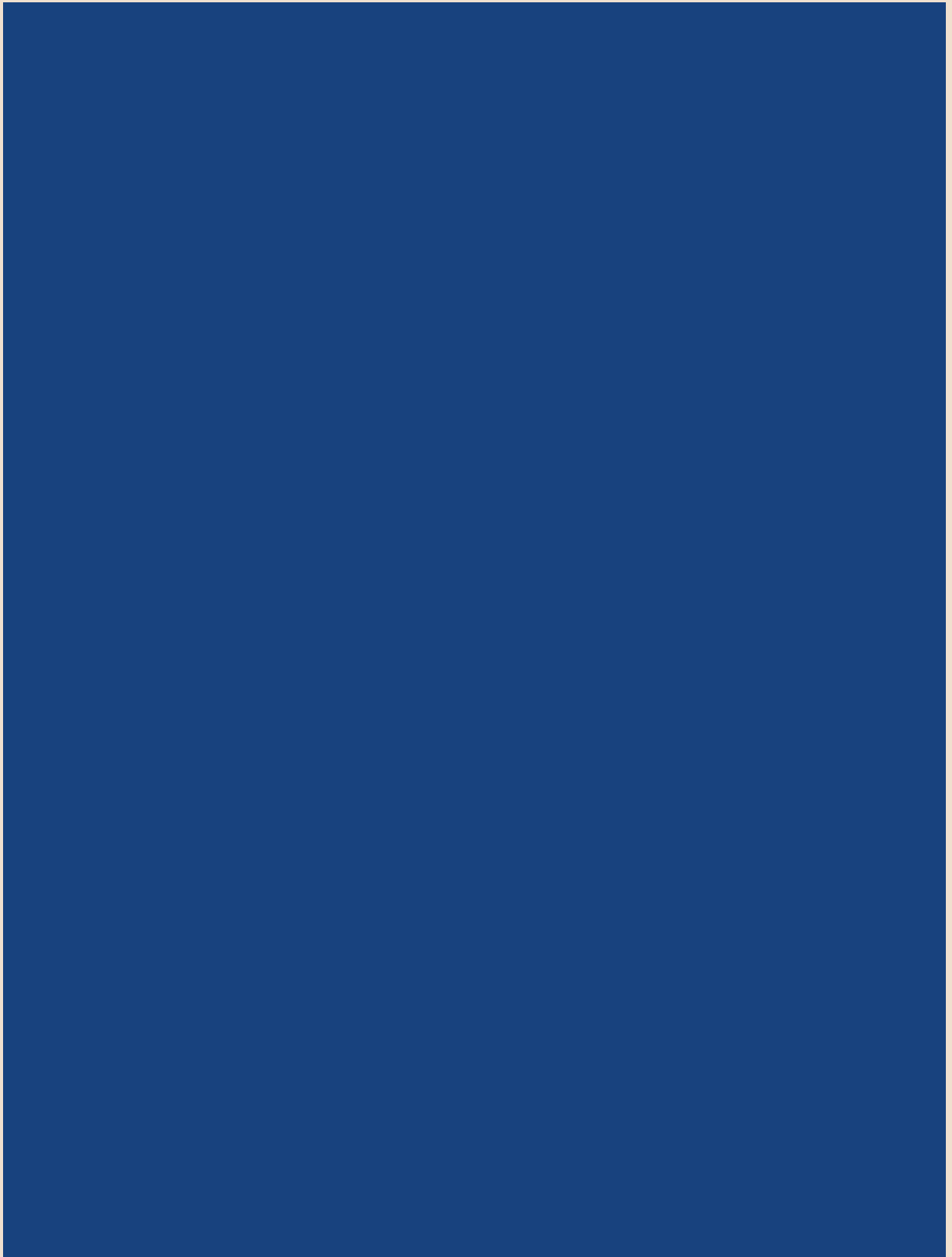


# our views matter



**Stephanie**

**Jason**



# Holly

## Bromley LINK and Partnership Board rep



**I think it's good to have our own say;  
speaking up and answering questions.  
Our group helps us to practice that.**





**When people don't listen I feel anxious  
and annoyed.**



**I am on the group which talks about health.  
It is interesting. We talk about care services.**

**I think the services will improve if they do  
what we say!**



# Janet Partnership Board rep



**I like the Speaking Up Group. We get to talk about all different things. I like going to the meetings. I like being chairman and keeping everyone in order.**



**The Partnership Board is very interesting.**

**I feel very important.**

**It's a good way for the council to listen to us.**



**If people don't ask me what I think,  
I feel annoyed and sad.**

**I like everything about speaking up. It makes  
me feel better when I get the chance to speak  
up.**



## Speaking Up Group members say:

- The most **important** thing about being part of groups and forums is that we can **say how we feel and share our views**
- We think this is **important** because when **people understand they can help us out**



# Speaking Up Group members say:

- we can talk about our members **experiences**
- It is **very upsetting** when people **don't listen** or **decide things without asking us**
- **Smaller groups** make things **better** because it is **easier for people** who need **help to join in.**





# Skilling up for stronger voices



## steering groups, forums, boards, conferences and consultations

- BBA management committee
- Advocate 4 Health focus group and steering group
- Bromley Learning Disability Partnership Board
- service user forum
- good health sub group
- Bromley Learning Disability Forum

**steering groups, forums, boards,  
conferences and consultations**

- Bromley Mencap Brokerage steering group
- Bromley Mobility Forum
- Thyme Out steering group
- Supporting Independence in Bromley communications steering group
- Portfolio planning day

## steering groups, forums, boards, conferences and consultations

- Metropolitan Police independent advisory group for disability
- People First campaign group
- People First hate crime group
- London Regional Forum
- Inclusion London



# speaking up together



supported by

Bexley & Bromley Advocacy





# South London Healthcare NHS Trust Services Update

January 2011

Presentation to Bromley HOSC



## Top five priorities for the coming year

1. Continued focus on improving patient safety/ experience
2. Ensure improved performance
3. Financial Performance
4. Organisational Development work stream
5. Partnership with General Practice





## Summary: temporary changes across SLHT

- A series of service moves and temporary closures were completed throughout November and December 2010
- Emergency and acute care services were relocated from QMS to QEH and PRUH, alongside complex elective surgery
- Elective General, orthopaedic and gynaecology surgery has relocated to QMS, with the creation of a unit supporting post acute ortho-geriatrics and medically fit patients
- Maternity and neo natal services, including the early pregnancy and foetal assessment units, relocated from QMS to QEH and PRUH, along with paediatric inpatient services. Ante natal and postnatal services, along with community midwives, have remained at QMS, with the creation of the CYP AU
- The 24 hour Urgent Care Centre remains on the QMS site



## APOH Update

- NHS London has accepted the recommendation of local GPs for the service changes proposed in A picture of health and they are satisfied that the Secretary of State's four tests have been met
- This means that we go forward this year with a degree of certainty and ability to plan for the future.
- We are now meeting with our local GPs to plan a definitive future for the Sidcup site to ensure it develops as a key health facility
- We will now resuscitate ambitious plans to develop the site as a health campus, including the local development of radiotherapy. We will be in a position to set out these plans in partnership with local GPs by the end of March



## Maternity Services

- Successful integration of the QMS obstetric service into PRUH and QEH
- Opened the purpose built co-aligned Midwifery Led Birthing Unit on 8 December 2010 at PRUH
- Improved staffing profile across Midwifery
- Improved Consultant profile across obstetric units
- Early positive feedback from women



# Staffing and spacing improvements to QEHL and PRUH A&E

## QEHL:

- New mobile clinic (used to assess patients with minor injuries and houses the Urgent Care Centre )
- Expansion of the Majors Area
- Recently opened surgical assessment unit – supporting A&E activity
- More children being referred to Happy Hippo assessment area to be quickly seen by paediatricians



## Staffing and spacing improvements to QEH and PRUH A&E (cont.)

### PRUH:

- Opened the Urgent Care Centre
- Expanded the paediatric assessment area with new build.

### Staffing:

- More A&E Consultants working across QE and PRUH than when we had three sites open
- Working to recruit more emergency medicine consultants and Nursing posts.



## Measures to improve A&E waiting times

- Additional locum consultants recruited to fill a vacant post
- Employed a team of nursing staff on a short term basis while recruiting to fill the permanent roles.
- Receiving expert advice and support from NHS London and Department of Health Intensive Support Team over the next few weeks, including:
  - An independent review (by clinicians, for clinicians) of A&E models of care, looking at our structure and systems for processing patients
- An overview of all improvements are being managed through a control plan in a programme management approach



## Stroke services

- Accreditation of stroke services at the PRUH and QEH sites in November 2010
- Progress being sustained in relation to the accredited stroke unit
- Successful external visit in relation to preparation for HASU status
- Reduction in patient complaints
- Early positive feedback from patients and families



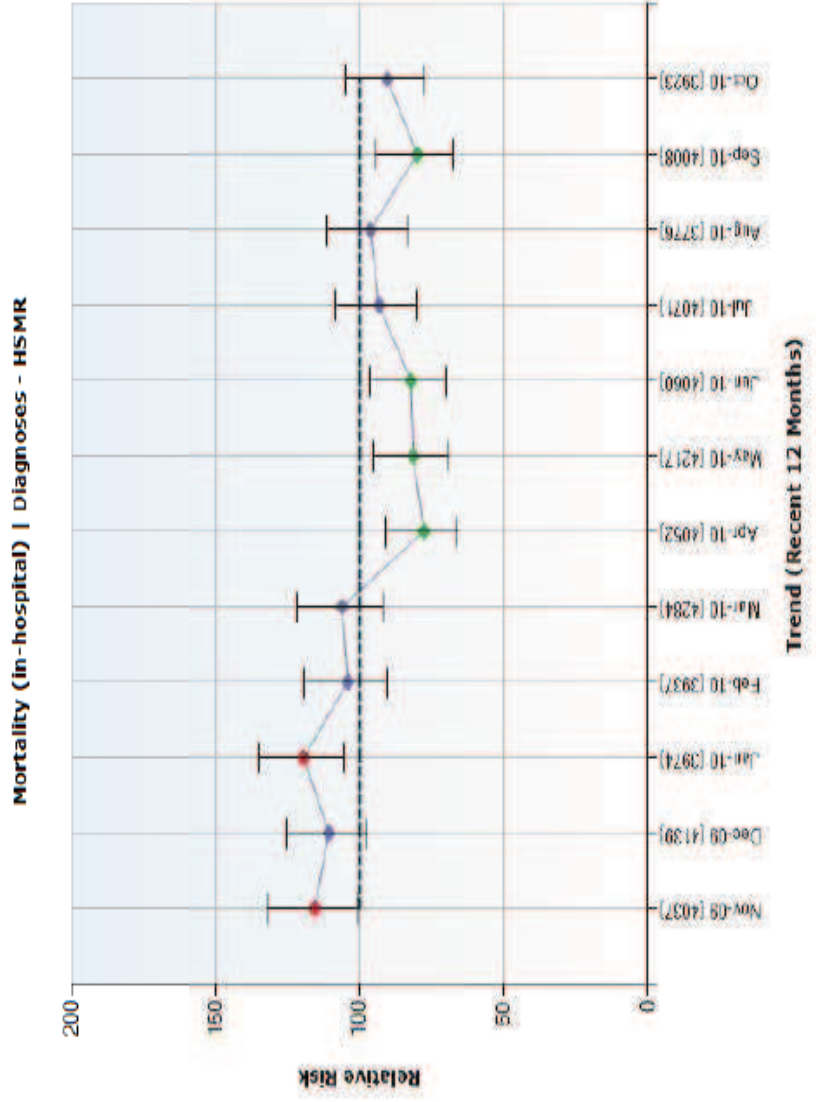
## HCAI performance

- Exceeding both national and local targets
- Single MRSA since April 2010
- C Difficile performance April to Dec 2010 33% reduction from the same period April to Dec 2009
- Ongoing work regarding the wider infection control agenda





# Mortality rates improvement





## Care Quality Commission inspection

- The CQC reviewed our three main sites and Beckenham Beacon at the end September 2010
- CQC had no major concerns
- CQC found that overall patients were happy with the care they received and staff were professional and committed to providing care of the highest quality
- Trust was compliant with key standards around:
  - Respecting and involving patients
  - Infection prevention and control
  - Safeguarding children
  - Safety of hospital premises and equipment
  - Complaints
  - Consent
  - Supporting staff
  - Working with other providers



## Care Quality Commission inspection (cont)

- Improvements are required in some important areas, many of which have been addressed since the CQC visit and which the temporary closure programme has helped with:
  - Ensuring staff were familiar with the new on-line incident reporting system implemented in September 2010.
  - Ensuring eligible staff have all had CRB checks
  - Ensuring staff have had training around safeguarding adults
  - Ensuring good medicines management processes
  - Supporting vulnerable, elderly patients with their nutrition at QMS
  - Supporting the workforce

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# Agenda Item 5

Report No.  
LDCS11052

London Borough of Bromley

PART 1 - PUBLIC

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

**Date:** 29<sup>th</sup> March 2011

**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

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1. Reason for report

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

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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

<b><u>Minute Number/Title</u></b>	<b><u>Decision</u></b>	<b><u>Update</u></b>	<b><u>Action</u></b>	<b><u>Completion Date</u></b>
<b>25<sup>th</sup> January 2011</b>				
<b>76(F) Personal Budgets and Contributions Policy</b>	<b>That details of how personal budgets would be calculated and administered be included in the report presented to the Portfolio Holder on 18<sup>th</sup> March.</b>			<b>18<sup>th</sup> March 2011</b>
<b>76(F) Personal Budgets and Contributions Policy</b>	<b>That all Members of the Committee be sent a link to the report considered by the Portfolio Holder on 18<sup>th</sup> March 2011</b>	<b>The link was sent out on Monday 14<sup>th</sup> March 2011</b>	<b>Democratic Services Officer</b>	<b>14<sup>th</sup> March 2011</b>
<b>79. Restructure - Care Management and Assessment Teams in Adult and Community Services</b>	<b>That the Committee receive an update in November 2011.</b>			<b>November 2011.</b>

## **Diary of Health Social Care and Housing Partnership Meetings**

### **Adult and Community PDS Meeting: 2<sup>nd</sup> November 2010**

3<sup>rd</sup> November – Lead Officers Meeting  
8<sup>th</sup> November – Physical Disability Sensory Impairment Partnership Group  
15<sup>th</sup> November – Health Social Care and Housing Partnership Board  
8<sup>th</sup> December – Mental Health Partnership Group  
13<sup>th</sup> December – Older People Mental Health Partnership Group  
13<sup>th</sup> December – Staying Healthy Partnership Group  
12<sup>th</sup> January – Older People Partnership Group

### **Adult and Community PDS Meeting: 25<sup>th</sup> January 2011**

31<sup>st</sup> January - Health Social Care and Housing Partnership Board  
4<sup>th</sup> February – Learning Disability Partnership Group  
7<sup>th</sup> February – Carers Partnership Group  
21<sup>st</sup> February - Physical Disability Sensory Impairment Partnership Group  
23<sup>rd</sup> February - Mental Health Partnership Group  
14<sup>th</sup> March - Older People Mental Health Partnership Group

### **Adult and Community PDS Meeting: 29<sup>th</sup> March 2011**

4<sup>th</sup> April - Health Social Care and Housing Partnership Board  
13<sup>th</sup> April - Older People Partnership Group  
6<sup>th</sup> May - Learning Disability Partnership Group  
9<sup>th</sup> May - Carers Partnership Group  
16<sup>th</sup> May - Physical Disability Sensory Impairment Partnership Group  
18<sup>th</sup> May - Mental Health Partnership Group  
13<sup>th</sup> June - Older People Partnership Group

13<sup>th</sup> July - Older People Partnership Group  
22<sup>nd</sup> July - Learning Disability Partnership Group  
25<sup>th</sup> July - Carers Partnership Group



Report No.  
DRR10/00125

London Borough of Bromley

Agenda  
Item No.

## PART 1 - PUBLIC

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**Decision Maker:** **Renewal and Recreation Portfolio Holder**

**Portfolio Holder for Adult and Community Services**

**For Pre Decision Scrutiny by the Renewal and Recreation PDS  
Committee on 7<sup>th</sup> December 2010**

**Date:** **For Pre Decision Scrutiny by the Adult and Community PDS Committee  
on 29<sup>th</sup> March 2011**

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

**Title:** **THYME OUT SCHEME**

**Contact Officer:** Colin Brand, Head of Culture  
Tel: 020 8313 4107 E-mail: colin.brand@bromley.gov.uk

Louisa Allen, Manager of the Bromley Field Studies Centre  
Tel: 020 8302 7496 E-mail: louisa.allen@bromley.gov.uk

**Chief Officer:** Marc Hume, Director of Renewal and Recreation

**Ward:** All

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1. Reason for report

- 1.1 This report provides an update on the 'Thyme Out' project which obtained external funding through the successful award of £308,320 from the Big Lottery's Reaching Communities Fund. At the Adult and Community Services Portfolio meeting held on the 10 March 2009 Members requested regular six-monthly updates on the progress of the participants and project since the start of the Scheme in May 2009.
- 

2. **RECOMMENDATION(S)**

- 2.1 **That the Portfolio Holder notes the progress of the project which aims to target improving life chances of adult with learning disabilities.**

### Corporate Policy

1. Policy Status: N/A.
  2. BBB Priority: Supporting Independence. also Quality Environment and Excellent Council
- 

### Financial

1. Cost of proposal: Estimated cost £425,740 over three years
  2. Ongoing costs: Non-recurring cost.
  3. Budget head/performance centre: None
  4. Total current budget for this head: £425,740 over three years
  5. Source of funding: £308,320 - Big Lottery Fund
    - £55,620 - Environmental Services
    - £61,800 - Adult and Community Services
- 

### Staff

1. Number of staff (current and additional): - two additional members of staff funded by the Big Lottery for the life of the project.
  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 applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): - 40 people with learning disabilities living in the London Borough of Bromley, over the life of the three year project, will benefit from training and work experience leading to possible full-time employment and thereby reducing dependency on Council systems.
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? <please select>
2. Summary of Ward Councillors comments:

### **3. COMMENTARY**

#### **Project Delivery**

- 3.1 In February 2008 Adult and Community Services undertook a consultation with its service users to ascertain if their training and recreational requirements were being met. This consultation highlighted the lack of gardening activities available to them. The consultation also highlighted the service users' desire to contribute towards their own care plans enabling them to control what they do, how and when they do it in order to equip them to engage with the wider community and be recognised as independent contributors to society.
- 3.2 In response Bromley Fields Studies Centre (BFSC) organised gardening 'taster sessions' that proved popular. A number of participants asked if they could continue to work with BFSC and an external funding bid to the Big Lottery's Reaching Communities Fund for £308,000 was successfully secured to develop the project into 'Thyme Out'.
- 3.3 The Bromley Field Studies Centre have now held two successful taster days on 21 April 2009 and 21 July 2010 in the grounds of the Civic Centre, Bromley inviting people with learning disabilities, their families and carers living within the London Borough of Bromley to learn more about the Thyme Out project. A total of 43 participants have now been recruited.
- 3.4 The first cohort completed their 18 month training on 7<sup>th</sup> October 2010. A further 21 people have been recruited and have started their 18 month horticultural and life skills training on the 15<sup>th</sup> October 2010 to complete on 31<sup>st</sup> April 2012.
- 3.5 The Thyme Out headquarters is based in the "Alligator House", a previous porters' mess room and a derelict conservatory, situated within the Civic Centre grounds. The space has been renovated by funding from the Big Lottery and the London Borough of Bromley.
- 3.6 Bromley Mencap – Jobmatch, are working closely with the Thyme Out project to assist all participants find meaningful voluntary, paid and unpaid employment. Jobmatch provides a job coach who runs weekly job club activities include: CV writing, interview techniques, information, advice and guidance, signposting, placement support, job carving and job brokerage.

#### **Participant progress**

##### *Practical Training*

- 3.7 English Landscapes, the Council's grounds maintenance contractors, handed over responsibility of all the grounds maintenance of the Bromley Palace Park (the Civic Centre's grounds) fourteen acre site on 1 June 2009 to the Bromley Field Studies Centre and the Thyme Out project. All team members have successfully and fully engaged in the tasks required to and have learnt horticultural techniques and gained the relevant skills to confidently maintain this high profile site.
- 3.8 The project has surpassed all expectations. Attendance has been 99% with all participants arriving on time, undertaking the training and work with great enthusiasm taking great pride in their work and achievements. Project staff and participants have reported increased confidence, fitness and pride in the Thyme Out project's activities and associated events. As part of the Big Lottery contract the project has gathered over 1500 overwhelming positive feedback questionnaires from the local community. The questionnaires were designed to assess the impact of the project has on the wider community to enable them to have a better understanding of the skills and contribution people with learning disabilities offer.

