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DATE: 16 January 2012

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

Councillor Judi Ellis (Chairman)
Councillor Roger Charsley (Vice-Chairman)
Councillors Ruth Bennett, Peter Fookes, Julian Grainger, William Huntington-
Thresher, Tom Papworth, Catherine Rideout and Charles Rideout

Non-Voting Co-opted Members

1 x Disability Representative (vacancy)
Babul Ali, Bromley Federation of Housing Associations
Brebner Anderson, Disability Voice Bromley
Peter Buckland, Bromley LINK
Angela Clayton-Turner, Bromley Mental Health Forum
Brian James, Learning Disability Representative
Leslie Marks, Bromley Council on Ageing
Lynne Powrie, Carers Bromley

A meeting of the Adult and Community Policy Development and Scrutiny Committee
will be held at Civic Centre on **THURSDAY 26 JANUARY 2012 AT 7.00 PM**

MARK BOWEN
Director of Resources

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

A G E N D A

PART 1 AGENDA

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

STANDARD ITEMS

- 1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS
- 2 DECLARATIONS OF INTEREST

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

In accordance with the Council's Constitution, questions to this Committee must be received in writing 4 working days before the date of the meeting. Therefore please ensure questions are received by the Democratic Services Team by 5pm on Friday 20th January 2012

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

In accordance with the Council's Constitution, questions to this Committee must be received in writing 4 working days before the date of the meeting. Therefore please ensure questions are received by the Democratic Services Team by 5pm on Friday 20th January 2012.

5 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETING HELD ON 30 NOVEMBER AND 13 DECEMBER 2011 (Pages 5 - 20)

6 MATTERS ARISING 2011/2012 (Pages 21 - 26)

HOLDING THE PORTFOLIO HOLDER TO ACCOUNT

7 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING

There are no Part One decisions to be considered.

8 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 SOCIAL HOUSING TENANTS: GREATER LONDON AUTHORITY PAN LONDON MOBILITY SCHEME (Pages 27 - 34)

b BUDGET MONITORING 2011/12 (Pages 35 - 44)

c DRAFT 2012/2013 BUDGET (Pages 45 - 56)

d CAPITAL PROGRAMME MONITORING 3RD QUARTER AND ANNUAL CAPITAL REVIEW (Pages 57 - 62)

POLICY DEVELOPMENT AND OTHER ITEMS

9 UPDATE ON RE-ABLEMENT SERVICES (Pages 63 - 70)

10 SCRUTINY OF OLDER PEOPLE BUDGET AREA (Pages 71 - 78)

11 QUALITY MONITORING OF CARE HOMES (Pages 79 - 90)

12 WORK PROGRAMME 2011/2012 (Pages 91 - 96)

13 QUESTIONS ON THE ADULT AND COMMUNITY PDS INFORMATION BRIEFING

The briefing comprises:

- Contract Activity in Adult and Community Services January to June 2012

Members and Co-opted Members have been provided with advance copies of the briefing via email. The briefing is also available on the Council's website at the following link:

<http://cde.bromley.gov.uk/ieListDocuments.aspx?CId=559&MId=4076&Ver=4>

Printed copies of the briefing are available on request by contacting the Democratic Services Officer.

14 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.

	<u>Items of Business</u>	<u>Schedule 12A Description</u>
15	EXEMPT MINUTES OF THE ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETING HELD ON 30 NOVEMBER 2011 (Pages 97 - 100)	
16	EXEMPT PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING (Pages 101 - 102)	Information relating to the financial or business affairs of any particular person (including the authority holding that information)
17	RESIDENTIAL INTERMEDIATE CARE SERVICES CONTRACT EXTENSION (Pages 103 - 106)	Information relating to the financial or business affairs of any particular person (including the authority holding that information)
18	GATEWAY REPORT ON TENANCY SUPPORT SERVICES FUNDED VIA SUPPORTING PEOPLE GRANT (Pages 107 - 116)	Information relating to the financial or business affairs of any particular person (including the authority holding that information)
19	QUESTIONS ON THE EXEMPT ADULT AND COMMUNITY PDS INFORMATION BRIEFING	Information relating to the financial or business affairs of

The exempt briefing comprises:

- Aligning Policy and Finance Review – Housing and Residential Services

any particular person (including the authority holding that information)

Members and co-opted members have been provided with advance copies of the briefing via email.

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ADULT AND COMMUNITY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.00 pm on 30 November 2011

Present:

Councillor Judi Ellis (Chairman)
Councillor Roger Charsley (Vice-Chairman)
Councillors Anderson, Ruth Bennett, Peter Fookes,
Julian Grainger, William Huntington-Thresher,
Tom Papworth, Catherine Rideout and Charles Rideout

Brebner Anderson, Peter Buckland, Maureen Falloon,
Angela Clayton-Turner, Brian James and Lynne Powrie

Also Present:

Councillor Robert Evans and Councillor Diane Smith

49 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS

Apologies were received from Mrs Leslie Marks and Mr Keith Marshall, Mrs Maureen Falloon and Mr Brebner Anderson attended as their respective alternates.

50 DECLARATIONS OF INTEREST

In respect of Item 8a – Proposed changes to the Support Planning and Brokerage Service for People who do not meet the Council's criteria for Social Care – Mrs Maureen Falloon declared a prejudicial interest as the Director of AgeUK Bromley and reported that she would take no part in the discussion.

Councillor Peter Fookes declared that he was a Trustee of Age Concern Penge and Anerley. Councillor Judi Ellis declared that her father had dementia and was resident in a care home in Bromley. Councillor William Huntington-Thresher declared that he was the Council's representative on the Board of Broomleigh Housing Association. Councillor Diane Smith declared that she was the Local Authority representative on the Board of Bromley Healthcare. Mr Brebner Anderson declared that he was a Governor on the Bioard of Bromley Healthcare. Mrs Angela Clayton-Turner declared that her husband was in a care home in Bromley. Mr Peter Buckland declared that he was a Board Member for Affinity Sutton. Mr James declared the following interests; he had a son on the autistic spectrum who was in Bromley supported living and attending Bromley College. Mr James also had a 17 year old son who was currently going through transition. Mr James was also

a Trustee of Advocacy for All (formerly Bromley and Bexley Advocacy), and an Associate Governor at Nash College.

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

No questions were received.

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

No questions were received.

53 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETING HELD ON 27 SEPTEMBER 2011

RESOLVED that the minutes of the meeting held on 27 September 2011 be agreed.

**54 MATTERS ARISING 2011/2012
Report RES11122**

The Committee considered issues that continued to be outstanding from previous meetings.

The Assistant Director (Housing and Residential Services) tabled the trend data relating to housing services that had been requested by Councillor Grainger at the last meeting.

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

55 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING

The Committee noted the decisions taken by the Portfolio Holder since the last meeting held on 27 September 2011. The Chairman highlighted that comments made by the Committee at that meeting were not reflected on the decision sheets and the Portfolio Holder confirmed that he was happy to have the comments reflected.

56 PRE-DECISION SCRUTINY OF ADULT AND COMMUNITY PORTFOLIO REPORTS

A) PROPOSED CHANGES TO THE SUPPORT PLANNING AND BROKERAGE SERVICE FOR PEOPLE WHO DO NOT MEET THE COUNCIL'S ELIGIBILITY CRITERIA FOR SOCIAL CARE
Report ACS11067

The contract with Age UK Bromley for the provision of support planning and brokerage to people who have moderate needs or who are self-funders was due to expire on 31st March 2012. During the remaining period of the contract term, Age UK Bromley was proposing to test whether people would be willing to pay for this service in the future. The Portfolio Holder introduced a paper setting out Age UK Bromley's proposals for introducing charges for the support planning and brokerage service.

Maureen Falloon, Director of AgeUK Bromley and the Assistant Director (Commissioning and Partnerships) attending the meeting to answer the Committee's questions.

The Assistant Director (Commissioning and Partnerships) highlighted an error in paragraph 3.13 of the report: 238 people had been provided with a support planning intervention against the annual target of 420 people.

The Chairman questioned how the charging policy would work and whether there would be a process for triage. Maureen Falloon confirmed that clients would receive a free initial consultation lasting up to 30 minutes. The service would be explained and support needs identified. Mrs Falloon stressed that information, advice and guidance would remain free at the point of contact.

In response to a question about how the service could provide social capital, Mrs Falloon explained that this would be provided through the Time Bank which provided one to one companionship and assistance with activities such as shopping and gardening.

In response to questions surrounding charges for the service, the Assistant Director (Commissioning and Partnerships) stressed that there was no intention to means test the service and the view that had been taken was that the £10 charge was not beyond the means of the people who accessed the service. Mrs Falloon reported that the fees levied would depend upon the level of support that was agreed at the initial assessment with the client. Mrs Falloon indicated that the charge for a low level of support would be approximately £75, the charges for a medium level of support would be £150 and the support for a high level of support would be £250. The charges would be made up from a combination of an hourly rate and a fixed fee.

Mrs Falloon also reported that AgeUK Bromley had merged with AgeUK Greenwich and this merger could utilise the benefits of economies of scale in the future.

RESOLVED that the Portfolio Holder be recommended to support the introduction of charges to Age UK Bromley's Support Planning and Brokerage Service from 1st January 2012.

**B) HOUSING AND RESIDENTIAL SERVICES MID-YEAR
PERFORMANCE REPORT
Report ACS11059**

The Portfolio Holder introduced a report which provided an overview of the half year performance of Housing & Residential Services against the key objectives and targets for 2011/12.

In response to a question regarding the number of over 18's in shared accommodation, the Head of Housing Needs and Enforcements reported that there were approximately 220 adults in bed and breakfast accommodation with about a third of these in shared accommodation.

Noting that the number of empty properties had reduced by a further 82, a Member questioned what the number of empty properties had reduced from. The Assistant Director (Housing and Residential Services) reported that he would provide this information following the meeting.

A Member asked if information regarding the levels of demand for different types of accommodation (for example family accommodation) had ever been provide to the Committee. The Head of Housing Need and Enforcement reported that this data would be provided to the Committee in March 2012 once the new registration process had been implemented.

The Committee also considered the need to encourage more people into the private rented sector. The Head of Housing Needs and Enforcement reported that this was one of the main aims of the Department however, recent changes to Housing Benefit was making this increasingly difficult.

A Co-opted Member highlighted the need for the Council's Planning Department to work with Local Housing Associations to ensure that as many applications as possible were approved.