### *Qualifications achieved to date*

- 3.9 The Thyme Out participants completing in October 2010 have all achieved a City and Guilds, Skills for Life horticultural qualification awards and qualifications as well as a certificate in the British Red Cross' Inclusive First Aid' Programme.

### *Placements*

- 3.10 To enable participants to build on their life skills training, all have undertaken a variety of additional work experience placements. These placements have taken place at: the Churchill Theatre, LBB Customer Contact Centre, the Shaw Trust, McDonald's, Coolings Garden Centre, the Phoenix Centre, and Next Steps in Thyme ( a sister project, design, landscape and build of a residential gardens for adult residents with learning disabilities.

### **Paid and unpaid employment progress for first cohort completing the first 18 month Thyme Out training programme:**

<b>Successful Participants</b>	
1	Secured paid employment by the Learning Disability Partnership Board as a consultant.
1	Secured paid work at Lloyds Bar, Bromley as an assistant barman.
1	Secured and set up his own micro-business, running the All Seasons fruit stall in central Bromley supported by his one-to-one carer.
1	Secured a volunteer position as a gardener for the Phoenix Centre.
4	Referred to the Shaw Trust to join their team maintaining the grounds of Croydon Cemetery.
5	Joined a new project – "Next Steps in Thyme" as volunteer landscape gardeners.
2	Did not wish to pursue external work and placements and have been referred back to Day Care Services.
1	Moved to Sussex.
1	Continues to work with "Job Match" to pursue further work.
1	Left the project due to an ongoing court case.

### **Community Events**

- 3.11 Thyme Out and the friends of Bromley Town Parks and Gardens are submitting a bid to Community Wildlife, Big Lottery programme in November 2010. If successful the fund will pay for: community conservation and gardening workshops, a natural heritage trial of the grounds, interpretation leaflet for families and young people, a dipping pond platform and further improved planting schemes.

- 3.12 The project has run a number of events to encourage staff and the community to integrate with the project. These have included: bulb planting, composting, healthy lifestyles workshops, seasonal plant sales and walks and tours of the grounds. These have been enthusiastically attended by staff and the local community alike. Revenue from sales have been ploughed back into the project to fund planting improvements.

### **Future Jobs Fund**

- 3.13 The Bromley Fields Studies Centre was awarded £429,000 to run a Future Jobs Fund programme from January 2010 – April 2011. The fund paid has paid for the creation of 66 community benefit jobs for young unemployed people paid at minimum wage for six months. As part of this scheme six jobs were created to assist the Thyme Out project. Four assistant horticultural assistants and two administration assistants. (Two employees with learning disabilities were recruited). The scheme has benefited both projects. Thyme Out has gained with physical horticultural and administration support. The young people have gained invaluable experience and knowledge not only in green space management but also experience of the care sector and in particular working with people with learning disabilities.

### **Awards**

- 3.14 In July 2010, Thyme Out project won **Green Flag** (a national quality standard for managing parks and green spaces) a first for the Bromley Palace Park (Civic Centre grounds) and in addition 'a **Special Innovation Award**' as part of the Green Flag scheme. The judges commented on the holistic approach and strong community and partnership links the project had managed to achieve in such a short space of time.

### **Management of the Civic Centre Grounds**

- 3.15 A management plan for the Civic Centre grounds, including a biodiversity schedule, was compiled at the beginning of the project and is a live working document. The plan shapes the maintenance schedule, community activities and improvements for the site over the next five years. Application to the Green Flag scheme for 2011 is underway.
- 3.16 The project has developed the grounds by replanting a number of borders, uncovering some of the overgrown heritage features and planting of 10,000 bulbs. Tree works around the lake and further planting schemes are planned for late autumn and spring 2011.

### **The Future**

- 3.17 The steering committee formed in February 2009 continues to meet quarterly assisting the project to look at a range of options for the continuation of Thyme Out. For example:
- a) The Big Lottery have announced a new round of Reaching Communities funding, applications can be made up until 2013. The Bromley Field Studies plan to re apply for this funding stream to extend and build on the current Thyme Out project delivery.
  - b) Thyme Out has been commissioned to consult, design and build gardens for adult residents with learning disabilities as part of Adult and Community Services and it is hoped this opportunity will generate further commissions and income to provide volunteer and paid and unpaid work for adults with learning disabilities.

- c) London Borough of Bromley's environment team will be approached to discuss landscape maintenance options in addition to the management of the Civic Centre grounds.

#### 4. POLICY IMPLICATIONS

4.1 The Thyme Out project meets the key objectives of a number of local (Bromley) and national planning priorities.

a) Bromley's Community Plan

- People, particularly vulnerable adults, are free to lead active independent lives
- People with disabilities are able to maximize their potential

b) Adult and Community Portfolio Plan: Priority Outcome 4

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

c) Bromley's Day Service Strategy

- Day opportunities should be provided in inclusive settings with more opportunities for learning and employment

#### 5. FINANCIAL IMPLICATIONS

5.1 A budget summary is shown below:

<b>Budget Summary</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>Total</b>
	£	£	£	£
Initial capital works	47,546	0	0	47,546
Staffing	71,858	73,780	76,034	221,672
Consultancy	2,318	24,553	25,290	52,161
General running expenses	24,851	39,608	39,902	104,361
<b>Total Costs</b>	<b>146,573</b>	<b>137,941</b>	<b>141,226</b>	<b>425,740</b>

<b>Source of Funding</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>Total</b>
	£	£	£	£
Big Lottery	105,912	98,225	104,183	308,320
Environmental Services	18,540	18,540	18,540	55,620
Adult & Community Services	20,600	20,600	20,600	61,800
<b>Total</b>	<b>145,052</b>	<b>137,365</b>	<b>143,323</b>	<b>425,740</b>

5.2 The Table below shows the actual spend for 2009/10 and projected spend for 2010/11:

<b>Actual Spend</b>	<b>2009/10</b>	<b>2010/11</b>	<b>Total</b>
	£	£	£
Initial capital works	47,546	0	47,546
Staffing	65,350	73,050	138,400
Consultancy	16,390	24,553	40,943
General running expenses	11,457	51,891	63,348
<b>Total</b>	<b>140,743</b>	<b>149,494</b>	<b>290,237</b>

<b>Source of Funding (Spend)</b>	<b>2009/10</b>	<b>2010/11</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Big Lottery	99,849	106,385	206,234
Environmental Services	18,540	18,960	37,500
Adult & Community Services	20,600	21,070	41,670
Other Income	1,754	3,079	4,833
<b>Total</b>	<b>140,743</b>	<b>149,494</b>	<b>290,237</b>

5.3 £18,540 per annum will be re-directed from the current grounds maintenance budget for the Civic Centre site to the Thyme Out project. Accordingly, at the end of the three-year project the grounds maintenance contractor will revert to the amount in the specification and associated budget unless a continuation strategy has been sought for Thyme Out.

5.4 As highlighted in 3.13, the Future Jobs Fund programme has funded six posts (up to £30k in total), which have supported the Thyme Out project.

## **6. PERSONNEL IMPLICATIONS**

6.1 A horticultural team leader and assistant have been in position since April 2009. The full cost of employing these staff on fixed term contracts for the life of the three year project is covered within the grant's allocation.

Non-Applicable Sections:	Legal Implications
Background Documents: (Access via Contact Officer)	Big Lottery – Reaching Communities – Grant Offer Big Lottery – Reaching Communities – Application



# 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: PROMOTING TECHNOLOGY**

**Reference Report:**

*SUPPORTING INDEPENDENCE IN BROMLEY: PROMOTING TECHNOLOGY*

**Decision:**

That the overall strategy of delivering information, advice and guidance via a web-based portal and through Bromley's libraries be endorsed.

**Reasons:**

Information, advice and guidance is a key part of the Supporting Independence in Bromley Programme, and supports the overall Building a Better Bromley criteria for supporting Independence.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 25th January 2011 and the Committee supported the proposal.

.....  
Councillor Graham Arthur  
Portfolio Holder for Adult and Community

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

**Date of Decision:** 31 Jan 2011  
**Implementation Date (subject to call-in):** 7 Feb 2011  
**Decision Reference:** ACS11001

**LONDON BOROUGH OF BROMLEY**

**STATEMENT OF EXECUTIVE DECISION**

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

**PORTFOLIO PRIORITIES AND PERFORMANCE FRAMEWORK FOR 2011- 2012**

**Reference Report:**

*PORTFOLIO PRIORITIES AND PERFORMANCE FRAMEWORK FOR 2011- 2012*

**Decision:**

1. That the areas of priorities resulting from the Portfolio Planning Conference be noted;
2. That the proposed Outcomes Based Assessment Framework currently under consultation by the Government be noted;
3. That the outcome of the annual Performance Assessment for Adult Social Care 2009/2010 – Performing Well be noted.

**Reasons:**

The four year financial forecast gives an overview of the key service and financial pressures facing the Council and identifies in detail the cost pressures facing the Adult and Community Services Department. As part of the Portfolio Planning process linkages are made with the financial forecast to ensure that any additional cost pressures or savings that arise are taken into account.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 25th January 2011 and the Committee supported the proposal.

.....  
Councillor Graham Arthur  
Portfolio Holder for Adult and Community

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

**Date of Decision:** 31 Jan 2011  
**Implementation Date (subject to call-in):** 7 Feb 2011  
**Decision Reference:** ACS11002

**LONDON BOROUGH OF BROMLEY**

**STATEMENT OF EXECUTIVE DECISION**

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

**BUDGET MONITORING 2010-2011**

**Reference Report:**

*BUDGET MONITORING 2010-2011*

**Decision:**

That a projected overspend of £192,000 forecast on the controllable budget for the Adult and Community Portfolio as at 30<sup>th</sup> November 2010 be noted.

**Reasons:**

The Resources Portfolio Plan for 2010/2011 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. 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.

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.

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 2011/2012 to minimise the risk of compounding financial pressures in future years.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 25th January 2011 and the Committee supported the proposal.

.....  
Councillor Graham Arthur  
Portfolio Holder for Adult and Community

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

**Date of Decision:** 31 Jan 2011  
**Implementation Date (subject to call-in):** 7 Feb 2011  
**Decision Reference:** ACS11003

**LONDON BOROUGH OF BROMLEY**  
**STATEMENT OF EXECUTIVE DECISION**

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

**DRAFT 2011/12 BUDGET**

**Reference Report:**

*DRAFT 2011/12 BUDGET*

**Decision:**

1. That the saving options proposed by the Executive be noted;
2. That the update on the financial forecast and the draft 2011/2012 budget proposals be noted;
3. That the outcome of the Local Government Settlement which results in significant reductions in Government funding to the Council be noted.

**Reasons:**

The scale of funding reductions and the late financial settlement make this an exceptional year for setting the budget with a higher level of uncertainty than previous years. It is critically important that action is taken in future years to eliminate or substantially reduce growth in spending forecast to avoid untenable council tax rises.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 25th January 2011 and the Committee supported the proposal.

.....  
Councillor Graham Arthur  
Portfolio Holder for Adult and Community

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

**Date of Decision:** 31 Jan 2011  
**Implementation Date (subject to call-in):** 7 Feb 2011  
**Decision Reference:** ACS11004

**LONDON BOROUGH OF BROMLEY**

**STATEMENT OF EXECUTIVE DECISION**

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

**CAPITAL PROGRAMME MONITORING - 2ND QUARTER 2010/11**

**Reference Report:**

*CAPITAL PROGRAMME MONITORING - 2nd QUARTER 2010/11*

**Decision:**

That the report be noted.

**Reasons:**

Capital Programme monitoring and review is part of the planning and review process for all services. The capital review process requires Chief Officers to ensure that bids for capital investment provide value for money and match Council plans and priorities.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 25th January 2011 and the Committee supported the proposal.

.....  
Councillor Graham Arthur  
Portfolio Holder for Adult and Community

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

**Date of Decision:** 31 Jan 2011  
**Implementation Date (subject to call-in):** 7 Feb 2011  
**Decision Reference:** ACS11005

**LONDON BOROUGH OF BROMLEY**

**STATEMENT OF EXECUTIVE DECISION**

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

**PERSONAL BUDGETS AND CONTRIBUTIONS POLICY CONSULTATION**

**Reference Report:**

*PERSONAL BUDGETS AND CONTRIBUTIONS POLICY CONSULTATION*

**Decision:**

1. That the consultation being undertaken with the wider stakeholder groups be noted.

**Reasons:**

Personal Budgets are central to the Supporting Independence in Bromley Programme which is a key priority within the Adult and community Portfolio Plan and central to the Building a Better Bromley priority of Promoting Independence. The current Fairer charging Policy will be revised to reflect the agreed changes and will be available on the Bromley website in April 2011.

The proposed decision was scrutinised by the Adult and Community PDS on 25th January 2011 and the Committee supported the proposal.

.....  
Councillor Graham Arthur  
Portfolio Holder for Adult and Community

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

**Date of Decision:** 31 Jan 2011  
**Implementation Date (subject to call-in):** 7 Feb 2011  
**Decision Reference:** ACS11006

**LONDON BOROUGH OF BROMLEY**  
**STATEMENT OF EXECUTIVE DECISION**

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

**CLOSURE OF ADULT SOCIAL CARE RECEPTION SERVICES**

**Reference Report:**

*CLOSURE OF ADULT SOCIAL CARE RECEPTION SERVICES*

**Decision:**

That the proposed closure of Adult Social Care receptions at The Walnuts and Yeoman house area offices be agreed, subject to consideration of the breakdown of redundancy costs (Decision ACS11007a).

**Reasons:**

The proposals to close these services follows a number of changes which have had a significant impact on the demand for reception services, including the relocation of children's social care teams from The Walnuts and Yeoman house to the Old Town Hall.

The proposals contained within the report will achieve savings of £50,000 in 2011/2012 and £150,000 per annum from 2012/13.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 25th January 2011 and the Committee supported the proposal.

.....  
Councillor Graham Arthur  
Portfolio Holder for Adult and Community

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

**Date of Decision:** 31 Jan 2011  
**Implementation Date (subject to call-in):** 7 Feb 2011  
**Decision Reference:** ACS11007

**LONDON BOROUGH OF BROMLEY**

**STATEMENT OF EXECUTIVE DECISION**

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

**COMMISSIONING ARRANGEMENTS FOR SUPPORTED LIVING FOR PEOPLE WITH LEARNING DISABILITIES: SCHEME A**

**Reference Report:**

*COMMISSIONING ARRANGEMENTS FOR SUPPORTED LIVING FOR PEOPLE WITH LEARNING DISABILITIES*

**Decision:**

That the award of a contract for one year from 1<sup>st</sup> April 2011 to Family Mosaic for support to 8 service users at Padua Road be agreed, subject to consideration of the detailed financial implications (Decision ACS11009/a).

**Reasons:**

Padua Road opened in September 2010 and support for the first cohort of service users has been purchased on a spot contract basis for a trial period whilst the service users settle in. The scheme is designed to support service users to develop independent living skills that will enable them to move in the future to other accommodation with a significantly reduced level of support.

The proposed decision was scrutinised by the Adult and Community PDS Committee 25th January 2011 and the Committee supported the proposal.

.....  
Councillor Graham Arthur  
Portfolio Holder for Adult and Community

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

**Date of Decision:** 31 Jan 2011  
**Implementation Date (subject to call-in):** 7 Feb 2011  
**Decision Reference:** ACS11008



**LONDON BOROUGH OF BROMLEY**

**STATEMENT OF EXECUTIVE DECISION**

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

**COMMISSIONING ARRANGEMENTS FOR SUPPORTED LIVING FOR PEOPLE WITH LEARNING DISABILITIES: SCHEME B**

**Reference Report:**

*COMMISSIONING ARRANGEMENTS FOR SUPPORTED LIVING FOR PEOPLE WITH LEARNING DISABILITIES: SCHEME B*

**Decision:**

1. That a waiver be granted under Contract Procedure Rule 13.1 for the need for competitive tendering to allow officers to award a contract for support services for people with learning disabilities to Elizabeth Fitzroy Support with effect from 1<sup>st</sup> April 2011, subject to consideration of detailed financial implications (Decision ACS11009/a).
2. That the proposed length of the Contract be one year with the potential to extend for a further period up to but not exceeding one year. The extension to be agreed by the Director of Adult and Community services in consultation with the Adult and Community Portfolio Holder.
3. That the Contract include a break clause which will enable the Council to withdraw from the Contract earlier should a review of funding become necessary.

**Reasons:**

The service to be delivered through this contract will support the priority outcomes in the Commissioning Plan for Supporting Independence 2010/2011, the Learning disability Strategy Delivery Plan 2009/2011, the Government's Valuing People Now – A 3 Year Strategy for People with learning disabilities, published in January 2009 and is designed to meet the council's objective to support independence, especially for people with learning disabilities.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 25th January 2011 and the Committee supported the proposal.

.....  
Councillor Graham Arthur  
Portfolio Holder for Adult and Community

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

**Date of Decision:** 31 Jan 2011  
**Implementation Date (subject to call-in):** 7 Feb 2011  
**Decision Reference:** ACS11009

**LONDON BOROUGH OF BROMLEY**

**STATEMENT OF EXECUTIVE DECISION**

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

**SERVICES FOR PEOPLE WITH VISUAL IMPAIRMENT**

**Reference Report:**

*SERVICES FOR PEOPLE WITH VISUAL IMPAIRMENT*

**Decision:**

1. That the requirements for competitive bids pursuant to Contract Procedure Rule 13.1 be waived and the proposal to negotiate a new contract with the current provider for the provision of services to people with visual impairments for a period of one year from 1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2012 be approved.
2. That the consultation on the proposal that small items of equipment and talking books will no longer be provided free of charge to people with visual impairment be approved.

**Reasons:**

Support services for people with Visual Impairments support the priority outcomes in the Older People Strategy 2008-2013, Independence and Choice for Older People in Bromley. The services also support the Putting People First agenda by providing rehabilitation to people with visual impairment to maximise functioning and live independently.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 25th January 2011 and the Committee supported the proposal.

.....  
Councillor Graham Arthur  
Portfolio Holder for Adult and Community

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

**Date of Decision:** 31 Jan 2011  
**Implementation Date (subject to call-in):** 7 Feb 2011  
**Decision Reference:** ACS11010



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Report No.  
ACS 11020

London Borough of Bromley

Agenda  
Item No.

## PART 1 - PUBLIC

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**Decision Maker:** Adult and Community Portfolio Holder

**Date:** For Pre Decision Scrutiny by the Adult and Community PDS Committee on 29 March 2011

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

**Title:** **SUPPORTING INDEPENDENCE IN BROMLEY PROGRAMME - PHASE 3**

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

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

**Ward:** Borough Wide

---

### 1. Reason for report

The purpose of this report is to review the progress made in delivering the transforming social care objectives, and to outline the remaining benefits to be delivered during phase 3 of the Supporting Independence in Bromley (SIB) programme.

### 2. **RECOMMENDATION(S)**

#### **The PDS Committee**

The PDS Committee is asked to note and comment on the progress to date of the SIB programme, and on Phase 3: Realising Benefits and Embedding New Ways of Working.

#### **Portfolio Holder**

The Portfolio Holder is asked to endorse the arrangements for taking forward Phase 3 of the SIB programme.

### Corporate Policy

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

### Financial

1. Cost of proposal: Estimated cost 2.1 m set up grant over the 3 years of the programme which ends in March 2011.
  2. Ongoing costs: Non-recurring cost. Any recurring costs must be funded from mainstream budgets after March 2011
  3. Budget head/performance centre: Transforming Social Care - Programme Manager - Jean Penney
  4. Total current budget for this head: £2.1 m over two years
  5. Source of funding: Social Care Reform Grant
- 

### Staff

1. Number of staff (current and additional): 9 posts funded on short term basis
  2. If from existing staff resources, number of staff hours:
- 

### Legal

1. Legal Requirement: Non-statutory - Government guidance. Government guidance. Grant conditions required to secure Social Care Reform Grant as above. Transforming Adult Social Care, LAC (DH) (2009) 15<sup>th</sup> March, 2009. Putting People First 10<sup>th</sup> December, 2007
  2. Call-in: Call-in is applicable
- 

### Customer Impact

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

### Ward Councillor Views

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

## 1. Commentary

1.1 The Putting People First Concordat (December, 2007) described the following:

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

1.2 To support local authorities to implement the major changes required to achieve the vision for personalised services, the government allocated 3 year specific funding from 2008/2009 in the form of the “social care reform” grant.

1.3 In line with the strategic direction articulated in the Putting People First concordat the Supporting Independence in Bromley programme is designed to promote the independence, health and wellbeing of disabled people and carers by focusing on the following four key areas:

- Universal Services - are the general support and services available to everyone locally, including signposting and help in accessing a range of services like transport, leisure, education, health, housing, community safety, information and advice.
- Early Intervention and Prevention Services – is the support available to assist people who need a little more help, at an early stage to stay independent for as long as possible. These include services like re-ablement which support people to recover from the effects of illness and help manage a long-term condition.
- Self-Directed Support – services available to meet people’s needs and to allow people to choose who provides that support, and control when and where the services are provided.
- Social Capital – develop the community and encourage individuals to make use of all resources available to them in the community, including personal networks (family and friends), community groups, the voluntary sector and other information support.

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

- The ‘universal offer’ which represents services available to all adults living in Bromley and relates to peoples widest needs i.e. public health, housing, recreation, transport.
- The ‘targeted offer’ which represents the services delivered to those adults who need to engage very directly with social care services.

1.5 In April 2008 the ACS department set up The Transforming Social Care Programme Board to undertake the high level planning required for Bromley to move to a personalised care system. At the end of year one, in line with good practice, the Board commissioned an external review to help inform developments for the next two years: The review highlighted that there was a common understanding for the need for change, a keenness to see rapid progress, and the budget available to support this investment. However not as much progress had been made in a

number of key areas, and more work needed to be undertaken to ensure that changes were able to be completed within the timeframe of the programme.

- 1.6 The review resulted in a number of significant changes including a strengthening of the programme and project management capacity, with the Head of Assessment & Care Management, Jean Penney being seconded into the Programme management role. This provided strong professional leadership to the programme of change and Phase 2 of the transformation programme 'Supporting Independence in Bromley' was established in July 2009 with a planned end date of the 31<sup>st</sup> March 2011.
- 1.7 The PDS Committee have received regular reports and encouraged to be part of the journey over the last 18 months. Significant progress has been made over this time, however to realise full benefits it is proposed that the programme is extended for a further 6 months. This report provides an update on progress and sets out a proposal for Phase 3 - Realising benefits and embedding new ways of working



## **2. Progress report:**

### **2.1 Information, Advice and Guidance (IAG)**

#### Aim

To develop a comprehensive strategy for the provision of information, advice and guidance (IAG) that will support independent living and, as part of this, to commission a website that will signpost the public to relevant sources of IAG.

#### Benefits

- LBB residents will have access to universal information, advice and guidance
- Contacts to Bromley Social Services Direct will be reduced as people will be able to access information independently
- The IAG strategy will enable gaps and overlaps in contracted services to be easily identified which will result in more efficient usage of funds

#### Progress

As a direct result of the SIB Programme, Bromley residents will be able to access accurate up to date information and advice in their own homes or at local libraries or resource centres. The web-site that makes this possible 'My life' will be launched in April 2011 and will provide improved access to information and advice about support, services and community activities available to all residents living in Bromley.

The web-site will serve as an excellent resource for front line practitioners and reduce the number of people accessing Bromley Social Service Direct as they will be able to access information and be guided to appropriate responses in their own homes at all times of the day and night.

Access to the Future Jobs Fund, enhances the provision of information, advice and guidance in local libraries and community resources. For example, 4 young people working in Bromley Central library have provided 155 one hour IT sessions with customers since starting at the library in September 2010. This has increased people's awareness of technology and provided valuable research about how they like to receive information; helping to inform the Information, Advice and Guidance Strategy and how LBB provide access to timely, accurate information in the future.

Here are some examples of the comments from people accessing the FJF service:

"I have learnt so much, I can't believe it – one to one sessions are great"

"Very helpful and polite with a great understanding of the internet, also showed me how to use Word and write a letter and how to save documents to my computer".

As part of the web-site development people will be able to use an on-line "self Assessment Questionnaire" to identify their own needs and support them in finding the solutions to their issues/problems by signposting them to information and advice and recommending appropriate resources. This tool will also be used to inform people of their eligibility for social care and a referral route into the Contact and Assessment service. People inputting their own information into the self-assessment questionnaire will make a more efficient front end service and reduce time spent on gathering data for assessments.

For the people who do not meet the eligibility for social care in Bromley, LBB have continued our commitment to fund Age Concern Bromley and Bromley Mencap to provide a brokerage service.

In partnership with a number of stakeholders, an Information, Advice and Guidance Strategy has been agreed. The strategy provides a framework and action plan to ensure that quality information provision is maintained in the future.

### Phase 3

Going forward, the implementation of the IAG strategy action plan will be undertaken by the Strategy & Performance Team. The priority for the SIB programme will be to ensure that the web-site is launched according to schedule, and to measure the anticipated benefits once it is up and running.

## **2.2. Early Intervention and Prevention Services**

### **2.2.1. Re-ablement**

#### Aim

To ensure a 'personalised service' using a home care re-ablement approach to providing 'preventive' and 'early intervention' services is in place to avert crisis, to restore people's choice and control over their situation when care needs have arisen, and to support them to regain skills and confidence in daily life.

#### Benefits

- Maximising people's independence
- Minimising whole life cost of care (service users require care for a shorter term than would have traditionally been offered incurring savings)
- The service can prevent hospital admission or post hospital transfer to long-term care

#### Progress

A model for delivering re-ablement in Bromley has been developed and implemented. Initially, an early adopter approach was used for new people entering the social care system through the hospital. The learning from the early adopter programme has helped to develop processes and practice and to establish a new, mainstream, Re-ablement Service. Between February to December 2010 339 people received a re-ablement intervention. Of the 339:

- 183 people concluded re-ablement
- 75% of whom exited the service with no ongoing service, or a reduced package of care

The Re-ablement and Assessment Service is a major contributor to the long term sustainability of social care in Bromley.

### Phase 3

The Re-ablement Service has been fully mainstreamed. No significant ongoing support from the SIB programme is anticipated.

## **2.2.2. Assistive Technology (AT)**

### Aim

Promote service user choice and independence and deliver efficiency savings for the support services. Evidence Value for Money via streamlined service delivery arrangements.

### Benefits

- LBB clients are supported to remain independent for longer
- Savings will be incurred when AT is used to replace existing, traditional services

### Progress

The Assistive Technology Project has contributed to helping people maintaining independence and preventing them from experiencing a crisis that may lead to long term care. It also supports people through the re-ablement programme to stay in their own homes. At the beginning of the SIB programme, 20 people were recorded as having enhanced assistive technology (equipment in addition to the alarm system) as at the end of January 2011 there were 296 people benefiting from having this service in their home.

### Phase 3

During phase 3 of the SIB Programme, the focus will be evidencing the savings made through the use of AT, improved outcomes for service users, and measuring its contribution to the sustainability of social care in Bromley. Work to produce a joint commissioning/delivery agreement between Health and Social Care will also be ongoing.

## **2.2.3. Transforming Community Equipment Stores (TCES)**

### Aim

To create a market where clients and self-funders are able to access specialist advice, information and guidance and equipment products from a supplier of their choosing, and exercise choice and control over their equipment.

### Benefits

- Clients and self-funders will be able to exercise greater choice and control
- Potential savings by changing the supply route for equipment

### Progress

Significant progress has been made in identifying and accrediting retailers for the Community Equipment Retail Model. Over 12 retailers have now been accredited, and have a trained and knowledgeable workforce. This means that people who do not meet the eligibility for social care have access to specialist advice, information, guidance and equipment products from suppliers of their choosing.

A new supply route for the provision of equipment has been identified and the anticipated savings will be incurred in the next financial year.

### Phase 3

The infrastructure to enable people who meet the criteria for social care funding to receive a prescription, will be developed during Phase 3 of the programme; they will then also be able to access equipment through local retailers increasing their choice and control. Work will continue to implement the next stage of TCES, to include the future of the existing equipment store.

## 2.3 Self-Directed Support

### 2.3.1 Personal Budgets and Direct Payments

#### Aim

Mainstream self-directed support (SDS) to deliver better outcomes for disabled people and their families by identifying and embedding methods of practice to implement the new way of working across all of ACS, using staff skills and knowledge effectively.

#### Benefits

- Bromley clients benefit from self directed support and are able to remain independent for longer.
- Personal budgets, direct payments and person centred planning enable service users to exercise choice and control over their care, and to be creative with their package
- Bromley is developing services in line with the Personalisation and Transformation agendas, and Putting People First

#### Progress

New processes, policies, staff/user guidance, fact sheets etc. have been developed and implemented and the programme has also delivered a comprehensive training programme to all staff working in Care Services. These activities improved access and take up of personal budgets and direct payments; in July 2009 there were 333 people receiving a direct payment. In the year 2010/11 alone 1450 people were issued with a personal budget/direct payment, equating to 33% of eligible service users.

After assessment each individual is told how much money has been allocated to spend on their eligible care/support needs. People then have an opportunity to complete a support plan and to be guided through identifying goals they would like to achieve and how these will be met. The support plan identifies and incorporates other resources that are available to the service user e.g. friends, family, neighbours (social capital), that can be used to help people achieve their identified goals which are not eligible for social care funding. LBB has some good examples of support plans which demonstrate that by drawing on social capital to meet needs which are not eligible for social care funding, the allocation of social care funding can be reduced.

Self Directed Support which gives people more choice and control over how their needs are met, can present the individual and the allocated worker with greater risks to manage than traditional service provision. In recognising the need for people to be able to lead their lives the way they choose and their right to take risks, the SIB programme produced a policy and staff guidance around 'risk enablement'. This guides staff through how to support people to manage risks, how to get guidance from others to help manage the risk and details a decision making process which should be used if the risk remains unmanaged.

The SIB Programme ran a Dynamite Project giving 9 young people in transition from children to adult services an opportunity to experience using a direct payment over the Easter break. The project provided an excellent learning opportunity for both families and staff and will provide a base on which to build self-directed support into the transitions process.

The following outcomes were identified in the end of project report:

- Parents became fully involved & gained confidence working with Personal Budgets
- 75% went on to request DP's after the end of the project.
- 2 families realised that after residential college, their young people could live independently within the community rather than relying on residential care.

- Evidenced a gap in service provision especially PA's for young people.

The learning from this project will now be used to inform a strategy for self-directed support within transition.

The SIB programme supported the development of an Expert by Experience group to contribute to the implementation of Self-Directed Support in Bromley. They are fully committed to maintaining their role within Bromley and becoming a user led organisation (ULO). ULOs undertake a variety of roles including providing voice, support, services, training and advocacy for disabled people and carers.

The importance of ULO has been recognised in several key government policy documents. In particular, recognition has been given to their potential role to support people to make the most of Self-Directed Support and access personal budgets, thereby playing a central part of the implementation of a new approach to supporting independent living.<sup>1</sup> As such, recent government policy<sup>2</sup> calls for a ULO to be developed and supported in all localities.

### Phase 3

As described in section 3 of this report, the focus for the SIB programme will be to ensure that new processes, policies and procedures are fully embedded and that the full benefits of SDS are realised.

#### **2.3.2 Pre-paid Cards**

##### Aim

Bromley clients have greater flexibility around how they purchase their services.

##### Benefits

- Clients can exercise greater choice and control
- The option of receiving a direct payment via a pre-paid card without needing to open a bank account will increase uptake of DPs

##### Progress

The pre-paid card is a tool that the SIB programme introduced to deliver better outcomes for users of direct payments. The pre-paid card will help to reduce the bureaucracy around managing the money and deliver a more cost effective support/monitoring service as it reduces some of the risks. The PPC will be available for service users in the next financial year.

##### Phase 3

It is anticipated that the card will be implemented and mainstreamed by summer 2011. Post implementation, the focus for the ongoing SIB programme will be to monitor the uptake of the card, address any emerging issues, and ensure that new practice is fully embedded.

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<sup>1</sup>[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_079734](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_079734)

<sup>2</sup> Department of Health (2007) *Putting People First*

## 2.4 Business Operating Model

### Aim

To develop a single access strategy for managing customer contacts, and to re-design the first point of contact process for Adult Community Services.

### Benefits

- Reduction of demand on care services as more enquiries are dealt with at the point of contact
- Better service is received by those requiring simple services such as basic equipment, as they will be offered at the point of contact
- Streamlined business processes

### Progress

A process mapping exercise was carried out that supported all project managers to identify new ways of working practices and new business processes. The new processes will ensure services are delivered in the most efficient and effective way, reducing the number of unnecessary handovers and duplication of effort.

The SIB programme designed the Customer Journey for self-directed support in Bromley at the start of the programme, and the model was presented to the PDS Committee. The Customer Journey was used to design a new structure and operating model for Care Services which has been subject to staff consultation, and will be implemented from 1<sup>st</sup> April 2011.

The project, led by SIB to bring together Bromley Social Service Direct and Adult Care Services, has resulted in the development of a Contact and Assessment Service. The new Contact and Assessment Service, which is part of the new business operating model, will enhance the service LBB provides when people first make contact.

The SIB programme is currently developing a workforce strategy which will support the achievement of a skilled, capable and competent workforce to meet the challenges of putting people first across Bromley. Alongside the production of the workforce strategy, a range of training and development activities have been delivered to ensure staff have the right skills and knowledge to deliver services in a personalised way.

A financial sustainability model, designed and developed by the SIB programme, is now being used as a mainstream tool to help track expenditure, resources, and to assure the long term financial sustainability of social care in Bromley.

### Phase 3

The Business Operating Model will be owned and managed by Care Services. The SIB programme function during phase 3 will be to support and embed new ways of working, including resolving issues as they arise.

### **3. PHASE 3: REALISING BENEFITS AND EMBEDDING NEW WAYS OF WORKING**

- 3.1 A recent Programme Assurance report presented to DMT in February identified that significant progress had been made over the 2 years of the programme. However, it was acknowledged that there are a number of workstreams where progress is still being made and the full benefits have yet to be achieved. These include; personal budgets, community equipment and assistive technology, market development and IAG.
- 3.2 In these areas it was agreed that further focussed input is required to ensure that return on investments are realised, new work processes fully embedded, and maximum choice and control for residents is being delivered.
- 3.3 To ensure that the benefits are fully realised it is proposed that the Programme Manager continues in post until September 2011 with a clear remit of
- a) maximising the benefits through completion delivery of key projects and workstreams
  - b) supporting operational services and teams in embedding new ways of working within day to day business and
  - c) Ensuring that any continuing projects work is fully included within in other departmental and divisional business plans.
- 3.4 In the third phase, the emphasis will move from staff seconded into Project Management roles to one of the gradual shift towards 'lead practitioners' working within operational teams to support and encourage culture change and operational changes.

### **4. LEGAL IMPLICATIONS**

Government circulate LAC(DH) (2009) has the effect of Mandatory Guidance and thus will need to be complied with to enable monies to be released contingent to section 31 of the Local Government Act 2003. The Social Care Reform Grant is a specific grant for a limited period of 3 years.

### **5. PERSONNEL IMPLICATIONS**

In this third phase, the emphasis will move from staff seconded into Project Management roles to one of the gradual shift towards 'lead practitioners' working within operational teams to support and encourage culture change and operational changes. At the end of phase 3 Care Services will be in a position to determine whether continuing lead practitioner roles are of benefit and how these are incorporated into the core structure of Care Services. Staff and their representatives were consulted throughout on the changes. The revised Care Management and Assessment structure, which will support this new model, was agreed by the Executive Committee at its meeting on 8 December 2010.

## 6. FINANCIAL IMPLICATIONS

- 6.1 The 2010/11 budget assumed £1.561m grant funding for Social Care Reform. Commitments of £1.386m mean that £175,000 is available to carry forward into 2011/12 to support the Supporting Independence Programme.
- 6.2 Utilising the NHS Social Care Grant in 2010/11 to fund the development stages of the re-ablement service assumed to be around £265,000, means that there will now be £440,000 that can be carried forward into 2011/12, which will help ensure that benefits are realised and new ways of working are embedded in the department.

<b>Non-Applicable Sections:</b>	[List non-applicable sections here]
Background Documents: (Access via Contact Officer)	[Title of document and date]



Report No.  
ACS 11017

London Borough of Bromley

PART 1 - PUBLIC

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**Decision Maker:** Adult and Community Portfolio Holder

**Date:** For pre decision scrutiny by the Adult and Community PDS Committee on 29 March 2011

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

**Title:** TAXICARD UPDATE - CURRENT POSITION

**Contact Officer:** Silvio Giannotta, Commissioning Officer  
Tel: 020 8461 7722 E-mail: silvio.giannotta@bromley.gov.uk

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

**Ward:** All

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1. Reason for report

- 1.1 Following the report ACS1061 presented to the Adult and Community Services Policy Development and Scrutiny Committee 8 November 2010, this report provides an update to the PDS on recently agreed changes to methodology for distributing Transport for London Taxicard funding and explores the impact on the Bromley Taxicard scheme.

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2. **RECOMMENDATION**

- 2.1 The Adult and Community Policy Development and Scrutiny Committee notes the changes to the distribution of TfL Taxicard funding and its impact on the Bromley Taxicard scheme.
- 2.2 For the Adult and Community Policy Development and Scrutiny Committee to comment on the reintroduction of double swiping and note budgetary implications.
- 2.3 For the Portfolio Holder to agree the reintroduction of double swiping from the 1<sup>st</sup> April 2011 and to note that a review of trip numbers will be carried out after six months.

### Corporate Policy

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

### Financial

1. Cost of proposal: Estimated cost £227k
  2. Ongoing costs: Recurring cost.
  3. Budget head/performance centre: Commissioning and Partnerships Division / TfL Taxicard funding
  4. Total current budget for this head: £(2011/12) LBB Budget £80,980, TfL Allocation £153,102
  5. Source of funding: ACS Portfolio / TfL Taxicard funding
- 

### Staff

1. Number of staff (current and additional): Part time admin resource in LBB to process applications for forwarding to London Councils who administer the Taxicard scheme
  2. If from existing staff resources, number of staff hours: 18 hours per week
- 

### Legal

1. Legal Requirement: No statutory requirement or Government guidance.
  2. Call-in: Call-in is applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Currently 1245 Bromley Taxicard members
- 

### Ward Councillor Views

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

### 3. COMMENTARY

- 3.1 The Taxicard scheme is a door-to-door transport service for Londoners with serious mobility impairments and to whom public transport is not usually accessible. Financed by the 32 participating London boroughs and Transport for London (TfL), the scheme increases the independence and mobility of disabled people by providing subsidised trips in licensed London taxis or private hire vehicles. The Taxicard scheme is administered by the London Councils Transport and Environment Committee. The 2011/12 LBB Taxicard budget is £81k plus a TfL contribution of £153k.
- 3.2 Report ACS1061 to the Adult and Community Services Policy Development and Scrutiny Committee on the 2<sup>nd</sup> November 2010 outlined measures recommended by London Councils to reduce scheme spend in line with available budgets and notified the Committee of plans to redistribute TfL Taxicard funding more equitably amongst participating boroughs.
- 3.3 The London Councils Transport and Environment Committee, have agreed a new methodology to redistribute TfL's Taxicard contribution using three proxy measures:
- The number of borough residents 65 years of age and over
  - The number of Higher Rate Mobility Component of the Disability Living Allowance recipients in the borough
  - The number of active Taxicard members in each borough
- 3.4 Combined with the LBB contribution, this has resulted in an overall increase to the available funds in Bromley. The redistribution of funding will be implemented over a 3 year period, with the full effect in 2014/15. Below is a breakdown of the allocation to the Council throughout the implementation process:

	2011/12	2012/13	2013/14	2014/15
	<b>TfL Allocation based on 85% 09/10 Distribution + 15% formula</b>	<b>TfL Allocation based on 67% 09/10 Distribution + 33% formula</b>	<b>TfL Allocation based on 33% 09/10 Distribution + 67% formula</b>	<b>TfL Allocation 100% formula</b>
<b>LBB Allocation from TfL</b>	£ 153,102	£ 216,882	£ 337,356	£ 454,286
<b>LBB Contribution</b>	£80,980	£80,980 + inflation increase	TBC	TBC

Boroughs are expected to spend their contribution first and can decide whether they want to implement the cost saving measures agreed in 10/11. However if a borough's Taxicard scheme costs less than the combined Borough contribution plus the allocation from TfL, the surplus could be redistributed to those boroughs who implemented the cost saving measures but have a projected overspend on their combined Borough and TfL allocation.