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

**57 UPDATE ON THE IMPACT OF REVISED PERSONAL BUDGETS
AND CHARGING POLICY
Report ACS11062**

The Committee considered a report providing an update on the implementation in 2011-12 of the revised Personal Budgets and Contributions Policy, approved by the Portfolio Holder on the 18th March 2011 following consultation. The revised policy was effective from 16th May 2011 and introduced a number of changes which were outlined in the report.

The Chairman questioned when clients would start receiving their bills. The Exchequer Manager reported that in terms of day centre charges, bills were

being issues as part of a phased roll out and bills would be issued 6-8 weeks in arrears. As clients on average attended the centres two days a week they would not be facing large bills.

The Committee heard that there was approximately 200 people attending day centres who were awaiting a further financial review. Bills would not be issued until the financial review had been undertaken.

A further report would be presented to the Committee in April 2012 and this would provide an overview of the impact of the charging policy.

RESOLVED that a further report on the impact of the introduction of day care charges be presented to the meeting of the Adult and Community PDS Committee in April 2012.

**58 UPDATE ON RESTRUCTURE - ASSESSMENT AND CARE
MANAGEMENT TEAMS IN ADULT AND COMMUNITY
SERVICES
Report ACS11056**

The Committee considered a report providing an update on the changes in performance resulting from the introduction of a new structure designed to improve the response to service users agreed by Executive on 8th December 2011.

Referring to the Acceptable waiting times for care packages, a Member asked what was being put in place to ensure the targets were met. The Assistant Director (Older People) reported that a number of the delays in care packages were due to waiting for specialised services. The key target was the acceptable waiting times for assessment (within 28 days) and the department was exceeding this target.

In response to a question regarding how the assessments were undertaken, the Head of Assessment and Care Management reported that the Department undertook a mixture of face-to-face and telephone assessments. Officers would return to the Committee with a further breakdown of the numbers of clients undertaking each type of assessment.

RESOLVED that progress towards achieving the objectives of the assessment and care management restructure be noted.

**59 ADULT AND COMMUNITY SERVICES MID-YEAR
PERFORMANCE REPORT
Report ACS11058**

The Committee considered a report providing an update on progress against the Portfolio Plan 2011/2012 and the first Bromley Local Account for the year 2010/2011, the new performance assessment framework for adult social care announced by the Government in Spring 2011, which would have full implementation from April 2012.

Referring to the Annual Account, a Member suggested that it would be helpful to include statistics for private rented provision of extra care housing as this would provide a complete picture of the total provision in the Borough. Officers agreed that this should be included in the next annual report. The Committee also agreed that this issue should be further considered at the Accommodation and Care for Older People Reference Group who could report back to the Committee in the summer of 2012.

The Chairman suggested that in future reports it would be helpful for the Committee to have data for comparative Boroughs as well as national data.

RESOLVED that the outturns for the Bromley Local Account be noted.

60 BUDGET MONITORING 2011/2012
Report ACS11069

The Committee considered the budget monitoring position for 2011/2012 based on activity up to the end of October 2011.

RESOLVED that the projected underspend of £374,000 be noted.

61 UPDATE ON QUALITY OF DOMICILIARY CARE
Report ACS11060

The Committee considered a report providing an update on the work undertaken to monitor the quality of Domiciliary care services provided in the Borough by internal and external providers.

Members of the Committee stressed that there should be zero tolerance regarding missed calls. Officers stressed that missed visits were taken very seriously and were thoroughly investigated.

A Co-opted Member highlighted the importance of the quality assurance process.

RESOLVED that the report be noted.

62 SUBSTANCE MISUSE COMMISSIONING ANNUAL REPORT
2011
Report ACS09123

The Committee considered an update on the Substance Misuse Service in respect of substance misuse treatment.

Members heard that 85% of clients did not return to treatment within six months but that there was no accurate way of determining whether clients had continued with substance misuse after treatment.

In response to a question, Members were informed that there were a number of ways clients were referred to the service including, self referral, GP referrals and conditions of probation. Information regarding the proportion of users in the Borough would be distributed to Members following the meeting.

RESOLVED that the Substance Misuse Commissioning Annual Report 2011 be noted.

63 UPDATE ON THE COUNCIL'S FINANCIAL STRATEGY 2012/13 TO 2015/16

Members suggested that the Financial Strategy should, in future, be considered by the Executive and Resources PDS Committee for comments to be reported to Executive.

**64 CAPITAL PROGRAMME MONITORING - Q2 2011/12
Report RES11139**

On 16th November 2011, the Executive received the 2nd quarterly capital monitoring report for 2011/12 and agreed a revised Capital Programme for the four year period 2011/12 to 2014/15. The Committee considered a report highlighting the changes agreed by the Executive in respect of the Capital Programme for the Adult & Community Services Portfolio.

RESOLVED that the changes agreed by the Executive in November 2011 be endorsed.

**65 WORK PROGRAMME 2011/2012
Report RES11121**

The Committee considered its work programme for 2011/2012. Members noted that the meeting in January had been moved to 26th January 2012. There would be an additional meeting on 13th December where the Day Care Gateway review would be considered. A report on high cost placements would be presented to the January meeting.

RESOLVED that the updates to the Work Programme be noted.