#### Double Swiping

- 3.5 One of the measures proposed by London Councils to reduce spend was an end to the facility to "double swipe". Double swiping allows Taxicard members to use two subsidies together in a single journey, providing the option of taking fewer but longer trips. This practice has been particularly popular in areas where travel distances are longer – e.g. in outer London boroughs like Bromley. Double swiping has therefore not been available to Bromley Taxicard users since 01 December 2010.
- 3.6 Given the size and geographical location of the borough, double swiping was popular amongst Bromley members and its ending resulted in a number of comments and three official

complaints (not counting telephone comments) as it restricts user choice and control over the management of monthly trip allocation. In addition to user comments/complaints, the measure was singled out by the Bromley Mobility Forum and the PDSI partnership group as restrictive and unfair.

- 3.7 Although the decision was taken to end double swiping, members of the PDS Committee accepted Bromley members would be disproportionately affected by this measure and recommended London Councils should be lobbied to reconsider double swiping.
- 3.8 Due to improved budget position for 2011/12 it is now possible to review whether double swiping should be reintroduced.

#### 4. POLICY IMPLICATIONS

- 4.1 The recommendations from this report support the Council's Building a Better Bromley 2020 Vision of Supporting Independence; whereby people, particularly older people and vulnerable adults, are supported to lead active, healthy and independent lives.

#### 5. FINANCIAL IMPLICATIONS

- 5.1 Upon joining the pan-London scheme (2007), the Council was required to satisfy a number of conditions imposed by TfL, which included retaining the existing budget commitment in future years, with yearly inflationary increase.

##### 2011/12 Budget

- 5.2 The trip budget will be approximately £227k (£153k TfL + £81k LBB, minus £7k admin fee), an increase of approximately £57k compared with the 2010/11 budget. Part of this amount will be required to cover scheme growth estimated by London Councils at 14.8% (based on previous trends).

Below is an estimation for the total scheme cost in 2011/12:

- 2010/11 average trips: 1680 per month
- Average trips + estimated growth: 1929 per month / 23,148 per year
- Potential cost of scheme: £192k (total trips x £8.30 [max borough subsidy])
- **Estimated budget surplus: £35k**

- 5.3 During 2009/10 Bromley members completed 2,810 double swiped trips at a cost of £22,897. If double swiping were to be reintroduced from 01 April 2011, it is estimated 3,226 'double swiped' trips will be made (based on the growth estimate 14.8%) at a projected cost of £26,289.
- 5.4 With an estimated budget surplus of £35k (see 5.2 above), re-introducing double swiping from 01 April 2011 would result in an approximate £8k margin to cover any additional/unanticipated scheme growth\*:

Budget Surplus	£35,000
Cost of double swiping	£26,289
<b>Resultant margin</b>	<b>£8,711</b>

\*As of the 01 December 2010, a temporary suspension on new Taxicard applications was introduced, it is therefore likely that the level of growth may be slightly higher than anticipated when the suspension is lifted 01 April 2011, due to the backlog of applications.

5.5 Due to the relatively little resultant margin, trip growth will be closely monitored during the initial six months of the financial year to ensure the scheme does not overspend. Should the review indicate a potential, a potential measure for reducing scheme cost is the introduction of a temporary cap on the monthly trip allocation each member receives. Limiting the monthly allocation to a maximum of 6 trips per month would impact upon approximately 70 Taxicard members and generate saving by reducing the actual number of trips taken.

### 2012/13 Budget

5.7 Given the substantial increase in allocation from TfL (3.4 above), it is anticipated that should the Council maintain its existing contribution, the combined trip budget for 2012/13 will be in the region of £300k. Given the changes in demographics, the scheme will be closely monitored to ensure any expansion is contained within allocated budgets and no further financial implications arise.

<p><b>Non-Applicable Sections:</b></p>	<p>Legal Implications Personnel Implications</p>
<p>Background Documents: (Access via Contact Officer)</p>	<p>Changes to the Taxicard Scheme and TfL Taxicard Funding Redistribution presented to the Adult and Community Services Policy Development and Scrutiny Committee (02 November 2010)</p> <p>Taxicard – Budget Update and TfL Funding Redistribution presented to London Councils’ Transport and Environment Committee (14 October 2010)</p> <p>Taxicard – Budget Update and TfL Funding Redistribution presented to London Councils’ Transport and Environment Committee (16 September 2010)</p>

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Report No.  
ACS 11019

London Borough of Bromley

Agenda  
Item No.

## PART 1 - PUBLIC

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**Decision Maker:** Adult and Community Portfolio Holder

**Date:** For pre-decision scrutiny by Adult and Community Policy Development and Scrutiny Committee on 29<sup>th</sup> March 2011

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

**Title:** **SUPPORT PLANNING AND BROKERAGE FOR PEOPLE WHO DO NOT MEET THE COUNCIL'S ELIGIBILITY CRITERIA FOR SOCIAL CARE**

**Contact Officer:** Rebecca Jarvis, Joint Strategic Commissioning Manager (Older People and Adults with Complex Health and Social Care Needs)  
Tel: 020 8313 4198 E-mail: rebecca.jarvis@bromley.gov.uk

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

**Ward:** Boroughwide

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1. Reason for report

The contract with Age Concern Bromley for provision of Support Planning and Brokerage to older people who do not meet the Council's eligibility criteria for social care expires on 31<sup>st</sup> March 2011 with no option to extend. The report proposes to award a new contract for one year to continue to provide support to older people with moderate needs.

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2. **RECOMMENDATION(S)**

The Portfolio Holder is asked to waive the requirements for competitive bids pursuant to Contract Procedure Rule 13.1 and approve the proposal to negotiate a new contract with the current provider for the provision of support planning and brokerage services to older people for a period of one year from 1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2012.

### Corporate Policy

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

### Financial

1. Cost of proposal: Estimated cost £114,570
  2. Ongoing costs: Recurring cost. £114,570 p.a
  3. Budget head/performance centre: Age Concern Repair and Care: 824900 3446 (£77,170) and Supporting Independence in Bromley: 802001 3441 00000 (£38,000)
  4. Total current budget for this head: £115,170
  5. Source of funding: LBB Adult and Community Services revenue budget
- 

### Staff

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

### Legal

1. Legal Requirement: No statutory requirement or Government guidance.
  2. Call-in: Call-in is applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): In 2009/10 over 3000 people accessed the service .
- 

### Ward Councillor Views

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



### **3. COMMENTARY**

#### Background

- 3.1 Age Concern Bromley has been providing support planning and brokerage services to older people since 2007. The current contract expires on 31<sup>st</sup> March 2011. The value of the contract is £114,570 per year.
- 3.2 The aim of the Support Planning and Brokerage service is to provide support to people over the age of 65 who are not eligible for council services (either because they do not meet the Fair Access to Care critical and substantial criteria or because they are self-funders) to set up their own package of care. The support can range from 'light touch' signposting and provision of information to in depth support planning and brokerage functions.
- 3.3 Since April 2009 the contract has also incorporated what was previously known as First Checkpoint – a brokerage, advice and information service for building maintenance and repairs for people who are not eligible for the Council's Handyperson's scheme, and domestic help.
- 3.4 In 2009/10 over 3000 people accessed the service. Approximately 400 of these required the detailed support planning intervention to help them set up the care they needed.
- 3.5 The service is routinely monitored by the contracts team and has consistently met the targets identified in the service specification. Customer feedback is good, and the service has received very few complaints (only 7 to date in 2010/11).
- 3.6 It is not proposed to go out to tender for the service as Age Concern Bromley is a well regarded voluntary organization providing a range of services and support for older people. There are no other organisations which have the local knowledge, reputation, infrastructure or specialist knowledge and expertise to deliver this service in Bromley. Tendering would not bring in other suppliers to bid as there are no comparable services. Value for money is achieved through the extensive use of volunteers in the delivery of services. Therefore it is proposed to award a new contract to Age Concern Bromley to continue to provide support to people who do not meet the Council's eligibility criteria for social care for a further year.

### **4. POLICY IMPLICATIONS**

- 4.1 The Support Planning and Brokerage service provided by Age Concern Bromley supports the priority outcomes in the Older People Strategy 2008-2013, Independence and Choice for Older People in Bromley. The services also support the Putting People First agenda which stresses the importance of supporting the whole population to stay healthy and active, and also to be assisted in making the right choices regarding ways of meeting their care and support needs.

### **5. FINANCIAL IMPLICATIONS**

- 5.1 The 2010/11 available budget is £115,170. Awarding a new contract to Age Concern Bromley for one year at a cost of £114,570 is within the budget.
- 5.2 Contract procedure rule 13.1 allows for a waiver of the requirement for competitive bids, subject to the relevant approval being obtained.

### **6. LEGAL IMPLICATIONS**

- 6.1 This is a waiver of the need for competitive tendering and in accordance with contract procurement rule 13.1 the Director of Legal and Democratic Services and Director of Resources have indicated their agreement to the proposed contract negotiation as achieving best value for the Council. Given the value of the proposed contract it is necessary for the Portfolio Holder to

also approve the contract. A note of the exercise of the waiver will be reported to the Audit Sub Committee. The service is a Part B service under Schedule 3 to the Public Procurement Regulations 2006 and not subject to the full EU procurement regime.

<b>Non-Applicable Sections:</b>	Personnel
Background Documents: (Access via Contact Officer)	

Report No.  
ACS11018

London Borough of Bromley

Agenda  
Item No.

PART 1 - PUBLIC

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**Decision Maker:** Adult & Community Portfolio Holder

**Date:** For Pre-decision Scrutiny by the Adult & Community PDS Committee  
29<sup>th</sup> March 2011

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

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

**Contact Officer:** Lesley Moore, Head of Finance, Adult and Community Services  
Tel: 020 8461 4633 E-mail: lesley.moore@bromley.gov.uk

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

**Ward:** Borough Wide

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1. Reason for report

This report provides the budget monitoring position for the Adult and Community Portfolio, based on expenditure and activity levels up to 31<sup>st</sup> January 2011.

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**RECOMMENDATION(S)**

The Portfolio Holder is requested to note that a projected underspend of £161,000 is forecast on the controllable budget for the Adult and Community Portfolio as at 31<sup>st</sup> January.

### 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: £96.4M
  5. Source of funding: Existing revenue budgets
- 

### Staff

1. Number of staff (current and additional): 798 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. CHIEF OFFICER'S COMMENTS**

- 3.1 A combination of rigorous application of eligibility criteria, review and reassessment of levels of need, together with in-year savings and efficiencies, has resulted in a projected outturn below budget.
- 3.2 There are significant budget pressures arising from unavoidable demand following through into 2011/12, however the short-term benefit of health funding will assist in covering these costs whilst alternative service options are considered.

### **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 January 2011 and show a projected underspend of £161,000 on the "controllable" budget. 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, an overspend of £840,000 is forecast, which can be analysed as follows;

	<b>£'000</b>
Residential and Nursing Care for Older People	-372
Domiciliary Care for Older People	653
Domiciliary and Residential care for Clients with Physical Disabilities	464
Total Assessment & Care Management	<u>745</u>
Aids-HIV Grant	-65
Learning Disabilities Day Services & Care Management	-28
Direct Services - Homecare & Meals Service	188
<b>Total Care Services</b>	<u><b>840</b></u>

It is anticipated that the overspend on Assessment and Care Management will have a full year effect of around £890k in 2011/12, despite taking account of expected savings from reablement and from the continuation of management action to review high cost packages, maximize income from health and maintain tight eligibility criteria.

5.4 Action has been taken to reduce spend in other areas of the department, some of it by bringing forward savings planned for the next financial year. This, together with projected underspends in Learning Disabilities and Mental Health Services, comes to a total of £1,001,000, which can be summarised as follows;

	<b>£'000</b>
Procurement & Contract Compliance - Contract Savings	-283
Commissioning & Partnerships	-107
Learning Disabilities Services	-128
Mental Health Services	-139
Other	-43
Total Commissioning & Partnerships Division	<u>-700</u>
Strategic Support Services - Vacancies and departmental running expenses	-301
<b>Projected underspend</b>	<u><b>-1001</b></u>

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

<b>Non-Applicable Sections:</b>	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 - January 2011

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
	<b>Care Services</b>							
1	AIDS-HIV Grant	0	0	-65	-65	1	-45	0
30,016	Assessment and Care Management	33,640	33,595	34,340	745	2	708	890
8,116	Direct Services	3,305	4,253	4,441	188	3	186	0
1,671	Learning Disabilities Care Management	1,603	2,113	2,116	3		0	0
2,170	Learning Disabilities Day Services	2,119	2,117	2,086	-31	4	-31	0
1,235	Learning Disabilities Housing & Support	1,244	1,395	1,395	0		0	0
<b>43,209</b>		<b>41,911</b>	<b>43,473</b>	<b>44,313</b>	<b>840</b>		<b>818</b>	<b>890</b>
	<b>Commissioning and Partnerships - ACS Portfolio</b>							
2,732	Commissioning and Partnerships	2,606	2,730	2,623	-107	5	-5	0
334	Drugs and Alcohol	236	337	294	-43	6	-38	0
13,517	Learning Disabilities Services	14,734	14,958	14,830	-128	7	-70	670
4,736	Mental Health Services	4,839	4,820	4,681	-139	8	-176	-151
221	Procurement & Contracts Compliance	5,850	5,623	5,340	-283	9	-150	0
0	NHS Funding Social Care & Health	0	0	0	0	10	0	0
<b>21,540</b>		<b>28,265</b>	<b>28,468</b>	<b>27,768</b>	<b>-700</b>		<b>-439</b>	<b>0</b>
	<b>Housing and Residential Services</b>							
-6	Enabling Activities	-17	-17	-17	0		0	0
-1,133	Housing Benefits	-115	-116	-116	0		0	0
852	Housing Needs	909	1,251	1,251	0		0	0
344	Housing Strategy & Development	338	92	92	0		0	0
1,427	Residential Services	1,406	1,312	1,312	0	11	-100	0
<b>1,484</b>		<b>2,521</b>	<b>2,522</b>	<b>2,522</b>	<b>0</b>		<b>-100</b>	<b>0</b>
	<b>Strategic Support Services</b>							
7,584	Concessionary Fares	8,597	8,597	8,582	-15	12	-15	0
815	Customer Services	895	811	687	-124	13	-68	0
1,560	Performance & Information	1,619	1,596	1,434	-162	14	-91	0
202	Quality Assurance	199	198	198	0		0	0
<b>10,161</b>		<b>11,310</b>	<b>11,202</b>	<b>10,901</b>	<b>-301</b>		<b>-174</b>	<b>0</b>
<b>76,394</b>	<b>TOTAL CONTROLLABLE FOR ADULTS AND COM</b>	<b>84,007</b>	<b>85,665</b>	<b>85,504</b>	<b>-161</b>		<b>105</b>	<b>1,409</b>
1,619	<b>TOTAL NON CONTROLLABLE</b>	727	684	694	10		11	0
9,779	<b>TOTAL EXCLUDED RECHARGES</b>	10,004	10,076	10,076	0		0	0
<b>87,792</b>	<b>PORTFOLIO TOTAL</b>	<b>94,738</b>	<b>96,425</b>	<b>96,274</b>	<b>-151</b>		<b>116</b>	<b>1,409</b>

**Notes****1. AIDS/HIV Grant - Cr £65k**

There have been delays in confirming and implementing service developments in 2010/11 and the resultant underspend is being utilised to offset domiciliary care costs within services for people with physical disabilities.

**2. Assessment & Care Management - £ 745k**

The variation can be analysed as follows:-

	January	December
	£'000	£'000
(a) Domiciliary care & direct payments for older people	653	610
(b) Residential/Nursing care and respite for older people	(372)	(330)
(c) Domiciliary care & direct payments for clients with physical disabilities	336	300
(d) Residential care and respite for clients with physical disabilities	128	128
	<b>745</b>	<b>708</b>

- (a) Expenditure on domiciliary care is increasing as more older people are maintained in their own homes rather than placed in residential care. The overspend is currently projected to be £683k, however it is anticipated that this will & reduce by a further £30k as a result of the impact of reablement. This is offset by a projected underspend of £372k in the residential and nursing care budgets.

- (b) Although the management action continues, this month no assumptions have been made for further cost reductions arising from the increased use of independent sector providers, the rigorous application of eligibility criteria and regular reviews aimed at reducing long-term reliance on care services. It is anticipated that ongoing action will contain further pressures for the remainder of the year.

The pressure on the older people's budget will continue into 2011/12 and a projected overspend of £450k is forecast, based on activity to the end of December/January. However it is anticipated that successful reablement and management action will reduce this to £300k.

- (c) Despite additional funding of £200k in the 2010/11 budget, the latest projections for clients with physical disabilities indicate that there will be a projected overspend of £336k in the cost of domiciliary care as a result of an ongoing increase in referrals.

Action is being taken to contain spend through a number of measures. A comprehensive review of all current care packages is being undertaken, including ensuring that contributions from health are received and utilising the benefits of the new reablement service with the aim of maximising independence and where appropriate, reducing on-going reliance on paid carers. This work is expected to contain any further pressures this year.

- (d) The budget for residential and respite care for people with physical disabilities is expected to be overspent by £128k. Although measures are being taken to contain expenditure, the full year effect on the budget for people with physical disabilities is expected to be £690k in 2011/12. It is anticipated that this will reduce by £100k to £590k as the management action put in place this year becomes established practice. However it should be noted that the forecast figures do not take account of additional costs as a result of increased client numbers.

**3. Direct Services - £188k**

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. Care management hold the budget to pay for the In-House service, so if the number of hours provided is below the budgeted level then fixed overheads are not fully recovered and an overspend will result in the service. The number of hours currently provided continues to be below the budgeted level and an overspend of £165k is projected.

The projected meals service overspend reduced by £8k to £23k as a result of new arrangements with the meals provider.

**4. Learning Disabilities Day Services - Cr £31k**

An underspend of £31k is forecast, mainly as a result of two vacant LD posts within the Commissioning & Partnerships division which are part-funded by the PCT through the Pooled budget.

**5. Commissioning & Partnerships - Cr £107k**

The projected underspend mainly results from the early achievement of planned savings for 2011/12 on contracts commissioned within Assessment and Care services.

**6. Drugs & Alcohol - Cr £43k**

There is a projected underspend on the LBB element of the Drugs Action Team Budget, comprising £25k on the residential budget and £18k on staffing and general running expenses. There are however significant pressures causing an overspend on the PCT DAT budgets which may have a knock on effect on the Bromley budgets.

**7. Learning Disabilities Services - Cr £128k**

An underspend of £128k is anticipated after taking into account of new clients, movements and changes to packages to the end of January and projections for the last two months of the financial year.

Although there is a small underspend, the full year effect of the clients placed in-year and package changes, is forecast to be £670k for residential and domiciliary care, based on current activity.



**8. Mental Health Services - Cr £139k**

The underspend arises from client moves to date resulting in more cost effective placements (cr £80k) and a saving of £80k from the extension/retendering of contracts for Advocacy, Day Services, Benefits Advice and the Mental Health Strategic Partnership. The underspends cover anticipated additional costs of £21k on general running expenses..

**9. Procurement & Contract Compliance - Cr £283k**

As a result of planned contract reviews and claw backs, savings of £236k have been achieved as a result of in-year variations to some supporting people contracts. There is also a one-off saving of £47k following the release of provisions made at the end of the last financial year that are no longer required.

**10. Social Care and Health - Funding via PCT - Dr £944k/ Cr £944k**

New funding for this financial year was recently announced for social care expenditure via the PCT.

£150k is for the development of local reablement services to support people following hospital discharge and several projects have already started to achieve this.

£794k will be transferred from health via a Section 256 agreement to be used for "social care services to benefit health and to improve overall health gain".

Proposals have already been drawn up to fund the further development and capacity for reablement, provide equipment and telecare to support hospital discharge. enhance care management and short term purchasing capacity to speed up hospital discharge. There are also plans to assist with cost pressures in children and young people's care services and across adult client groups.

Whilst it is hoped that these proposals can be delivered quickly, it is likely that due to the lateness of the funding, the expenditure will not be fully spent by the end of March. Therefore it is anticipated that a request to carry forward any unspent funding will be made at the year end, which is allowable under the terms of the S256 agreement.

Funding for two more years was also announced and £3.176m is included in the 2011/12 budget and £3.042m will be received in 2012/13.

**11. Residential Services**

A review of the allocation of the budget and tight application of eligibility criteria and what works will be covered for private sector renewals, is forecast to produce savings of £150k this year.

It is proposed that these savings be used to provide an additional revenue contribution to the capital provision for renovation grants for disabled facilities.

**12. Concessionary Fares - Cr £15k**

A saving of £15k has been identified on the cost of agency staff.

**13. Customer Services - Cr £124k**

Planned savings have been brought forward through various measures, to contribute towards pressures within the Care Services division. Vacant posts within the management support, business support and customer services teams have resulted in savings of £72k, with a further £52k from a review of spending on office expenses budgets.