**66 QUESTIONS ON THE ADULT AND COMMUNITY PDS
INFORMATION BRIEFING**

A Co-opted Member highlighted deficiencies in the quality of the taxi card service. It was agreed that issues would be reported to the Assistant Director (Commissioning and Partnerships) for further review.

**67 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 was 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.

**68 EXEMPT MINUTES OF THE ADULT AND COMMUNITY
SERVICES PDS COMMITTEE MEETING HELD ON 27
SEPTEMBER 2011**

The Committee noted the exempt minutes of the meeting held on 27 September 2011.

RESOLVED that the exempt minutes of the meeting held on 27 November 2011 be agreed.

**69 EXEMPT PORTFOLIO HOLDER DECISIONS TAKEN SINCE
THE LAST MEETING**

The Committee noted the exempt decisions taken by the Portfolio Holder since the last meeting held on 27 September 2011.

**70 PRE-DECISION SCRUTINY OF EXEMPT (PART 2) ADULT AND
COMMUNITY PORTFOLIO HOLDER DECISIONS**

**A) REVIEW OF ADVOCACY SERVICES
Report ACS11064**

The Committee considered and supported the recommendations.

**B) THE ESTATE OF THE ELAINE MONKS (DECEASED)-APPOINTMENT
OF NOMINEE
Report RES11128**

The Committee considered the report and supported the recommendations.

**C) BED & BREAKFAST PRESSURES UPDATE
Report ACS 11066**

The Committee considered the report and supported the recommendations.

**71 STATUS REPORT ON THE LEVEL OF DEBT OWING TO THE
DIRECTORATE
Report ACS11065**

The Committee considered the report and agreed that further reports be submitted on a 6 monthly basis.

The Meeting ended at 10.00 pm

Chairman

Draft

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ADULT AND COMMUNITY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.00 pm on 13 December 2011

Present:

Councillor Judi Ellis (Chairman)

Councillors Ruth Bennett, Buckland, Peter Fookes, William Huntington-Thresher, Catherine Rideout and Charles Rideout

Angela Clayton-Turner, Leslie Marks and Lynne Powrie

Also Present:

Councillor Robert Evans and Councillor Diane Smith

72 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS

Apologies were received from Councillors Roger Charsley and Tom Papworth. Apologies were also received from Keith Marshall and Brian James. Councillor William Huntington Thresher submitted apologies for lateness.

73 DECLARATIONS OF INTEREST

Councillor Peter Fookes declared that he was a Trustee of AgeUK Penge and Anerley. Councillor Judi Ellis declared that her father had dementia and was resident in a care home in Bromley. Councillor Diane Smith declared that she was the Local Authority representative on the Board of Governors of Bromley Healthcare. Mrs Angela Clayton-Turner declared that her husband was in a care home, managed by Mission Care, in Bromley. Mr Peter Buckland declared that he was a Board member for Affinity Sutton.

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

No questions were received.

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

No questions were received.

76 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING

The Committee noted the decisions taken by the Portfolio Holder since the last meeting held on 30th November 2011.

77 PRE-DECISION SCRUTINY OF ADULT AND COMMUNITY PORTFOLIO REPORTS

78 GATEWAY REVIEW : INFORMATION ADVICE AND GUIDANCE SERVICES

Report ACS09123

The Committee considered a report outlining the current arrangements for the provision of general and specialist information, advice and guidance services in the field of social care, housing and general enquiry services available to any members of the public that were funded and commissioned by Adult and Community Services and Children and Young People Services, and proposing a future approach to the provision of these services.

A member raised concern that the report appeared to indicate that the public only used the Citizens Advice Bureau (CAB) for benefits advice. His experience was that his local CAB dealt with a wide variety of cases. He was also concerned that a number of people would still need this advice and he did not feel that telephone and internet access to the service were sufficient. Officers explained that there would still be opportunities for face to face contact in addition to the internet, telephone and the kiosk.

Officers explained that the move away from the traditional face to face contact was initiated by the CAB in response to the limited numbers of volunteers available. Officers had been in discussion with the CAB for a year and this proposal was part of the strategy adopted by the National CAB organisation.

The Committee raised concerns regarding the proposals for training Department for Work and Pensions (DWP) to deal with older people and people with learning difficulties and mental health needs. The concern was that the DWP would not offer the level of support needed for vulnerable people to help them through, what is often, a difficult time. Dealing with vulnerable people could take up a considerable amount of time. In addition they were unlikely to want to offer help to people appealing against decisions taken by the DWP. The Chairman added that specialist provision would need to meet the needs of all the community and that the specialist advisors would need to be closely monitored.

Officers informed the Committee that the training and support for staff within the DWP would be provided by specialist organisations. In addition, for issues such as appeals, they could signpost people to other services, such as Broadway, for the necessary advice and support.

Officers also reported that rather than always being “building based” the service would become more peripatetic and conduct “surgeries” and go to groups and give talks. This would make the services more accessible.

Councillor Fookes moved that that the issues relating to the CAB be deferred to a future meeting and that the CAB be invited to make presentations. This was motion was unsupported.

The Chairman stated that the DWP would be encouraged to write to people explaining the changes. She appreciated that a number of vulnerable people would need someone to ring on their behalf as they were not comfortable with using the telephone.

The Chairman then explained that with regard to recommendation 3 she wished to make changes and in relation to recommendations 1 and 2 these would not be for noting but for recommendation to the executive. A copy of the proposed amendment to recommendation 3 was circulated and supported by the Committee.

RESOLVED that the Executive is recommended to approve:

- i) that all Council service providers in future will have clear contractual responsibility to provide information on their service both in hard copy (where appropriate) and electronically and to ensure this is published either directly, or through links to other websites, on Bromley MyLife;**
- ii) that one strategic partner/core contract has been identified for each care group to provide information, advice and guidance and that efficiency savings will be sought with regard to existing contracts;**
- iii) that specialist advice provision is reviewed to ensure that it is meeting an identified priority need including consideration as to the impact of any changes to people requiring support to appeal against a benefit decision. The outcome of the review will be reported back to the Adult and Community Services Policy Development and Scrutiny prior to any decisions being taken by the Portfolio Holder.**
- iv) that the Department for Work and Pensions (DWP) is the primary agency responsible for providing assistance with accessing welfare benefits and that the Council will where necessary arrange training for DWP staff to ensure that they have the necessary skills to assist people with particular needs;**

- v) **that residents will be encouraged to access general information, advice and guidance services through the use of the internet and national help lines;**
- vi) **to waive the requirement for competitive tendering pursuant to Contract Procedure Rule 13.1 and that a new contract be entered into with Bromley Citizens Advice Bureau (CAB) for a period of two years commencing 1st April 2012 as set out in the report on Part 2 of this agenda, with the option to extend for a further year (with authority to exercise the option to extend to be delegated to the relevant Chief Officer in consultation with the relevant Portfolio Holder). Funding will be reduced over a two year period (2012/13 and 2013/14), to enable the CAB, in line with its own development proposals, to move to a service based on outreach provision, telephone and internet access.**

(Councillor Fookes recorded his objection to reducing the funding to the CAB over a two year period from 2012/13 and 2013/14)

79 SUPPORT FOR THE VOLUNTARY SECTOR - COMMUNITY LINKS BROMLEY

Report ACS11073

The Committee considered a report outlining the current arrangements with Community Links Bromley for providing support to the local voluntary, community and social enterprise sector, and proposing that a new contract be entered into from 1st April 2012 for a period of three years with an option to extend for a further two years. It also proposed additional funding for one year to provide enhanced support to the voluntary sector during a period of significant change and financial pressure in social care and support services in both adults and children's sectors.

The Chairman made a slight change to recommendation B to include reference to funding being given on a targeted basis. She also wanted close monitoring to ensure the targets were being met and noted that a number of other voluntary organisations would need support to achieve the required savings.

RESOLVED that the Executive is recommended to approve:

- (a) **Waiving the requirement for competitive tendering in accordance with Contract Procedure Rule 13.1 and approve**

the award of a contract to Community Links Bromley for a period of three years from 1st April 2012 with the option to extend for a further two years (with authority for the option to extend to be delegated to the Director of Adult and Community Services in consultation with the Adult and Community Portfolio Holder), and

- (b) additional funding during the first year (2012/13) funded from uncommitted LPSA reward grant on a targeted basis.**

80 GATEWAY REVIEW - DAY OPPORTUNITIES FOR OLDER PEOPLE

Report ACS11071

The Committee considered a report outlining a review undertaken around dementia day services to ensure the volume and the type of service provided aligned with current and projected requirements. The contracts for dementia day centres with the Alzheimer's Society and Bromley Mind would expire on March 31st 2012, and the contracts for the mainstream centres, including dementia specific places would expire on 30th June 2012, and in both instances there were options to extend contracts for up to one further year.

Officers outlined the various types of day centre available across the Borough. Members were pleased to note that the service was changing to meet the needs of its users. For example to assist carers to drop relatives at a day centre early enough to then travel onto work one of the day centres, Rachel Notley, had opened a breakfast club. It was also noted that a number of "self funders" accessed the service.

One of the proposals was that permission would be sought from service users, when they contacted Bromley Social Services Direct (BSSD), to pass their details onto partner agencies so they could be contacted about the range of support and services that was available to them.

Members also recognised that the service would need to change as people did not necessarily want to attend a day centre where the only common denominator amongst them was their age. Consideration should be given to signposting people to services that would be of particular interest to them. However there was still a need for day centre provision for respite, the most vulnerable elderly and those with dementia.

Officers confirmed that there was a "downward trend" in the numbers taking up places at day centres. The greatest demand was for places at centres specialising in services for Dementia sufferers. However even in these centres the waiting lists for places had dropped dramatically.

RESOLVED that the Executive is recommended to approve the extension of the current contracts until March 2013.

**81 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 was 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.

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

A) CONTRACT FOR INTERMEDIATE CARE

Report ACS11070

The Committee considered and agreed the recommendations within the report.

To reassure the Chairman asked that the part one minute outline that Officers were seeking a contract reduction but that this may not be received. The part two report was about financial transparency and not the needs of the service.

**83 GATEWAY REVIEW : INFORMATION ADVICE AND GUIDANCE
SERVICES**

Report ACS11076

The Committee considered the recommendations within the report.

**84 SUPPORT FOR THE VOLUNTARY SECTOR - COMMUNITY
LINKS BROMLEY: FINANCIAL SECTION ONLY**

Report ACS11074

The Committee considered the recommendations within the report.