**14. Performance and Information - Cr £162k**

Planned savings have been made in advance of the those in the 2011/12 budget to assist with containing departmental pressures.

	£'000
Director's budget	(40)
<u>Learning and Development</u>	
Vacant post frozen	(31)
Training put on hold	(76)
Recruitment and retention budget	(15)
	<u>(162)</u>

<b>LATEST APPROVED BUDGET 2010/11</b>		
		<b>Adult &amp; Community Services Portfolio</b>
		£'000
<b>BUDGET VARIATIONS</b>		
<b>2010/11 Original Budget</b>		94,631
Transfer of Drugs & Alcohol from Public Protection & Safety Portfolio		108
<b>Revised Original Budget</b>		<b>94,739</b>
<b>Carry forwards from 2009/10:-</b>		
<u>Agreed by Executive on 21/07/10</u>		
Housing Overcrowding Pathfinder Grant (ACS)		
- Expenditure	}	116
- Grant Income	}	Cr 116
Social Care Reform (ACS)		
- Expenditure	}	416
- Grant Income	}	Cr 416
Stroke Care Grant (ACS)		
- Expenditure	}	126
- Grant Income	}	Cr 126
LD Revenue Campus Closure Grant (ACS)		
- Expenditure	}	39
- Grant Income	}	Cr 39
<b>Total Carry forwards</b>		0
<b>General</b>		
Review of Management & Overhead Costs		Cr 350
Contract price inflation over 2.3%		
Single Status		1,074
<u>Agreed by Executive on 21 July 2010:</u>		
Learning Disabilities Service		660
Physical Disabilities Service		200
Learning Disabilities Campus Closure Programme:-		
- grant related expenditure	}	8,374
- grant income	}	Cr 8,374
<b>Total General</b>		1,584
<b>Grants included within Central Contingency Sum</b>		
<u>Agreed by Executive on 26th May 2010:-</u>		
Mental Health Capacity Act		135
Additional Carers Grant		77
<u>Agreed by Executive on 21st July 2010:-</u>		
Familiarisation costs of new statutory guidance on social housing allocations (ABG)		1
<b>Total Grants</b>		213
<b>Budget Transfers / Other:</b>		
Repairs and Maintenance inflation and savings adjustments		Cr 43
Adjustments re DAT transfer from PPS Portfolio		222
In-year grant reductions		Cr 196
LD Post Adjustment		Cr 15
Multi Function Device (MFD's) savings adjustments ~ Photocopiers/paper		Cr 78
<b>Total Budget Transfers / Other:</b>		111
<b>Total Variations</b>		<b>1,686</b>
<b>2010/11 Latest Approved Budget</b>		<b>96,425</b>

Report No.  
DR11009

London Borough of Bromley

PART 1 - PUBLIC

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**Decision Maker:** Adult & Community Services Portfolio Holder

**Date:** For pre-decision scrutiny by the Adult & Community Services PDS Committee on 29th March 2011

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

**Title:** CAPITAL PROGRAMME - 3RD QUARTER MONITORING 2010/11 & 2010 CAPITAL REVIEW

**Contact Officer:** Martin Reeves, Group Accountant (Technical)  
Tel: 020 8313 4291 E-mail: martin.reeves@bromley.gov.uk

**Chief Officer:** Director of Resources

**Ward:** All

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1. Reason for report

On 2nd February 2011, the Executive received the 3rd quarterly capital monitoring report for 2010/11 and agreed a revised Capital Programme for the four year period 2010/11 to 2013/14. This report highlights in paragraph 3.2 changes agreed by the Executive in respect of the Capital Programme for the Adult & Community Services Portfolio. At that meeting, the Executive also approved new capital bids recommended by Chief Officers in this year's Capital Review process and details of successful Adult & Community Services Portfolio bids are included in paragraph 3.1. The revised programme for this portfolio is set out in Appendix A.

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2. **RECOMMENDATION(S)**

**The Portfolio Holder is asked to note and confirm the report.**

### Corporate Policy

1. Policy Status: Existing policy. Capital Programme monitoring and review is part of the planning and review process for all services. The capital review process requires Chief Officers to ensure that bids for capital investment provide value for money and match Council plans and priorities.
  2. BBB Priority: Excellent Council.
- 

### Financial

1. Cost of proposal: Estimated cost N/A
  2. Ongoing costs: N/A.
  3. Budget head/performance centre: N/A (Capital Programme)
  4. Total current budget for this head: £Total £23.8m for Adult & Community Services Portfolio over five years 2010/11 to 2014/15
  5. Source of funding: Capital grants, capital receipts and revenue contributions
- 

### Staff

1. Number of staff (current and additional): N/A
  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): N/A
- 

### Ward Councillor Views

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

### 3. COMMENTARY

#### New schemes

3.1 The 2010 capital bidding process did not produce many absolutely critical proposals. For the Adult & Community Services (ACS) Portfolio, the following new schemes were approved by the Executive on 2<sup>nd</sup> February 2011 for inclusion in the Capital Programme:

- Renovation Grants – Disabled Facilities Grants (£1,010k in 2014/15): Provision of mandatory grants to disabled people to enable them to adapt their homes so as to remain in those homes. This is funded by a government subsidy of £710k pa and a revenue contribution of £300k pa.
- Star Lane Traveller Site (£250k in 2011/12): The Water Supply Regulations require an adequate water supply to domestic dwellings and the water pipework at Star Lane is undersized. Provision of £250k has been approved to enable the authority to meet its statutory obligations by addressing the poor condition of the water distribution and drainage systems at the site.
- Minor provision in 2014/15 for feasibility studies (£10k).

#### Capital Monitoring – variations reported to the Executive on 2nd February 2011

3.2 A revised Capital Programme was approved by the Executive in February, following a detailed monitoring exercise carried out after the 3rd quarter of 2010/11. The monitoring exercise resulted in three changes to the approved programme (detailed in paragraphs 3.3 to 3.5 below). In addition, slippage was identified on a number of schemes, as a result of which a net total of £2,366k was rephased from 2010/11 into 2011/12. All changes are itemised in the table below. The revised Programme for the ACS Portfolio (including approved new schemes) is attached as Appendix A and a summary of all the variations agreed by the Executive is set out below.

	2010/11	2011/12	2012/13	2013/14	2014/15	TOTAL
	£000	£000	£000	£000	£000	£000
Approved Programme before Executive	10,141	7,150	1,020	1,020	-	19,331
New schemes approved by Feb Executive						
- Disabled Facilities Grants	-	-	-	-	1,010	1,010
- Star Lane Traveller site	-	250	-	-	-	250
- Feasibility studies	-	-	-	-	10	10
Changes agreed by Feb Executive						
- PCT LD provision – additional funding	1,500	-	-	-	-	1,500
- Social Care – DoH grant	-	607	619	-	-	1,226
- London private sector renewal funding	-	485	-	-	-	485
Rephasing						
- Care Standards Act requirements	-223	223	-	-	-	-
- Learning Disability Day Centre	-706	706	-	-	-	-
- PCT LD reversion programme	-208	208	-	-	-	-
- Care home reversion – decanting costs	-102	102	-	-	-	-
- Social Care grant	-378	378	-	-	-	-
- Mental Health grant	-321	321	-	-	-	-
- Shared ownership housing	-256	256	-	-	-	-
- General provision for housing	-340	340	-	-	-	-
- Housing Payments in Lieu (S106)	168	-168	-	-	-	-
Revised ACS Capital Programme	9,275	10,858	1,639	1,020	1,020	23,812

### 3.3 LD Reprovision – additional funding from Bromley PCT (increase of £1,500k in 2010/11)

Further to previous reports, the Council operates under a Section 75 agreement as the lead commissioner for the PCT Campus Programme. In December, Bromley PCT transferred a further £1.5m to the Council to enable the purchase of the Cheyne site, bringing the total transfer to nearly £10.4m, specifically for the reprovision of LD services. The PCT Campus Programme continues to make good progress, with the finalisation of contracts relating to the Cheyne site in West Wickham and a scheme in Crofton Road, Orpington, now taking place. Work also continues on locating and developing replacement properties for LD day and respite services currently located at the Bassetts Campus site, which is due to close in 2011. The Executive agreed the inclusion of the additional £1.5m in the Capital Programme in 2010/11.

### 3.4 Social Care capital grant allocations in the 2011/12 settlement (addition of £1,226k)

In December, the government announced the Provisional Local Government Finance Settlement for 2011/12 and 2012/13. Many of the capital grant allocations were, and still are, not made public and it is anticipated that these will be announced shortly. The only ACS capital grant included in the settlement was as follows:

- Department of Health support for social care (a total of £1,226k; £607k in 2011/12 and £619k in 2012/13).

The Executive approved the inclusion of these sums to the Capital Programme. Although the grant is not ring-fenced, it is provided by the relevant government department specifically with the intention of meeting certain spending needs. Should this money be diverted elsewhere, it would be very difficult to obtain discretionary funding from the government department.

### 3.5 London private sector renewal schemes (additional external funding £485k in 2011/12)

The approved programme previously included £2,286k for various externally funded London Private Sector Renewal schemes, mainly consisting of a loan scheme and the Handyman scheme. In 2011/12, we will receive an additional £485k and the Executive agreed the inclusion of this sum in the Capital Programme.

## 4. POLICY IMPLICATIONS

- 4.1 Capital Programme monitoring and review is part of the planning and review process for all services. The capital review process requires Chief Officers to ensure that bids for capital investment provide value for money and match Council plans and priorities.

## 5. FINANCIAL IMPLICATIONS

- 5.1 These were reported in full to the Executive on 2nd February 2011. Changes approved by the Executive to the Capital Programme for the ACS Portfolio are set out in the table in paragraph 3.2.

<b>Non-Applicable Sections:</b>	Legal and Personnel Implications
Background Documents: (Access via Contact Officer)	Departmental monitoring returns January 2011. Approved Capital Programme (Executive 3/11/10). New scheme proposals from Chief Officers in September 2010. Capital monitoring and Review reports to Executive in January and February 2011.

ADULT & COMMUNITY SERVICES PORTFOLIO - APPROVED CAPITAL PROGRAMME AS AT 2nd FEBRUARY 2011									
Capital Scheme/Project	Total Approved Estimate	Actual to 31.3.10	2010/11 Approved Estimate	2011/12 Approved Estimate	2012/13 Approved Estimate	2013/14 Approved Estimate	2014/15 Approved Estimate	Responsible Officer	Remarks
	£'000's	£'000's	£'000's	£'000's	£'000's	£'000's	£'000's		
<b>SOCIAL SERVICES</b>									
Care Standards Act 2000 Requirements - general	500	187	0	313				Lorna Blackwood	
Learning Disability Day Centre	2310	767	90	1453				Lorna Blackwood	Capital receipt £2.54m
Improving Information Management	136	49	87					Helen Stewart	Government grant
Care Homes - improvements to environment for older people	290	269	21					Lorna Blackwood	100% government grant
PCT Learning Disability reprovion programme	10379	907	5681	3791				Colin Lusted	Fully funded by PCT
Care Home reprovion - decanting costs	1500	450	550	500				Lorna Blackwood	To be met from capital receipts from disposal of homes
Social care grant - 2010/11 and prior years	558	0	180	378				Lorna Blackwood	100% government grant
Social care grant - 2011/12 and 2012/13 settlement	1226	0	0	607	619			Lorna Blackwood	100% government grant - subject to bid to COE (non ring fenced)
Mental health grant	331	0	10	321				Lorna Blackwood	100% government grant
Social Care IT Infrastructure	233	0	233					Helen Stewart	100% government grant
Supporting Independence - Extra Care Housing	20	0	20					Lorna Blackwood	100% government grant
Transforming Social care	145	0	145					Jean Penney	100% government grant
Feasibility Studies	40	0	10	10	10	10	10	Tracey Pearson	
<b>TOTAL SOCIAL SERVICES</b>	<b>17668</b>	<b>2629</b>	<b>7027</b>	<b>7373</b>	<b>629</b>	<b>10</b>	<b>10</b>		
<b>HOUSING</b>									
Shared ownership housing - Bromley NHS PCT project	320	64	0	256				Graham Mackenzie	100% Learning Disability Development Fund
Housing Provision - approved expenditure proposals	657	457	80	120				David Gibson	
Housing Provision - unallocated	220	0	0	220				David Gibson	Reinvestment of housing capital receipts; subject to reduction re pooling
Payment in Lieu Fund - unallocated	3745	2043	558	1144				David Gibson	Expenditure subject to cash receipts from Affordable Housing Policy
London private sector renewal schemes	2771	1667	619	485				Martin Parsons	100% external funding
Renovation Grants - Disabled Facilities	6144	2123	991	1010	1010	1010	1010	Martin Parsons	60% Govt grant capped at £690k in 09/10 & £710k in 10/11; £400k revenue cont in 09/10. Net overspend £19k in 09/10 - 10/11 budget reduced
<b>TOTAL HOUSING</b>	<b>13857</b>	<b>6354</b>	<b>2248</b>	<b>3235</b>	<b>1010</b>	<b>1010</b>	<b>1010</b>		
<b>OTHER</b>									
Star Lane Traveller Site - water and drainage works	250	0	0	250				John Turner	Urgent water and drainage works (statutory duty)
<b>TOTAL ADULT &amp; COMMUNITY SERVICES PORTFOLIO</b>	<b>31775</b>	<b>8983</b>	<b>9275</b>	<b>10858</b>	<b>1639</b>	<b>1020</b>	<b>1020</b>		

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Report No.  
ACS 11015

London Borough of Bromley

Agenda  
Item No.

PART 1 - PUBLIC

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**Decision Maker:** ADULT AND COMMUNITY PDS COMMITTEE

**Date:** 29<sup>th</sup> March 2011

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

**Title:** ADULT AND COMMUNITY PORTFOLIO PLAN 2011/12

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

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

**Ward:** N/A

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1. Reason for report

This report presents Members with the most recent update on progress with the ACS Portfolio Priorities (appendix 1) and the Draft Portfolio Plan for 2011/12 (appendix 2) for consideration and comment.

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2. **RECOMMENDATION(S)**

- a) To note and comment on the performance against the actions in the 2010/11 plan; and
- b) To comment on the Draft Portfolio Plan for 2011/12

## Corporate Policy

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

## Financial

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

## Staff

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

## Legal

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

## Customer Impact

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

## Ward Councillor Views

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

### **3. COMMENTARY**

#### **3.1 Progress on 2010/11 Plan:**

The attached summary report (appendix 1) highlights progress so far for 2010/11. In particular there has been progress in the following areas:

- Two new specialist housing schemes opened during 2010 providing supported living for 7 people with learning disabilities and 13 people with mental health needs.
- 3 Independent Mobility Stores, 2 Third sector organisations and 7 Independent Pharmacies have now achieved accreditation status for the assessment and provision of small aids to daily living to self funders.
- 110 additional Extra Care Housing units will be available by 2012
  - Crown Meadow Court at Bromley Common will open in Spring 2011
  - Work has started on a second scheme on the Bromley Common site
  - Funding and planning permission have been secured for a scheme on the Anne Sutherland House site in Penge.
- At the end of Q3 29 people with learning disabilities remained in PCT Campus accommodation. All replacement properties have planning permission granted and all care support contracts awarded. 4 service users will move by March 31, 10 by June 2011, and the remaining 15 between July and November 2011.
- The Mobility Forum was set up during 2010 - 11. The Forum has met twice and initial work is focusing on a survey of bus passenger experience amongst people with disabilities.
- Agreement for funding for travel training for people with learning disabilities has been obtained and a travel training co-ordinator started in January. Training focused on more intensive work with 10 individuals plus group work in schools.
- During the year, 30 empty private sector dwellings have been brought back into use against a target of 15.
- The number of households residing in temporary accommodation reduced this year from 489 to 397 at the end of Q3. This is despite the sustained increase in the number of households approaching LBB threatened with homelessness.
- We have continued to increase our help to people threatened with homelessness. 2,111 households were assisted to prevent or relieve their homelessness up to the end of February. This represents an increase to date of 63.6% more households helped than during 2009/10. 23 households have been assisted via the Mortgage Rescue scheme in the current year.

#### **3.2 Development of the 2011/12 Plan**

3.3 The Portfolio Plan for 2011/12 has been developed based on the outcomes of the planning day held on 23<sup>rd</sup> November 2010. This builds on the previous year's themes of supporting independence, and choice and control by considering the opportunities to continue to deliver these outcomes within a much tighter financial situation.

3.4 As outlined in the recent Portfolio Planning Day newsletter ([Portfolio Plan 2010 Feedback Newsletter](#)) the key priorities emerging from the day include:

- Development of local neighbourhood networks (i.e. face book “my street”), building on an example that Community Links has been involved with locally.
- Voluntary sector leadership in making changes with business transition support from all partners, including the Council.
- Market of good ideas sharing skill resources, including the development of micro providers, ensuring that people with care needs are able to contribute.
- A full and open dialogue with carers around changing expectations.
- Developing the role of service users, providing opportunities for service users to assess their own needs and constructing their own support plans.
- Prevention and safeguarding, ensuring we maintain people’s well being.

3.5 The Draft Portfolio Plan for 2011/12 is built upon 4 key outcomes which are:

- Promoting personalisation and enhancing quality of life for people with care and support needs;
- Preventing deterioration, delaying dependency and supporting recovery;
- Ensuring a positive experience of care and support;
- Protecting from avoidable harm and caring in a safe environment

3.6 The Portfolio Plan for 2011/12 takes account of the new vision for adult social care, underpinned by the seven principles, ([A Vision for Adult Social Care](#)) which are :

- **Prevention:** empowered people and strong communities will work together to maintain independence. Where the state is needed, it supports communities and helps people to retain and regain independence.
- **Personalisation:** individuals not institutions take control of their care. Personal budgets, preferably as direct payments, are provided to all eligible people. Information about care and support is available for all local people, regardless of whether or not they fund their own care.
- **Partnership:** care and support delivered in a partnership between individuals, communities, the voluntary and private sectors, the NHS and councils - including wider support services, such as housing.
- **Plurality:** the variety of people’s needs is matched by diverse service provision, with a broad market of high quality service providers.
- **Protection:** there are sensible safeguards against the risk of abuse or neglect. Risk is no longer an excuse to limit people’s freedom.
- **Productivity:** greater local accountability will drive improvements and innovation to deliver higher productivity and high quality care and support services. A focus on publishing information about agreed quality outcomes will support transparency and accountability.
- **People:** we can draw on a workforce who can provide care and support with skill, compassion and imagination, and who are given the freedom and support to do so. We need the whole workforce, including care workers, nurses, occupational therapists, physiotherapists and social workers, alongside carers and the people who use services, to lead the changes set out here.

3.7 With the focus of the council being to deliver Excellent Services, the Adult and Community Services Excellence standards are interwoven within the plan. These standards are:

In Bromley:

- Residents seeking help from social care receive advice, guidance and services to assist them to maintain their independence, swiftly.
- Residents are offered effective choice and control over the services they receive, to maintain their independence.
- Social care services are regularly reviewed to ensure they deliver a quality service and continue to maintain service users' independence.
- Instances of abuse of vulnerable adults are promptly and effectively investigated.
- People experiencing housing difficulties are assisted with advice and support aimed at securing or maintaining a home and avoiding crisis.
- People's views and experience of our services are positively gathered and help to inform service developments, and any concerns are responded to quickly and effectively.

3.8 The Draft Portfolio Plan for 2011/12 (attached as appendix 2) brings together these areas of focus into one plan, providing the direction of travel for the coming year.

3.9 Consultation on the plan began at the conference in November. The finalised Portfolio Plan for 2011/12 will be submitted to the June PDS meeting for formal endorsement by the Portfolio Holder.

#### **4. POLICY IMPLICATIONS**

The plan reflects the priorities of 'Building a Better Bromley'. Other policy implications are included within the substance of the plan.

#### **5. FINANCIAL IMPLICATIONS**

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

#### **6. LEGAL IMPLICATIONS**

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

<b>Non-Applicable Sections:</b>	Personnel Implications

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The following summary reports and outlines the key progress and areas that are still to be achieved against the aims and objectives set out in the 2010/11 Adult and Community Services (ACS) Portfolio Plan.

Ø Good progress has been made and end of year target will be achieved

Action at early stage end of year target is still likely to be achieved

⊠ Little progress so far, uncertainty about achieving end of year target

**Outcome 1: Enhancing opportunities for all to have greater access to information and services and the ability to make choices to exercise control over their own lives.** 16 actions have made good progress; 3 actions are at the early stage of implementation, 1 action has made little progress.