The Meeting ended at 8.35 pm

Chairman

Report No.
RES12026

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 26th Janaury 2012

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

Title: **MATTERS ARISING FROM PREVIOUS MEETINGS**

Contact Officer: Helen Long, Democratic Services and Scrutiny Officer
Tel: 020 8313 4595 E-mail: helen.long@bromley.gov.uk

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

Ward: N/A

1. Reason for report

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

2. **RECOMMENDATION(S)**

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

Corporate Policy

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

1. Cost of proposal: No cost
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £344,054
 5. Source of funding: Existing 2011/2012 Budget
-

Staff

1. Number of staff (current and additional): There are 10 posts (9.22 fte) in the Democratic Services team.
 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. This report does not involve an executive decision
-

Customer Impact

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

Ward Councillor Views

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

<u>Minute Number/Title</u>	<u>Decision</u>	<u>Update</u>	<u>Action</u>	<u>Completion Date</u>
14th June 2011				
7. Matters Arising	Minute 97: Budget Monitoring – The Chairman requested that the issue of the Meals Service continued to be monitored through the matters arising report.	An item on the Meals Service will be considered by the Committee at a future meeting.	Head of ACS Finance	
8. Stroke Services in Bromley	That a further report on progress be presented in six months.	The update has been added to the Committee’s work programme for January 2012.	Democratic Services Officer	31 st January 2012
11(A) Portfolio Plan 2011/12	That Members be alerted when targets are confirmed.			
26th July 2011				
27(B) the provision of equipment and talking books for visually impaired people.	Review the impact of the proposed changes in Summer 2012.	This item has been added to the Committee’s Work Programme.	Director ACS	Summer 2012
27th September 2011				
44a. Addressing Rising Homelessness and Housing Need and Associated Budgetary Pressures	Councillor Julian Grainger requested to see a monthly plot of the trend analysis data that had been gathered.		Assistant Director (Housing and Residential Services) Head of Housing Need	
44a. Addressing Rising Homelessness and Housing Need and Associated Budgetary Pressures	A Member requested a breakdown of the individuals on the housing register.		Head of Housing Need	

<u>Minute Number/Title</u>	<u>Decision</u>	<u>Update</u>	<u>Action</u>	<u>Completion Date</u>
45. Orpington Health Services Project	The Committee agreed that further consideration should be given to the proposals at the Health Sub-Committee held on 15 th November 2011	The item has been listed on the agenda for the meeting.	Democratic Services Officer	29 September 2011

Diary of Health Social Care and Housing Partnership Meetings

Adult and Community PDS Meeting: 2nd November 2010

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

Adult and Community PDS Meeting: 25th January 2011

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

Adult and Community PDS Meeting: 29th March 2011

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

Adult and Community PDS Meeting: 14th June 2011

13th July - Older People Partnership Group
22nd July - Learning Disability Partnership Group
25th July - Carers Partnership Group

Adult and Community PDS Meeting: 26th July 2011

1st August - Health Social Care and Housing Partnership Board
5th September - Physical Disability Sensory Impairment Partnership Group
12th September - Older People Mental Health Partnership Group
12th September - Staying Healthy Partnership Group
14th September - Mental Health Partnership Group

Adult and Community PDS Meeting: 27th September 2011

3rd October - Health Social Care and Housing Partnership Board
12th October - Older People Mental Health Partnership Group
31st October - Carers Partnership Group

Adult and Community PDS Meeting: 1st November 2011

4th November - Learning Disability Partnership Group
7th November - Health Social Care and Housing Partnership Board
21st November - Physical Disability Sensory Impairment Partnership Group
7th December - Mental Health Partnership Group

Decision Maker: **Adult & Community Policy, Development and Scrutiny Committee**
Adult & Community Portfolio Holder

Date: **26th JANUARY 2012**

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

TITLE: **SOCIAL HOUSING TENANTS: GREATER LONDON AUTHORITY PAN-LONDON MOBILITY SCHEME**

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

Chief Officer: David Gibson, Assistant Director, (Housing & Residential Services)
Telephone: 020 8313 4794 Email: david.gibson@bromley.gov.uk

Ward: BOROUGHWIDE

1. Reason for report

This report provides a summary of the new Greater London Authority Pan-London Mobility (PLM) Scheme designed to facilitate a level of cross-borough moves for existing social housing tenants within the Capital. It then goes on to outline the potential implications and proposal for the London Borough of Bromley to formally participate in the new scheme from April 2012.

2. **RECOMMENDATIONS**

2.1 The PDS Committee are asked to :-

- a) Consider and comment on the new Greater London Authority Pan-London Mobility Scheme.
- b) Consider, and agree the recommendation to the Portfolio Holder to formally participate in the scheme from April 2012.

2.2 The Portfolio Holder is recommended to:

- a) Consider any comments from the PDS Committee, particularly in response to the implications of the new scheme.
- b) Agree the proposal to participate in the scheme from April 2012, subject to the scheme being fully launched and operational at Pan-London level by this date.

Corporate Policy

Existing policy: See sections 2 and 4 explaining the proposed variation to existing policy which has Portfolio approval.