**1.a Locally relevant quality information and advice about care and support need is easily available to enable control and inform choice.**

1.a 1 Maximise the use of technology to enable people to access up to date information and advice on a range of services and support options through a specially commissioned web portal (SIB).

Ø The OLM solution has been procured and is under development, with an initial limited release in January. The website will be released to the public in April. The SIB team are contributing to the development of the product as part of a consortium of local authorities.

Future Jobs Fund employees continue to provide assistance to people to enable them to access website information about care and support services at Bromley, Orpington and Beckenham libraries.

1.a 2 Develop a strategy to inform the future provision of quality assured information, advice and guidance and ensure that it is available and accessible to all through different formats and channels and meets the needs of all people in the community (SIB).

Ø The strategy was approved by the SIB Board at the January meeting. It has subsequently been circulated to the organisations involved in its development, and to the Bromley Advice and Information Network coordinated by Community Links Bromley. The action plan is being implemented.

1.a 3 Develop a self assessment web site that signposts people to appropriate support and services (SIB).

Ø The Information Advice and Guidance web portal commissioned will allow people to self-assess to make decisions about the services and care they might need. The portal will be available for testing from April 2011.

1.a 4 Evaluate the learning from the Age Concern Bromley and Mencap Brokerage services to determine a model of brokerage across Bromley providing a range of options across all user groups for people who do not meet the criteria for social care funding or who wish to self fund and need help to plan their lives and access support and services (SIB).

Ø Contracts with Age Concern Bromley and Bromley Mencap have been renewed to provide support planning and brokerage for people who do not meet the Council's eligibility criteria.

1.a 5 Develop a council wide and partnership approach to the accessibility of universal services e.g. leisure, adult education, transport, employment, healthy living and health improvement along with housing and supported living options (SIB).

Ø The content for the web portal is under development, and will involve input from other voluntary and public organisations, as well as Council departments. The purpose of the portal will be to signpost to the wide range of services available to the public, and especially those who do not meet eligibility criteria.

**1.b Have a diverse and high quality market in care and support services to offer real choice and control to service users and their carers.**

1.b 1 Supporting development of the market by working with businesses and local Voluntary Organisations (SIB)

The Dragons Den project to stimulate the development of a micro provider market within Bromley has progressed to the next stage. Three providers were short-listed to pitch their ideas to the Dragons, people with

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learning disabilities who will spend their personal budgets to commission tailor made daytime activities. The short listed providers made their presentations at an event held on 10th February, and four of the Dragons are considering investing their personal budgets in the ideas presented.

1.b 2 Hold a social care business event to communicate needs to a wider market.

Ø A stakeholder event was held on 20th April where providers met with a range of stakeholders to learn about the different projects within the Supporting Independence in Bromley programme including information about Personal Budgets, Assistive Technology, Re-ablement, Micro Providers and the Community Retail Model. Workshop sessions were held to discuss the challenges and issues which face providers under the personalisation agenda. The event was well attended and feedback from delegates was that they found it useful for networking and sharing ideas.

This year's portfolio planning day was held on 23rd November and focused on the social care market and how customers will be supported in their choice of services.

1.b 3 Ensure availability of a range of high quality specialist housing schemes and care homes through working with RSLs and care home providers.

Ø Two new schemes opened during 2010 – Padua Road which provides supported living for 7 people with learning disabilities, and Stafford House for 13 people with mental health needs. In addition, a further 13 properties have also been secured for people with learning disabilities which are due to open during 2011. These are in addition to 31 properties secured for people moving from PCT campus accommodation.

Contract arrangements with an existing care home for places for people with dementia built to the new accommodation standards have been finalised and 5 service users have moved in to date.

1.b 4 Work with Bromley care homes through the residential providers forum to raise standards in line with Care Quality Commission Standards.

Ø Through the quarterly forums, work with the care homes is focused on key areas that have been raised to help improve the standard of care. The current work plan is discussed and updated at each forum with feedback on any progress made.

One item on the work plan is nutrition, and through the training consortium health and social care staff will be able to attend an accredited healthier foods and special diets course, where they can improve knowledge and gain a better understanding of nutrition and the links between diet and health to meet the changing needs of customers.

**1.c Support service users to stay independent for as long as possible.**

1.c 1 Maximise usage of tele-care and tele-health equipment e.g. Crown Meadow ECH and the PCT Repronvision Project for people with learning disabilities (SIB).

Ø Currently 296 people have telecare installations which support them to live independently within their home against a project target of 250 units by March 2011. Telecare has also been installed at 20 community based units for people with learning disabilities based at Swingfield Court and Lancaster House. A similar installation is currently under way within the units at Crown Meadow. Bromley is one of 12 local authorities which have been selected to be part of the DOH pilot scheme to evaluate mainstreaming telecare in line with value for money principles.

1.c 2 Agree and implement a revised Intermediate Care strategy jointly funded with the PCT to maximise the rehabilitation potential of people to support them to remain in their own homes.

Ø A joint commissioning strategy has been agreed for Intermediate Care. Plans have been agreed between the local authority and the PCT for enhanced re-ablement and hospital admission avoidance services and these are currently being implemented.

1.c 3 Improve access to simple items of equipment which support independent living by developing a community equipment retail model. This will enable people to access expert advice and purchase simple items of equipment for daily living from accredited retailers in the high street (SIB).

Ø 12 retailers have now achieved accreditation status for the assessment and provision of small aids to daily



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living. They are providing a service to self funders for the residents of Bromley. The retailers include 3 Independent Mobility Stores, 2 Third sector organisations and 7 Independent Pharmacies.

Work has progressed with identifying a prescription service for the future provision of selected small items of daily living. A detailed Business Case and recommendations about the future of the equipment and minor adaptation service will go to the Executive in May. We are working towards a prescription service to commence later in 2011.

#### 1.c 4 Establish re-ablement as a default service for people with social care needs (SIB)

- Ø Re-ablement has been operated as an 'Intake' service in Bromley since Sept 2010. All new referrals (in particular for domiciliary care) to ACS are now considered for Re-ablement, which is the 'default' service.

Over 60% of service users who have gone through re-ablement require no on-going or reduced support, thus promoting users' independence. Service users are found to have more choice and control over the support they need as they have been involved right in the beginning of planning and delivering their re-ablement packages.

#### 1.c 5 Assist eligible service users to remain in their own homes through the provision of advice, handyperson services, small grants and loans to carry out repairs and adaptations where appropriate.

- Ø As at the end of Quarter 3, 11 loans to improve properties have been approved, alongside 78 disabled facilities grants and 29 home repair assistance grants.

#### 1.c 6 Work with the PCT to develop an integrated Care Management and District Nursing service focusing resources on those most in need. The most appropriate health or social care professional will hold case responsibility improving the user experience by reducing the number of people with whom the service user must communicate whilst assuring a quality service from a team of specialist workers (SIB).

- ⊗ Meetings are currently being held with Bromley PCT Community Provider Unit to determine a way forward for this service. Full integration will not be achieved this year however it is hoped to make progress once the new Bromley Healthcare organisation has been confirmed.

#### 1.c 7 Secure alternatives to residential care for older people through:-

- The completion of Crown Meadow Court extra care housing scheme – 60 homes
- The provision of further extra care housing places, including commencement of another 50 home scheme in the north of the borough
- Securing the development of a new care home in the east of the borough.
- Ø The contracts for housing support and care in the new extra care housing scheme at Crown Meadow Court were awarded in September. The scheme is expected to open in Spring 2011.

Funding and planning permission has been secured for a scheme on the Anne Sutherland House site in Penge and work started in January.

Work has also started on a second scheme on the Bromley Common site comprising a further 60 units of extra care.

Both the Anne Sutherland house scheme and the second scheme at Bromley Common will be ready for occupation early in 2012.

This brings the total number of additional units secured to 110 against a target of 140 additional units by 2012.

#### 1.c 8 Work with providers to ensure that services are available for people who wish to exercise choice with their personal budgets/direct payments through:-

- Agreeing the future strategy for the provision of day care and respite services to provide more choice.
- Ensuring that there is a range of supported accommodation available to older people.
- Support the development of micro-providers for specific services
- Ø Proposals for the move of day care service users from the Bassetts site have been agreed and the moves will

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take place in the spring. Detailed drawings are being prepared for alternative accommodation for the learning disability respite service.

Proposals for extra care housing for older people are set out in Aim 1c7 above.

As part of the micro-provider project, three providers have submitted proposals for consideration by people with learning disabilities as an alternative to traditional day care provision.

**1.d Provide choice and control over how support needs are met.**

1.d 1 Enable more service users to have total control over their care by offering personal budgets to all service users and carers when their needs are assessed or reviewed. (SIB).

All new service users and those being reviewed are offered a Personal Budget (PB), and the opportunity to develop a Support Plan. The Direct Payments (DP) procedures have been streamlined to encourage more people to have total control over their care, and the new system is now in 'test phase'. At the end of February there were 1434 people in receipt of a PB/DP.

1.d 2 Enable more service users to have total control over their care and support by streamlining the direct payment process and increasing uptake.

By October 2010 offer a personal budget to:-

- All new service users/carers (with assessed needs for ongoing support)
- All service users whose care plans are subject to review (SIB).

Full roll out of personal budgets to older people and people with physical and sensory disabilities has been implemented, and roll-out within the Learning Disabilities Team and Transition Team took place in November. The teams are continuing to calculate Personal Budgets using the Direct Payment rate pending implementation of the OLM Resource Allocation System, which is currently in 'test' phase with full implementation planned from March 2011. Implementation of Personal Budgets for people with Mental Health needs is proving more complicated due to the combination of health and social care needs. We are continuing to work with Mental Health colleagues to overcoming the challenges and provide greater choice and control over services.

1.d 3 Develop an accreditation scheme for personal assistants so that people can access safe services and support (SIB),

- Ø An accreditation scheme for personal assistants has been designed and discussions are in progress with Community LINKs to pilot the scheme. Outcomes of the pilot will be used to feed into the service specification for the new contract to assist users with Direct Payment and recruitment and management of personal assistants.

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

14 actions have made good progress; 1 action is at the early stage of implementation 2 actions have not been progressed.

**2.a There are effective partnerships with people using services, carers and other local citizens.**

2.a 1 Establish a stakeholder group to support development of the Supporting Independence in Bromley programme which includes people using services, carers and other local citizens (SIB).

- Ø Bromley's Expert by Experience group was established in 2009 and the SIB Board encourages and supports further development of the group. To help the group develop into a user led organisation, the Board has agreed to fund a support worker. A job specification has been developed for the post and recruitment will take place shortly.

2.a 2 Establish co-production by supporting development of an Expert by Experience group (SIB).

- Ø We are supporting the development of a user led organisation by encouraging XbyX to take this development forward.

2.a 3 Strengthen the voice of users within existing organisation and support development of a user led organisation

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that will contribute to policy and service design and development in the future (SIB).

- Ø Bromley's Expert by Experience group, established in 2009, is involved in the development of policies and publications. Recent examples of issues where they have been involved include transport issues and disabled access to Council buildings.

**2.b Provide better access to community support and improve health outcomes through working with NHS partners and the voluntary and independent sectors.**

2.b 1 Increase joint commissioning with health partners to focus more effectively on prevention.

- Ø A joint commissioning strategy has been agreed for Intermediate Care. Plans have been agreed between the local authority and the PCT for enhanced re-ablement and hospital admission avoidance services and these are currently being implemented.

In line with anticipated legislation, a shadow Health and Wellbeing Board has been established which includes the local authority, the PCT, and GP Commissioners.

**2.c Reduce health inequalities for the most vulnerable within Bromley.**

2.c 1 Implement action plans arising from the rapid health needs appraisal, Gypsy traveller needs assessment and learning disability needs assessment.

- Ø In response to the rapid health needs assessment, a dementia peer support project in Mottingham has been commissioned from Bromley Mind. Bromley Mind opened a dementia café on 23rd February, which is open every Wednesday afternoon at the Mottingham Community and Learning Shop. The gypsy traveller needs assessment highlighted the need for greater engagement with the gypsy traveller community, and they are now actively involved in the Council's Experts by Experience group. As a result of the needs assessment the Help Literacy card has been introduced for all people with literacy difficulties. Following the learning disability health needs assessment an action plan has been agreed which is now being overseen by the Good Health sub-group of the learning Disabilities Partnership Board.

2.c 2 Update JSNA and include more detailed information on people with physical disabilities and on end of life care needs.

- Ø The JSNA for 2010 has now been published. During 2011 a needs assessment will be undertaken focusing on dementia and the physical disability and sensory impairment needs assessment will be completed.

**2.d Develop support services for older people with mental health needs.**

2.d 1 Increase the number of people with dementia accessing day opportunities and receiving specialist support at home.

- Ø New contracts for Day Services were set up in June 2010 with increased capacity for dementia in mainstream day care. There are 25 places for people with moderate dementia at Bertha James, and a further 15 at the Saxon Centre. Waiting lists for day care provided by Bromley Mind and the Alzheimer's Society are being managed with the intention of improving access and reducing waiting times.

2.d 2 Provide targeted training for staff in extra care housing schemes to increase access for older people with dementia to ECH schemes and prevent moves into residential care.

- Ø A dementia skills training project was set up for staff in Extra Care Housing schemes with Bromley Mind providing training and support to staff. The evaluation of the project showed that 96% of participants felt better equipped to support people with dementia. The training programme ended in January 2011 and it has been agreed to continue to commission some ongoing support from Bromley Mind during 2011/12 to ensure that the learning gained from this project is fully embedded in practice.

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

2.e 1 Enable people with a learning disability who are living away from Bromley to return to supported living placements within the borough.

- Ø The Padua Road scheme is occupied with young people returning from out of borough. New schemes are in development through partnership working with Housing at Apherfield Road.

In addition to Padua Road the Supported Living Initiative has to date moved another 7 people resulting in cost

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savings of £229,000 per year (full year effect).

A further 5 service users have been identified in out of borough placements whose assessed needs could be met within BSAP (awaiting the identification of compatible carers).

2.e 2 28 people with learning disabilities will move from campus accommodation into supported living during 2010/11. At the end of Q3 there are 29 people remaining in Campus accommodation. All properties have had planning permission granted and all care support contracts have been awarded. Of the 29 people remaining in Campus accommodation 4 will move by March 31, 10 by June 2011, and the remaining 15 during July 2011.

2.e 3 Develop a wider range of housing options for people with mental health needs to ensure that move on opportunities exist and an appropriate level of support is provided to prevent and reduce the need for residential care.

Ø We have opened Stafford House, a unit for 13 people with mental health problems, supported through individual care plans. People are moving through to more settled accommodation. We continue to reduce the number and length of stay of people in residential care, moving them on to their own tenancies.

2.e 4 Support young people in transition to ensure opportunities for supported living and daytime occupation.

Ø The Dynamite Project was completed and evaluations done regarding different outcomes for those who participated. All parents and those service users who could contribute reported this process as very positive and the final report notes the creativity of participants in how they spent their grants.

Improved liaison with the Disabled Children and Looked After Children teams has led to better and more timely planning for young people and their carers. Transfer and referrals meetings took place between the Disabled Children; PDSI; Looked After Children and Transition teams to discuss all those young people from age 15 who were coming through the system to ensure that long-term planning was in place to capture their needs at an early stage and to pass this information on to our Commissioners.

All people identified for Supported Living in this quarter were placed and day opportunities were put in place for them.

2.e 5 Work with Young People service to ensure an effective transition with the ambition of all children living in the community once they become adults.

Ø The 3rd Self Assessment Questionnaire was completed through the National Transition Support Programme, and the service continues to improve with an increase in stars from 2 to 3 out of a possible 4, and a resulting grant of £20,000. Some of this funding has been used to develop a Transition production involving Greengoose; Magpie Dance; Nash College; The Glebe; Marjorie MacClure and Riverside. This will be held on the 21/03/11.

There has been an improved relationship with schools and parents with team members attending a Parents Voice Conference and Parents Evenings at schools. In addition the Transition Team Assessment Officer spoke to groups of parents when undertaking her assessments at the different schools. There has been positive feedback from some parents.

A Transition Booklet has been written and forwarded to stakeholders for feedback. The booklet will be published in April 2011.

## **2.f Improve energy efficiency in homes and return vacant houses to use.**

2.f 1 Carry out work, offer grants and loans or take action (e.g. EDMO) to bring 15 private sector dwellings back into use.

Ø 18 properties were brought back into use in quarters 1 and 2. 12 empty properties were brought back into use in quarter 3.

2.f 2 Pilot 'Hard to treat Homes' solid wall insulation scheme to reduce carbon emissions in 5 households via the Coldbusters Grant and 10 empty properties

Ⓢ We have completed works to one empty property, using funding from the Energy Savings Trust. So far this year 5 building companies have received insulation training, at no cost to the Council. However the pilot

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indicates that it is not cost effective to finance this work via the Coldbusters scheme, and therefore no further work has been carried out on this scheme.

2.f 3 Work with utility companies and grant providers to assist people on low incomes to address fuel poverty by switching to social tariffs, helping them to pay off fuel debt and installing heating and insulation where appropriate.

Ø Third Quarter Summary:

In the third quarter our energy efficiency schemes have installed the following measures:

Coldbusters (Heating and insulation):

Full central heating systems installed – 4

Boiler replacements – 27

Storage heaters – 5

Heating controls – 32

Loft Insulation – 4

Warm Front top-ups -2

London Warm Zone (Insulation only):

Virgin loft insulation - 11

Loft top ups - 1

Cavity wall insulation - 11

We continue to offer energy advice via the website and refer any personal callers to the Energy Saving Advice Trust Centre. We have also achieved the highest number of heating and insulation installations (800) across all London Boroughs which was detailed in a report produced by the Energy Saving Trust for the period 01.04.10 - 01.12.10.

2.f 4 Work with the London Development Agency (LDA) to deliver the RE:new programme to 1,000 properties in an area of poor thermal comfort.

⊞ Bromley has withdrawn from this project due to the financial risks that the Borough would have been exposed to. However, we are running a smaller scale project with Osborne Energy and Southern Electric in Biggin Hill Ward that has no financial liability for the Council.

In Q3 this scheme provided 17 properties with discounted cavity insulation, 7 with loft insulation, and 2 hot water tank jackets.

**Outcome 3: Enable vulnerable and disabled people to participate actively in their local communities and provide access to employment opportunities (paid and unpaid).** 14 actions have made good progress; 1 actions is at the early stage of implementation, 3 actions have made little progress.

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

3.a 1 Ensure that all carers are routinely offered carers' assessments, direct payments and carers' support services.

Ø A Carers' Rights outreach day was held on 25th February for managers to meet carers offering them time to talk about their needs and an opportunity for them to be assessed or reviewed on the day.

Mandatory training is being provided for all staff to ensure that they understand the statutory requirements and how to meet the needs of carers.

3.a 2 Through the strategic 10 year partnership with Carers Bromley provide more advocacy and peer support activity for carers.

Ø Carers are provided with information and advice from Care Management Teams and Carers Bromley to ensure that they know what their rights are as carers. Domiciliary care, day care and respite are all

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provided either directly or by direct payments to service users and this ensures carers are able to remain in work and have appropriate support to ensure they can return to work if they are unable or unwilling to continue in the caring role.

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

3.b 1 Monitor and report publicly on the quality of care services commissioned by the Council through the 'Quality of Care Homes' and the 'Quality of Domiciliary Care' Annual Reports available on Bromley's web site

Ø Annual reports on the Quality of Care Homes and Domiciliary Care are published and available on the web site.

3.b 2 Ensure involvement of people who use services in policy development and the strategic decision making process by supporting development of an Expert By Experience group.

Ø Bromley's Expert by Experience group, established in 2009, has recently presented a report to the SIB Board requesting financial support to develop into a user led organisation. The Board encourages and supports further development of the group and has offered support from Community Links Bromley.

The group have also extended their support to more Council wide developments of policies and publications. Recent examples of issues where they have been involved include transport issues and disabled access to Council buildings.

3.b 3 Implement the priority actions arising from the Transport review to ensure that vulnerable people can use public transport safely.

Ø The mobility Forum was set up during 2010-11. There have been two meetings of the Forum and initial work is focusing on a survey of bus passenger experience amongst people with disabilities.

Agreement for funding for travel training for people with learning disabilities was obtained in July, A travel training co-ordinator has been recruited and training started in January. Training will focus on more intensive work with 10 individuals plus group work in schools.

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

3.c 1 Increase the number of vulnerable service users (PDSI,MH) who are accessing work (paid/unpaid) By working with specialist providers in the voluntary/ community sector the PD team have referred 5 people to voluntary opportunities. One person has been supported into paid employment, and one service user with a severe physical disability has been helped to establish a micro-enterprise – a fruit and veg stall in Bromley.