Financial

1. No cost Funded by GLA
 2. N/A
 3. Budget head Housing and Residential Services Division.
 4. Total budget for this head £N/A
-

Staff

1. Number of staff (current and additional) – N/A - the scheme is managed by GLA with bulk of verification work undertaken by housing associations. It is anticipated that the LBB role will be strategic/monitoring absorbed within existing management systems.
 2. If from existing staff resources, number of staff hours – N/A
-

Legal

1. Non-statutory - Government guidance: Whilst there is no statutory duty to participate in Pan-London Mobility, allocations through this scheme may fall within the Statutory framework pertaining to housing allocations and the Authority's duty to have a published Allocations Scheme within which it sets out how it will prioritise applicants and allocate to available social housing. See sections 2 & 4.
 2. Call-in is not applicable:
-

Customer Impact

Estimated number of users/beneficiaries (current and projected) - PLM is based on a 5% contribution of lettings - approximately 30 properties per year from Bromley based on current lettings trends. Overall it is anticipated that around 1,400 properties will be let across London each year under the pan-London mobility scheme. At the beginning of December 2011 there were approximately 1,100 Bromley social housing tenants registered for a transfer on the Housing Register

1. COMMENTARY

Introduction: What is the Pan-London Mobility Scheme?

- 1.1 In pursuance of policy 1.3H of the Mayor's London Housing Strategy, The Pan-London Mobility Scheme (PLM), called *Housingmoves* had been developed by the Greater London Authority (GLA) in close consultation with the London Boroughs and a number of key housing associations operating across the capital. These housing associations are the ones who have development partner status with the Homes & Communities Agency (H-C-A) and it is a condition of their grant funding that they participate in PLM. A number of these housing associations have stock in Bromley.
- 1.2 The PLM scheme is a new housing mobility service for London's social housing tenants. It is designed to facilitate cross-borough moves for social housing tenants who wish to move around the Capital. At present, whilst there are a number of more localised protocols and reciprocal arrangements for cross-borough moves, there is no single formal system or scheme in place through which social housing tenants can do this. Overall the scheme is designed to add value to existing local and sub-regional mobility schemes, offering a more consistent and transparent way for tenants to move across borough boundaries.
- 1.3 Details of the full policy framework which sets out in detail how the scheme will operate can be found at <http://www.london.gov.uk/priorities/housing/housing-need/mobility/pan-london-mobility> . The information below provides a summary of the key points within the policy framework.

Contributing and Equalisation of Property Numbers:

- 1.4 Boroughs and housing associations contribute 5% of their lettings into a Pan-London pool and tenants are then able to bid for the pooled properties. Any properties placed into the pool and not let are returned to the host borough for local allocation.
- 1.5 Overall it is estimated that there will be up to 1,400 properties per year available to the PLM scheme. Based upon current lettings trends within Bromley this would equate to a local contribution of approximately 30 properties in the first year. The system allows for adjustments to be made to take in to account increases or decreases in available supply for letting.
- 1.6 The scheme has been designed to offer boroughs as much flexibility as possible in terms of the actual homes they contribute, as long as the overall number equates to the percentage of lettings and that the mix is proportionate to the overall breakdown of bedsize of vacant properties in relation to 1, 2 and 3 bed homes and accessible homes. Whilst larger properties would be encouraged there is currently no requirement to put 4+ bed properties into the Pan-London pool.
- 1.7 The Scheme will be reciprocal, meaning that it should have no net impact on a borough's stock and lettings, irrespective of the total volume of moves to and from the borough.
- 1.8 To achieve this, there will be an automatic quarterly equalisation process and an annual equalisation process. The aim will be to start each year at zero. As an ultimate guarantee, if equalisation has still not occurred after four quarters and the above measures have not worked, boroughs will not have to put any further properties into the scheme in the following year, or permit no tenants from a certain borough to bid for properties through the scheme, until numbers have been equalised. In this equalisation arrangement, bed size will also be taken into account.

Allocation and Prioritisation of Applicants:

- 1.9 The PLM scheme will prioritise social housing tenants who are underoccupiers, in work or education/training linked to employment and those who wish to move to provide care and support to a family member or friend.
- 1.10 Most other tenants are also eligible for inclusion onto the scheme providing they have conducted their current tenancy in an appropriate and satisfactory manner, adhering to the relevant terms and conditions.
- 1.11 Tenants subject to action due to, for example, anti-social behaviour or rent arrears will not be eligible for inclusion onto the scheme.
- 1.12 The scheme will also not be open to those who currently only have an introductory or starter tenancy.

Lettings Process:

- 1.13 All processes will be fully automated, using a public website and 'back office' portal for landlords hosted by the GLA.
- 1.14 In line with established methods of advertising social housing to applicants, the PLM scheme will use a web-based choice-based lettings (CBL) system to facilitate lettings. Tenants will apply and bid through this system.
- 1.15 Upon receipt of an application, the verification and eligibility assessment for inclusion onto the scheme will be undertaken by the applicant's existing landlord. As the Council has no housing stock, this means that the verification process for all applicants from LBB will be undertaken by the respective housing association landlord.
- 1.16 Landlords will then be able to load properties for advert directly onto the PLM website. This will be done in conjunction with the LBB housing Allocations Team who will oversee which properties are placed into the pan-London pool in line with existing procedures and monitoring in relation to nomination rights and the annual lettings plan.
- 1.17 Applicants will bid for properties via PLM schemes CBL website. Their bids will be prioritised according to the PLM scheme allocations policy as summarised in paragraph 1.9. The system will match bids to properties in priority order and provide a shortlist of bids to the receiving landlord. The receiving Landlord (in the case of LBB, partner housing associations) will then facilitate the lettings process in their normal way, verifying applicants' details and allocating to the highest priority registrants who are eligible and short listed for the property.