Staff in PDSI have worked closely with HeadWay to contribute to a new local scheme which is now up and running.

The Community Links supported volunteer scheme supports people with Mental Health problems to take up voluntary work.

Employment Rehab workers are funded by the Department of Health to help people with Mental Health problems known to primary care to maintain their employment.

3.c 2 Increase the number of people with learning disabilities in paid work in the borough through social businesses and through Jobmatch and Job Carve.

Ø At the end of December 2010 169 people with learning disabilities and known to the Council were in paid employment, a net increase of 26 since the beginning of the year. Of the first cohort of 20 participants in the Thyme Out project 3 have started paid employment, 4 have gone one to further training and 13 (including some of those who now have paid jobs) started work experience placements.

3.c 3 Work with partners to ensure that carers support enables carers to remain in or seek employment

opportunities.

- Ø Carers are provided with information and advice from Care Management Teams and Carers Bromley to ensure that they know what their rights are as carers. Domiciliary care, day care and respite are all provided either directly or by direct payments to service users and this ensures carers are able to remain in work and have appropriate support.

A Carers' Rights outreach day was held on 25th February for managers to meet carers offering them time to talk about their needs and an opportunity for them to be assessed or reviewed on the day. An issue raised by carers on the day was the need for carers to have a contingency plan in place. Meetings have been planned with Carers Bromley to discuss how this can best be provided.

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

3.d 1 Reduce the number of households who are residing in temporary accommodation to 390 by March 2011.

- Ø Despite the sustained increase in the number of households approaching threatened with homelessness, through our prevention and housing options approached we achieved the 50% reduction in temporary accommodation ahead of the target date and have continued to reduce numbers achieving 397 by the end of Q3. This figure had remained largely static during January and February with 398 at the end of February.

3.d 2 No 16 or 17 year olds will be housed in Bed and Breakfast accommodation unless an emergency placement. Expand the number of alternative placements through the 'Nightstop' short term supported lodging service

- Ø Zero target continues to be achieved.

3.d 3 Through effective use of Mortgage Rescue funds and debt management advice, reduce the number of people made homeless through repossession.

- Ø There has been full take up of the Blackfriars money advice surgeries assisting more than 140 households in relation to money and debt advice.

We have also developed a number of schemes with the credit union aimed at assisting low income households to sustain accommodation and save for the future.

The housing options & assessment service has worked with approximately 134 households assisting in preventing homelessness as a result of mortgage and rent arrears and have also concluded 16 successful preventions through the national mortgage rescue scheme.

3.d 4 Deliver an early intervention home visiting service to reduce homeless presentations.

- Ø Home visiting is an established part of the work aimed at ensuring timely advice to prevent homelessness and robust homeless assessments. To date there has been more than an 82% increase in actual homeless presentations (1,396 until the end of January), however the early intervention advice and options work has continued to decrease the number of homeless acceptances (totalling 334 at the end of January).

We have continued to increase our help to people threatened with homelessness, with 2,111 households assisted in preventing or relieving their homelessness up to the end of February. This represents an increase to date of 63.6% more households helped than during 2009/10.

#### **3.e Develop the range of Housing Options available within Bromley.**

3.e 1 Work with additional Housing Associations to encourage them to open up their property registers to Bromley Homeseekers increasing available property.

- ⓔ It is anticipated that the implementation will now commence in April 2011.

3.e 2 Work with the private rented sector to encourage more landlords to let their properties through Bromley Homeseekers.

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☒ This work is on hold and will not be reviewed to consider proceeding until after autobanding and the allocations scheme have been fully embedded during the first half of 2011/12

3.e 3 Work closely with RSLs to identify overcrowded households and to address under occupancy.

∅ We continue to work closely with RSLs and have recently refreshed the data we hold to feed into a further campaign to visit the most severely overcrowded households and promote the range of options available in the toolkit we have developed.

In addition we have reviewed our current Allocations and strengthened the areas around local preference priority for both underoccupation and severe overcrowding to further focus on this area of work.

3.e 4 Work with RSLs and developers to provide a level of Affordable Housing to at least meet statutory and high priority needs and enable temporary accommodation reductions/overcrowding, special needs (e.g. ECH, LD) targets to be met.

∅ 1 x LB Bromley PCT Re-provision scheme delivering accommodation for 7 service users achieved planning permission. The second Extra Care Housing scheme at Bromley Common started onsite and will provide 42 x 1 bed and 18 x 2 bed high-specification flats for older people to rent through Hanover HA. 18 family homes have been purchased by Town and Country and Viridian HA as part of the Settled Homes Initiative and will be rented to local people. The Orpington Halls scheme completed, providing new village hall facilities and 19 affordable homes in Orpington Town Centre.

3.e 5 Explore, with partner RSLs, the potential for a viable Foyer scheme in the borough.

☒ To date, whilst a few sites have been considered, none have proved suitable or viable. The recession has made sites hard to find and RSLs (particularly their Lenders) more cautious about anything that is not mainstream housing. Capital funding is scarcer – even more so given the recent reductions in the HCA budget – and this will continue for the foreseeable future. The source of Revenue Funding that had been identified – Supporting People Grant – will not be increased in future and has had its Ring Fencing removed and so is likely to come under greater pressure given the need for Councils to closely review their expenditure.

3.e 6 Implement the Londonwide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.

∅ Following the initial meeting and commitment from RSLs to seek to implement the accessible housing register an update meeting has been held. RSLs are currently progressing work with a programme of planned inspections for properties to include the data required to implement the accessible housing register.

**Outcome 4: Ensure the safety and protection of vulnerable adults through a Safeguarding framework that protects people from risk of abuse and neglect.** 15 actions have made good progress; 1 actions is at the early stage of implementation.

**4.a Social Care workforce has capacity, skills and expertise in Safeguarding.**

4.a 1 Ensure the multi-agency training plan is based on practice skills competencies framework and has been implemented effectively.

∅ Safeguarding training is commissioned on a quarterly basis and the training competences framework was reviewed in March. Following the evaluation of levels 2/3 and 5 a new training provider was commissioned and evaluations from delegates in quarter three demonstrate improved satisfaction. In the 4th quarter the training is being revised to include the new London procedures. Delegate feedback has informed the training strategy for 2011-2012.

4.a 2 Care and health workers work closely together to improve care practices and routine.

∅ The multi-disciplinary Care Homes Liaison group continues to meet regularly to share information about safeguarding concerns and standards of care within registered care homes. An outcome from the group



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is a protocol, which outlines how issues of quality of care practice are escalated and managed by the contracts and care management teams prior to placement suspension. South London Health Care Trust has implemented the protocol for initiating an alert for grade 3 pressure sores in care homes, improving support and training for care home staff. The Community Mental Health Teams are supporting nursing and residential care homes where dementia sufferers are displaying aggressive and inappropriate behaviours.

4.a 3 Improve the consistency of practice by staff and all agencies by ensuring those undertaking tasks have the necessary skills and competencies.

- Ø The independent Government Office for London consultant has verified that practice and consistency have improved. Staff who have received the mandatory designated training are competent to undertake safeguarding investigations. Training is amended in response to the findings of performance management and auditing systems. Fire and personal safety training was carried out by the London Fire Brigade (LFB) board for care management teams and associated agencies. The training provided staff with competence in risk assessment and fire safety for vulnerable service users. During quarter 3 service users received free home fire safety checks by the LFB. In this quarter 6 training sessions were held with front line police officer and community safety officers covering safeguarding of vulnerable adults and the types of abuse they may need to recognise. 71 referrals have been made to LFB. Feedback from multi-agency course continues to show high levels of satisfaction.

4.a 4 Refine the BSAB training competence framework in terms of key agencies and implement effectively.

- Ø The safeguarding training programme is continuously reviewed following delegate ratings. As a result of course evaluations the training plan will be revised in quarter 4 to develop a separate level 1 introductory course for professional practitioners. In addition the training strategy for 2011-14 is in draft and being edited by the BSAB training group. This is expected to be completed by March.

4.a 5 Ensure staff (ACS and providers) are trained appropriately in safeguarding practices in accordance with care professional standards.

- Ø The second part of the independent review commenced on 21st September, with the focus group reflecting upon safeguarding practice and professional standards. The outcome is a set of improvement tasks to be progressed through the safeguarding adults practice standards group. The group met this quarter and included representatives from mental health, out of hours service and all care management.

**4.b Our workforce effectively delivers modernised services.**

4.b 1 Target recruitment activity on key staff groups and minimise the use of agency staff within ACS.

Due to the unprecedented period of change that Bromley currently faces, special recruitment measures were introduced in September 2010 to support existing staff, which has impacted on the amount of recruitment being undertaken.

6 posts were successfully recruited to. In the interim, agency staff have been used to maintain the service. In total, 56 locums/temporary staff were used during the period. Of the 56, 31 are still on active assignments as at 14 January 2011.

4.b 2 Produce a workforce development strategy for the social care workforce (SIB).

- Ø An initial draft has been produced and is being refined in consultation with key managers. The final draft will be subject to consultation.

4.b 3 Continue training and awareness around deprivation of liberty safeguards from 1st April 2010.

- Ø A half day training course is held every month for staff from provider organisations, the PCT staff and LBB staff.

Training is also proactively offered to providers on their own premises and a number of one to one and group sessions have been held at the request of providers.

**Adult & Community Portfolio 2010/11 Update Report****4.c Promote excellent customer service through effective complaint handling.**

4.c 1 Develop in house training programme to improve customer complaints resolution. Run weekly complaints clinics to support managers in a) writing good quality responses and b) meeting timescales.

Ø Teams continue to be supported by the complaints staff to meet statutory requirements.

Two Complaints Made Easy sessions have been held this quarter training 20 people in complaints handling skills. The aim of the training is to support front line staff to achieve resolution of complaints. During quarter 3, 70% of complaints were resolved within 20 days. All written responses to complaints are quality assured by the complaints team to maintain high standards of written communication when corresponding with the public.

4.c 2 Encourage customers to share their experiences of our complaints process and improve business processes as a result.

Ø The complaints feedback survey continues to yield valuable comments from customers, and the lessons learnt are included in the quarterly report. Every complaint upheld is followed up with a feedback form and lessons learnt letter. CQC has recognised that there is demonstrable learning from complaints and this is a key strength in this year's performance assessment.

**4.d Improve quality assurance of services and safe practices.**

4.d 1 Ensure cases meet the threshold for safeguarding investigations, and risks are appropriately identified and managed.

Ø This quarter the Safeguarding Practice Group, whose membership reflects all practitioners across the partnership, has reviewed the lessons learnt from failed prosecutions.

Consultant lead practitioners were praised in the October independent review and front line staff feel well supported by safeguarding specialists.

4.d 2 Undertake case file audits to check compliance with practice standards and procedures.

Ø The findings from the independent review report increasingly robust quality assurance systems. Scrutiny of practice continues to be the focus of the quarterly case file audits. Safeguarding specialists from Greenwich assisted as peer reviewers to examine a number of cases and concluded that in most cases (91%) there was good evidence of safeguarding practice and effective promotion of the recovery of the service user. Overall cases followed the safeguarding policy appropriately and proportionately to the case.

**4.e Vulnerable adults are protected through the engagement, contributions and commitment of partner agencies towards the work of the safeguarding board.**

4.e 1 Strengthen joint performance management, compliance and monitoring processes to ensure staff from agencies meet minimum practices standards.

Ø The findings from the independent review state there is an emerging performance management culture across the partnership. Performance management meetings are held bi-weekly with care management operational teams monitoring the volume and timescales of investigations and addressing performance issues. The number of safeguarding investigations has reduced by 16 to 118 this quarter compared with 134 in the previous quarter. Multi-agency involvement in investigations was measured in the November audit and 100% of cases have evidence of multi-agency involvement. Work has started across the partners to report their actual response times to alerting about vulnerable adults at risk of abuse.

4.e 2 Target care homes and domiciliary care providers to participate in BSAB training programmes to raise standards to promote the benefits of skilled and proactive work force.

Ø Safeguarding training is promoted to partner agencies and care providers as follows;

- The BSAB newsletter in December 2010
- via a link on the Bromley Council website
- targeted marketing of training opportunities to individual homes.

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4.e 3 Promote wider involvement and action within the Council to improve community safety and reduce risks from harassment.

- Minimise the risks faced by people who live in situations of ongoing vulnerability.
- Personalisation risk assessment.

Ø The workshops with the London Fire Brigade (LFB) following a number of fire related deaths of vulnerable services users were carried out in October. The issues of closer working and introduction of new processes has helped to reduce service users vulnerable to fire and fire hazards. The LFB are now a member of the BSAB and this has developed communications and relationships to strengthen links with emergency services.

The Safeguarding Adult Links and Development (SALAD) Group involves key staff across council departments in working together on improving safety and risks for adults who are or may be in vulnerable situations. Each representative is a champion for adult safeguarding in their area forming an important link to channel communication with teams and keep awareness raised at the front line.

4.e 4 Strengthen the links with the Community Safety and Public Protection and other Portfolios to obtain better outcomes for vulnerable people.

Ø As well as links between the drugs and community safety teams, mentoring is being provided for younger adults involved with the criminal justice system by volunteers co-ordinated by Community Links Bromley as part of the contract with ACS. The drugs team are also working closely with community safety on the "Enough is Enough" initiative to tackle drug dealing. People picked up under the initiative are being helped into treatment.

There are also strong links between ACS and the Thyme Out project with the service being involved in the provision of gardening services in supported living properties. The Department also works closely with Bromley MyTime to develop and implement leisure activities services for client groups.

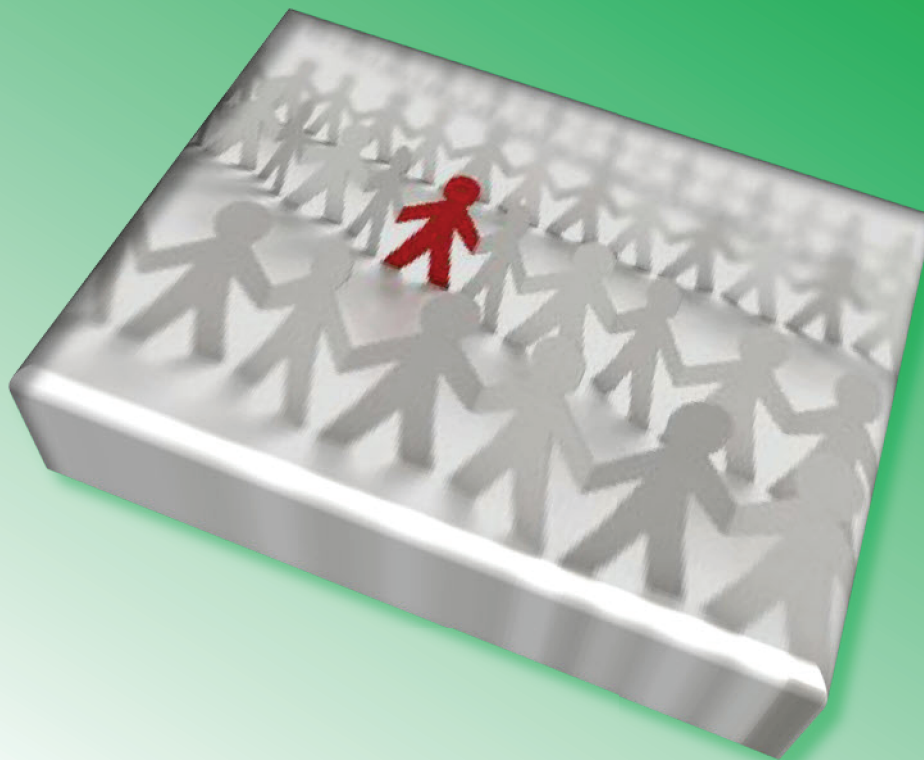
Community Safety are represented on the Bromley Safeguarding Adults Board and this year's first adult safeguarding conference "Protection through Partnership" featured how the strengthened links between adult safeguarding and community safety work in safeguarding people who, for example, are vulnerable to rogue traders and other criminal activity.

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## **Adult and Community Services**

### **Portfolio Plan 2011/12**

#### **Promoting the aims of personalisation and Supporting Independence**



**There is little doubt that 2011/12 and beyond will be financially very challenging. This Portfolio Plan has been developed against such a backdrop whilst delivering increased personalisation and choice. It focuses on shaping adult social care and housing provision in a tighter financial situation with the key themes of promoting people's independence and how we support them to make informed choices about their lives.**

**Despite the challenges, I want us to build on the positive progress we have made over the last eight years to support our 'Building a Better Bromley' vision of 'Independence and Health'. At the same time we need to address the unavoidable pressures on our services as the number of people aged over 85 in Bromley increases – during the past year the department faced increasing demands for assessments and the number of safeguarding alerts needing investigating. We must also face pressures from supporting more young disabled people reaching adulthood with significant care needs and the increasing uncertainty for housing needs and impact of the current financial climate on homelessness – particularly as a result of mortgage repossessions and changes to Housing Benefit entitlement.**

**To address these issues and inform us as we developed this 2011/12 Portfolio Plan, for the eighth year running we brought together over one hundred representatives from the statutory, private and voluntary organisations at a Portfolio Conference in November 2010.**



**The resulting Plan focuses on how we maximise the opportunities for maintaining people's independence whatever their needs. It addresses how we minimise the need to use residential and nursing home placements by helping more people to remain safely at home, to choose support that fits in with their lives and to take control of that support through direct payments, domiciliary care packages and our new re-ablement service. The Plan is also aligned with the four outcomes of the Department of Health Adult Social Care Framework\* and the seven principles of the Department of Health's 'Vision for Adult Social Care'.\*\***

**It also reflects the value Bromley places on the part everyone plays in our community and recognises the essential role of the voluntary sector and carers in delivering essential services across the borough**

**Yes, we are having to make unprecedented savings but I am confident that through this 2011/12 Portfolio Plan we can continue 'Building a Better Bromley' through personalisation and continuing to support independence to give people more choice and control over their lives whatever their needs.**

**Cllr Graham Arthur, Portfolio Holder for Adult and Community.**



\* see page 3 for full definition of the four outcomes

\*\* see page 4 for full definition of the seven principles

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|--|----------------|
| <b>1. Priority Outcome 1</b><br><b>Promoting personalisation and enhancing quality of life for people with care and support needs.</b> | <b>Page 5</b>  |
| <b>2. Priority Outcome 2</b><br><b>Preventing deterioration, delaying dependency and supporting recovery.</b>                          | <b>Page 11</b> |
| <b>3. Priority Outcome 3</b><br><b>Ensuring a positive experience of care and support.</b>   | <b>Page 17</b> |
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## **The Department of Health's new 'Vision for Adult Social Care' document is underpinned by Seven Principles:-**

**Prevention:** empowered people and strong communities will work together to maintain independence. Where the state is needed, it supports communities and helps people to retain and regain independence.

**Personalisation:** individuals not institutions take control of their care. Personal budgets, preferably as direct payments, are provided to all eligible people. Information about care and support is available for all local people, regardless of whether or not they fund their own care.

**Partnership:** care and support delivered in a partnership between individuals, communities, the voluntary and private sectors, the NHS and councils—including wider support services, such as housing.

**Plurality:** the variety of people's needs is matched by diverse service provision, with a broad market of high quality service providers.

**Protection:** there are sensible safeguards against the risk of abuse or neglect. Risk is no longer an excuse to limit people's freedom.

**Productivity:** greater local accountability will drive improvements and innovation to deliver higher productivity and high quality care and support services. A focus on publishing information about agreed quality outcomes will support transparency and accountability.

**People:** we can draw on a workforce who can provide care and support with skill, compassion and imagination, and who are given the freedom and support to do so. We need the whole workforce, including care workers, nurses, occupational therapists, physiotherapists, alongside carers and the people who use services, to lead the changes set out there.

### **Outcome 1 — Promoting personalisation and enhancing quality of life for people with care and support needs.**

#### **Adult Social Care Outcome Statements:**

- **People live their own lives to the full and can maintain their independence by accessing and receiving high quality support when they need it.**
- **Carers can balance their caring roles and maintain their desired quality of life.**
- **People have control and manage their own support so that they can design what, how and when support is delivered to match their needs.**
- **People engage socially as much as they wish to avoid loneliness or isolation.**



### **Principles of a modern system of Adult Social Care:**

- **Personalisation—individuals not institutions take control of their care. Personal budgets, preferably as direct payments, are provided to all eligible people. Information about care and support is available for all local people, regardless of whether or not they fund their own care.**
- **Productivity—greater local accountability will drive improvements and innovation to deliver higher productivity and high quality care and support services. A focus on publishing information about agreed quality outcomes will support transparency and accountability.**

### **Excellence Standards:**

- **In Bromley, residents are offered effective choice and control over the services they receive to maintain their independence.**



<b>Aim 1a</b>	<b>Locally relevant quality information and advice about care and support need is easily available to enable control and inform choice.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Maximise the use of technology to enable people to access up to date information and advice on a range of services and support options through Bromley MyLife web portal.	ACS	Existing Resources	
2. Using the Information, Advice & Guidance strategy, develop the MyLife web portal to provide access to quality assured information, advice and guidance, ensuring that it is available and accessible to all through different formats and channels and meets the needs of all people in the community.	ACS	Existing Resources	
3. Launch the self assessment access on Bromley MyLife web portal.	ACS	Existing Resources	
4. Evaluate the learning from the Age Concern Bromley and Mencap Brokerage services to determine a model of brokerage across all user groups for people who do not meet the criteria for social care funding or who wish to self fund, and need help to plan their lives and access support and services.	ACS	Existing Resources	
5. Continue working with partners to improve the accessibility of universal services e.g. leisure, adult education, transport, employment, healthy living and health improvement along with housing and supported living options.	ACS	Existing Resources	
<b>Aim 1b</b>	<b>Have a diverse and high quality market in care and support services to offer real choice and control to service users and their carers.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Ensure commissioning decisions enable service users to exercise choice to secure good quality services.	ACS	Existing Resources	
2. Agree and implement revised arrangements for respite care for Older People and People with Learning Disabilities.	ACS	Existing Resources	
3. Secure support for people in specialist supported living schemes (including ECH) which enable people to exercise choice and control in how they secure elements of their support and care.	ACS	Existing Resources	
4. Develop an accreditation scheme for personal assistants so that people can access safe services and support.	ACS	Existing Resources	

# Outcome 1 aims and targets

## Promoting choice, personalisation and independence.

<b>Aim 1c</b>	<b>Provide choice and control over how support needs are met.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Ensure all service users have control over their care by continuing to offer personal budgets to all service users and carers when they have eligible needs requiring LBB funding.	ACS	Existing Resources	
<b>Aim 1d</b>	<b>Develop support services for older people with mental health needs.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Ensure that there are appropriate and effective day opportunities and specialist support, for people with dementia.	ACS	Existing Resources	
2. Continue to provide targeted training for staff in extra care housing schemes to increase access for older people with dementia to ECH schemes and prevent moves into residential care.	ACS	Existing Resources	
<b>Aim 1e</b>	<b>Develop alternatives to residential care within the borough to promote independence.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Enable people with a learning disability who are living away from Bromley to return to supported living placements within the borough.	ACS	Existing Resources	
2. Complete the move of the remaining people with learning disabilities from campus accommodation into supported living during 2011/12.	ACS PCT	LD Campus Closure Programme Revenue Grant	
3. Develop a wider range of housing options for people with mental health needs to ensure that move on opportunities exist and an appropriate level of support is provided to prevent and reduce the need for residential care.	ACS	Existing Resources	
4. Secure alternatives to residential care for older people through: - The completion of the Crown Meadow Court Extra Care Housing Scheme—60 homes. - The provision of further Extra Care Housing places, including completion of a another 50 home scheme in the north of the borough and a second scheme at Bromley Common.	ACS	Existing Resources	

# Outcome 1 aims and targets

## Promoting choice, personalisation and independence.

<b>Aim 1f</b>	<b>Services effectively enable service users to live their lives to the full and maintain independence.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Evaluate the effectiveness of the Drug Treatment Programme and its impact on obtaining and retaining employment and access to housing and meaningful activities.	ACS	Existing Resources	
2. Work with Children and Young People service to ensure an effective transition with the ambition of all young people living in the community once they become adults.	ACS/CYP	Existing Resources	
3. Agree and publish the autism strategy for the borough in line with national guidance.	ACS	Existing Resources	

<b>Aim 1g</b>	<b>With partners develop more work based opportunities (paid/unpaid) for people with learning disabilities or recovering from mental illness.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Increase the number of vulnerable service users (PDSI, MH) who are accessing work (paid/unpaid).	ACS Oxleas	Existing Resources	
2. Increase the number of people with learning disabilities in paid work in the borough through social businesses and through Jobmatch and Job Carve.	ACS	Existing Resources	

How will we measure success?	10/11 Target	10/11 Actual	11/12 Target	12/13 Target	13/14 Target
1. % of people supported by a Personal Budget or Direct Payment (NI 130)	30%	Not yet available	*	*	*
2. % of people with a Personal Budget who have a Direct Payment	40%	Not yet available	*	*	*
3. Carers receiving needs assessment or review and a specific carers service, or advice and information (NI 135)	25%	Not yet available	25%	25%	25%

\* to be confirmed

# Outcome 1 aims and targets

## Promoting choice, personalisation and independence.

How will we measure success?	10/11 Target	10/11 Actual	11/12 Target	12/13 Target	13/14 Target
4. Proportion of older people (65 and over) who were still at home 91 days following discharge from hospital into re-ablement/rehabilitation (NI 125)	80%	Not yet available	*	*	*
5. % of people leaving re-ablement having no ongoing care package	NEW	N/A	*	*	*
6. % of people leaving re-ablement having a reduced ongoing care package	NEW	N/A	*	*	*

\* to be confirmed



### Outcome 2—Preventing deterioration, delaying dependency and supporting recovery



#### **Adult Social Care Outcome Statements:**

- **Everybody has the opportunity to have optimum health throughout their life and proactively manage their health and care needs with support and information.**
- **Earlier diagnosis and intervention means that people are less dependent on intensive services.**
- **When people become ill, recovery takes place in the most appropriate place, and enables people to regain their health and wellbeing and independence.**



### **Principles of a modern system of Adult Social Care:**

- **Prevention—empowered people and strong communities will work together to maintain independence. Where the state is needed, it supports communities and helps people to retain and regain independence.**

### **Excellence Standards:**

- **In Bromley, people experiencing housing difficulties are assisted with advice and support aimed at securing or maintaining a home and avoiding crisis.**



**Housing and Residential Services Mission Statement:**

- **To prevent and reduce homelessness, offering timely advice and solutions that reduce the number of households residing in temporary accommodation.**
- **To support vulnerable people in housing need, promoting choice and independence through suitable housing options and empowering people to resolve their own housing needs where they can.**
- **To ensure that there is an adequate supply of good quality affordable housing that is strategically allocated to best meet identified housing need.**
- **To improve the condition and energy efficiency of private sector housing, and to encourage the reuse of empty homes.**
- **To work efficiently, innovatively and in-partnership with our stakeholders to achieve our vision.**



## Outcome 2 aims and targets

## Promoting choice, personalisation and independence.

<b>Aim 2a</b>	<b>Reduce health inequalities for the most vulnerable within Bromley.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Evaluate the work arising from the Gypsy Traveller needs assessment, rapid health needs appraisal and Learning Disability needs assessment.	ACS	Existing Resources	
2. Update JSNA to reflect the main areas of need to inform the planning process for health and wellbeing including specific focus on people with physical disabilities and on end of life care needs.	ACS	Existing Resources	

<b>Aim 2b</b>	<b>Improve energy efficiency in homes and return vacant houses to use.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Carry out work, offer grants and loans or take action (e.g. EDMO) to bring 30 private sector dwellings back into use.	ACS	Sub regional housing funding and existing resources	
2. Bid to HCA for funding to bring 50 empty homes back into use.	ACS	HCA	
3. Bid for any available funding and initiatives to improve energy efficiency.	ACS	Existing Resources	

<b>Aim 2c</b>	<b>Support service users to stay independent for as long as possible.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Work with the Re-ablement service to maximise usage of tele-care and tele-health equipment.	ACS	Existing Resources	
2. Agree and implement a revised Intermediate Care strategy jointly funded with the PCT to maximise the rehabilitation potential of people to support them to remain in their own homes.	ACS	Existing Resources	

## Outcome 2 aims and targets

## Promoting choice, personalisation and independence.

<b>Aim 2c</b>	<b>Support service users to stay independent for as long as possible.</b>		
What we are doing (Actions)	Lead Service	Resources	
3. Develop, as part of the Community Equipment Retail model, a prescription service for the future provision of selected small items of daily living.	ACS	Existing Resources	
4. Assist 500 eligible service users to remain in their own homes through the provision of advice, handyman services and loans, to carry out small works, repairs and adaptations where appropriate.	ACS	Existing Resources and Government Grant	
5. Work with the PCT to develop an integrated Care Management and District Nursing service focussing resources on those most in need. The most appropriate health or social care professional will hold case responsibility improving the user experience by reducing the number of people with whom the service user must communicate whilst assuring a quality service from a team of specialist workers.	ACS	Existing Resources	

<b>Aim 2d</b>	<b>Focus on preventing homelessness by working in partnership to pursue new initiatives, maximise and make the best use of the supply and range of affordable housing.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Reduce the number of households who are residing in temporary accommodation to 390 by March 2012.	ACS	Existing Resources CLG Grant	
2. No 16 or 17 year olds will be housed in Bed and Breakfast accommodation unless an emergency placement. Expand the number of alternative placements through the 'Nightstop' short term supported lodging service.	ACS PCT Oxleas	Existing Resources	
3. Through effective use of Mortgage Rescue funds and debt management advice, reduce the number of people made homeless through repossession.	ACS	Existing Resources CLG Grant Supporting People grant	
4. Deliver an early intervention home visiting service to reduce homeless presentations.	ACS	Supporting People grant and CLG grant	
5. Continue to pursue social housing tenancy fraud and regain possession of all properties where identified.	ACS	Existing Resources CLG Grant HCA Partners	

## Outcome 2 aims and targets

## Promoting choice, personalisation and independence.

<b>Aim 2e</b>	<b>Develop the range of Housing Options available within Bromley.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Work with additional Housing Associations to encourage them to open up their property registers to Bromley Homeseekers increasing available property.	ACS	Existing Resources	
2. House at least 300 households in the Private Rented sector.	ACS	Existing Resources and CLG Grant	
3. Work closely with Housing Associations to identify overcrowded households and to address under occupancy.	ACS HC	Existing Resources. CLG Grant for overcrowding	
4. Work with Housing Associations and developers to provide a level of Affordable Housing to at least meet statutory and high priority needs and enable temporary accommodation reductions/overcrowding, special needs (e.g. ECH, LD) targets to be met.	ACS HC	Existing Resources	
5. Implement the London wide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.	ACS	Existing Resources and CLG Grant	
6. Review processes around and information available for visitors to housing services to reduce numbers and facilitate more self help.	ACS	Existing Resources	

<b>How will we measure success?</b>	<b>10/11 Target</b>	<b>10/11 Actual</b>	<b>11/12 Target</b>	<b>12/13 Target</b>	<b>13/14 Target</b>
1. Number of households living in temporary accommodation (NI 156)	394	Not yet available	390	350	350
2. Homeless Households approaching LA housing advice services for whom housing advice casework intervention resolved the situation (BVPI 213)	10 (per 1,000)	Not yet available	10 (per 1,000)	60%	65%
3. Proportion of households accepted as homeless who were previously accepted as homeless (BVPI 214)	<2%	Not yet available	1%	2%	2%

**Outcome 3– Ensuring a positive experience of care and support.****Adult Social Care Outcome Statements:**

- **Social Care users and carers are satisfied with their experience of care and support services.**
- **Carers feel that they are respected as equal partners throughout the care process.**
- **People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.**
- **People, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual.**



**Principles of a modern system of Adult Social Care:**

- **Partnership—Care and Support delivered in a partnership between individuals, communities, the voluntary and private sectors, the NHS and Councils—including wider support services such as housing.**
- **Plurality—the variety of people’s needs is matched by diverse service provision, with a broad market of good quality service providers.**

**Excellence Standards:**

- **In Bromley, residents seeking help from social care receive advice, guidance and services to assist them to maintain their independence, swiftly.**
- **In Bromley, social care services are regularly reviewed to ensure they deliver a quality service and continue to maintain service users’ independence.**



## Outcome 3 aims and targets

### Promoting choice, personalisation and independence.

<b>Aim 3a</b>	<b>Develop a 'promoting independence' model that encourages community participation and increases access to services.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Ensure that all carers are routinely offered carers' assessments.	ACS	Existing Resources	
2. Review and implement advocacy arrangements for all groups within the community.	ACS	Existing Resources	

<b>Aim 3b</b>	<b>Service users and carers contribute to service planning and delivery of council services/projects; their views are heard and incorporated.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Ensure involvement of people who use services in policy development and the strategic decision making process by continuing to support the Expert By Experience group.	ACS	Existing Resources	
2. Complete and evaluate the transport review travel training for people with learning disabilities.	ACS	Existing Resources	

<b>Aim 3c</b>	<b>There are effective partnerships with people using services, carers and other local citizens.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Strengthen the voice of users within existing organisation and support development of a user led organisation that will contribute to policy and service design and development in the future.	ACS	Existing Resources	

<b>Aim 3d</b>	<b>Provide better access to community support and improve health outcomes through working with NHS partners and the voluntary and independent sectors.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Increase joint commissioning with health partners to focus more effectively on prevention.	ACS	Existing Resources	



## Outcome 3 aims and targets

## Promoting choice, personalisation and independence.

How will we measure success?	10/11 Target	10/11 Actual	11/12 Target	12/13 Target	13/14 Target
1. Average weekly rate of delayed transfers of care from all NHS hospitals, acute and non acute, per 1,000 population aged 18+ (NI 131)	5	Not yet available	*	*	*
2. Timeliness of social care assessments (NI 132)	90%	Not yet available	90%	90%	90%
3. Timeliness of social care packages following assessment (NI 133)	95%	Not yet available	95%	95%	95%
4. The proportion of people using social care and carers who express difficulty in finding information and advice about local services.	NEW	N/A	*	*	*
5. Number of reviews completed.	*	Not yet available	*	*	*
6. Bromley My-life web portal (aim to be added).	NEW	N/A	*	*	*

\* to be confirmed

**Outcome 4— Protecting from avoidable harm and caring in a safe environment.****Adult Social Care Outcome Statements:**

- **Everyone enjoys physical safety and feels secure. People are free from physical and emotional abuse, harassment, neglect and self harm.**
- **People are protected as far as possible from avoidable deaths, disease and injuries.**

**Principles of a modern system of Adult Social Care:**

- **Protection—There are sensible safeguards against the risk of abuse or neglect. Risk is no longer an excuse to limit people's freedom.**
- **People—We can draw on a workforce who can provide care and support with skill, compassion and imagination and who are given the freedom and support to do so. We need the whole workforce, including care workers, nurses, occupational therapists, physiotherapists and social workers, alongside carers and the people who use services to lead the changes.**

**Excellence Standards:**

- **In Bromley, instances of abuse of vulnerable adults are promptly and effectively investigated.**
- **In Bromley, people's views and experience of our services are positively gathered and help to inform service developments, and any concerns are responded to quickly and effectively.**

## Outcome 4 aims and targets

### Promoting choice, personalisation and independence.

<b>Aim 4a</b>	<b>Social Care workforce has capacity, skills and expertise in Safeguarding.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Continue to demonstrate how risks to vulnerable adults are being reduced by good practice through multi-agency involvement, which leads to improved outcomes for vulnerable adults.	ACS	Existing Resources	
2. Ensure (ACS) staff are trained appropriately in safeguarding practices in accordance with care professional standards with the aim of: a) improving the participation of service users shaping their investigations, b) improving the service user experience.	ACS	Existing Resources	
3. Work in partnership with Oxleas to implement the dementia support to care homes project.	ACS	Existing Resources	

<b>Aim 4b</b>	<b>Our workforce effectively delivers modernised services.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Continue successfully engaging with endorsed providers to ensure services are developed that meet the current and future needs of vulnerable adults.	ACS	Existing Resources	
2. Focus the training and awareness around deprivation of liberty safeguards in Care Homes.	ACS	Training Grant	

<b>Aim 4c</b>	<b>Promote excellent customer service through effective complaint handling.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Encourage customers to share their experience of our complaints handling in order to learn and improve the service provided.	ACS	Existing Resources	
2. Improve customer resolution through effective investigation and implement lessons learnt to improve the outcomes for individuals using our services.	ACS	Existing Resources	

<b>Aim 4d</b>	<b>Improve quality assurance of services and safe practices.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Improve the quality of investigations through practice developments and mentoring in order to improve outcomes for service users.	ACS	Existing Resources	
2. Monitor and report publicly on the quality of care services commissioned by the Council through the 'Quality of Care Homes' and the 'Quality of Domiciliary Care' Annual Reports available on Bromley's web site.	ACS	Existing Resources	

<b>Aim 4e</b>	<b>Vulnerable adults are protected through the engagement, contributions and commitment of partner agencies towards the work of the safeguarding board.</b>		
What we are doing (Actions)	Lead Service	Resources	
1. Empower vulnerable adults to express their wishes and to exercise control over their lives by maximising their choices and supporting them in the management of risks.	ACS	Existing Resources	
2. Promote the roles of the NHS, Police, Fire Brigade, Community safety and the community in safeguarding vulnerable adults to minimise the risks faced by people in ongoing vulnerability.	ACS	Existing Resources	
3. Promote wider involvement and action within the Council and in partnership with other agencies to improve community safety and reduce risks from harassment. - Minimise the risks faced by people who live in situations of ongoing vulnerability. - Personalisation risk assessment.	ACS	Existing Resources	

## Outcome 4 aims and targets

## Promoting choice, personalisation and independence.

How will we measure success?	10/11 Target	10/11 Actual	11/12 Target	12/13 Target	13/14 Target
1. Proportion of strategy meetings/discussions held within five working days of alert.	65%	Not yet available	*	*	*
2. Percentage of cases completed within 40 working days of acceptance of a referral.	NEW	N/A	*	*	*
3. Percentage of investigations completed by trained and qualified staff.	NEW	N/A	*	*	*
4. Percentage of adult social care users who feel safe and secure.	NEW	N/A	*	*	*
5. Number of complaints received and acknowledged within 3 working days.	70%	Not yet available	*	*	*
6. Self reported experience of social care users (NI 127)	*	Not yet available	*	*	*

\* to be confirmed



**ACS – Adult & Community Services**

**BMT – Bromley Mytime (Leisure Trust)**

**BSAB—Bromley Safeguarding Adults Board**

**CLG – Communities & Local Government**

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

**ECH – Extra Care Housing**

**EDMO – Empty Dwelling Management Order**

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

**HC – Housing Corporation**

**HCA—Homes and Communities Agency**

**JSNA—Joint Strategic Needs Assessment**

**LDA – London Development Agency**

**LBB – London Borough of Bromley**

**MH - Mental Health**

**Oxleas – Oxleas NHS Trust**

**PWLD – People with a Learning Disability**

**PDSI – Physical Disability & Sensory Impairment**

**PCT – (Bromley) Primary Care Trust.**

**PS – Private Sector**

**RSLs – Registered Social Landlords (Housing Associations)**

**SIB – Supporting Independence in Bromley**

**VS – Voluntary Sector**

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

Report No. **London Borough of Bromley**

**PART 1 - PUBLIC**

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

**Date:** **29<sup>th</sup> March 2011**

**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

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1. Reason for report

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

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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: £504,640 (controllable budget)
  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 17<sup>th</sup> March 2011 includes key decisions related to the Adult and Community Portfolio and the next Forward Plan will be published on 15<sup>th</sup> April 2011.
- 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.

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

**A&C PDS Committee – Work Programme 2011/2012****4<sup>th</sup> April 2011 (Joint with PPS PDS)**

SLAM Update

**June 2011**

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  
 Empty Properties: Outcome of Feasibility Review  
 Sheltered Housing Review  
 Budget Closedown 2010/2011  
 Matters Arising/Work Programme

**July 2011**

Bromley Safeguarding Adults Board 2009/10 Annual Report  
 Budget Monitoring 2010/11  
 Matters Arising/Work Programme

**September 2011**

Supporting Independence in Bromley Update  
 Budget Monitoring 2010/11  
 Blue Badge Update  
 Capital Programme  
 Matters Arising/Work Programme

**November 2011**

Supporting Independence in Bromley Update  
 Adult and Community Services Mid-year Performance Report  
 Housing and Residential Services Mid-year Performance Report  
 Update on Quality of Domiciliary Care  
 Budget Monitoring 2010/11  
 Matters Arising/Work Programme

**January 2012**

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

**April 2012**

Supporting Independence in Bromley Update  
 Draft Portfolio Plan  
 Budget Monitoring 2010/11  
 Capital Programme

\* Part 2 (Exempt) Report

Last Updated 15.03.11

# Agenda Item 18

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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