Management & Governance

- 1.18 PLM scheme will be provided and administered by the GLA. There will be an overarching PLM board and steering group to govern policy, strategy, evaluations, reviews and funding which will include representatives from the London Boroughs, housing associations, London Councils and the National Housing Federation. A full evaluation and review is due to take place in April 2013.
- 1.19 The scheme will also be subject to close local monitoring through the established monitoring mechanisms for the existing Allocations Scheme and annual lettings plan.

Adopting the Scheme and timescales

- 1.20 Due to the current launch of the new Bromley Allocations Scheme and associated re-registration of all applicants, it is proposed that Bromley formally agree to participate in the PLM Scheme from April 2012.
- 1.21 This will enable time for the London wide scheme to be launched, training provided by the GLA for local LBB and housing association staff and for the GLA promotional material to be rolled out to social housing tenants.
- 1.22 Having the date separated from the launch of the local allocations scheme will also assist in minimising any confusion between the two schemes and assist in providing a suitable timescale for the bedding in of the local scheme.
- 1.23 The operating procedures proposed aim to minimise potential administrative implications for the Council, with verification and short listing procedures all being operated by the housing associations and GLA, and the management and monitoring overview being absorbed by the housing management team within existing arrangements for the annual lettings plan and nomination monitoring. An April launch will provide sufficient time to fully embed these mechanisms.
- 1.24 The scheme operates on a property neutral basis for each authority and so should not directly impact upon supply and demand within the Borough, the scheme is designed to enhance the range of options available to social housing tenants, especially at a time when many Allocations Schemes, including Bromley's is implementing a renewed focus on greatest need. Thus an April launch will be timely following the re-registration process and fact that a number of applicants will no longer have priority on the local scheme. In addition it is hoped that the scheme will also help to make best use of available stock and direct those wishing to move across boroughs through the PLM scheme rather than local housing registers.

2. POLICY IMPLICATIONS

- 2.1 The current Bromley Allocations scheme has been framed to take in to account both the Mayor's London housing strategy including PLM, together with increased local flexibilities arising from the latest code of guidance and also the Localism Act.
- 2.2 The scheme does already provide for cross-borough working including reciprocals and sub-regional mobility and provides levels of prioritisation for underoccupiers, those requiring a move because of work or to provide essential care or support. In addition there is a level of provision for out of borough applicants in terms of those with essential needs to move into the borough and also for tenants of participating housing associations. Based upon the legal advice received this suggests that participation in PLM constitutes a variation to existing policy as opposed to any major policy change as it does not deviate from the overall scope of existing policy or conflict with the overall aims to make best use of stock to meet housing need.

3. FINANCIAL IMPLICATIONS

- 3.1 The PLM scheme is provided, hosted and paid for by the GLA. Funding has initially been secured for the first 2 years, during which time the steering group has been tasked to assess future funding options.
- 3.2 Should, in the future, local authorities and housing association be asked for a contribution towards it's future operation, this will be reported back to the Portfolio Holder to consider

whether Bromley would wish to continue to participate and contribute towards the scheme.

4. LEGAL IMPLICATIONS

- 4.1 Legal advice regarding the legality of the PLM scheme, how it fits with the statutory allocations framework and the measures in the forthcoming Localism Act and the legal requirements for boroughs to participate in the PLM scheme has been provided for the GLA and all London Boroughs by Jan Luba QC, Garden Court Chambers, who is a specialist in housing law.
- 4.2 The GLA was advised that boroughs and social landlords should note that the Regulatory Framework for Social Housing, published by the Tenant Services Authority, maintains a specific requirement for all social landlords to participate in mobility schemes where they are available. Clause 134 of the Localism Bill also contains a duty for boroughs to have regard to the London Housing Strategy (which contains a policy in respect of sub-regional mobility) when preparing or modifying their allocation schemes.
- 4.3 Under the current Policy Framework, some PLM scheme lettings would be governed by the statutory allocations framework whilst others may fall outside of this framework, dependent upon the individual circumstances and referral routes. However the advice confirmed the lawful status of the PLM scheme within the statutory framework. A summary of this can be found in Appendix A. As some allocations fall within the statutory allocations framework it is proposed to make explicit provision for PLM within the local allocations scheme, by agreeing to include the following additional paragraph (as drafted by Jan Luba) into the introductory section of the existing scheme:

“The Council participates in Pan-London mobility (PLM) arrangements and accordingly up to five percent of properties that become available to the Council for nomination each year will be made available to transferring tenants from other boroughs under those arrangements. For more details of the PLM arrangements see [reference to PLM website and policy framework]

The decision as to which vacancies will be put forward to the operators of PLM for applicants from other boroughs will be made by the Head of Housing Needs and Group Manager Housing Solutions in line with the Annual lettings plan and in liaison with the housing association allocations lead for the respective housing association landlord.

The ultimate decision as to which PLM registrant will be let the property will be made by the allocation lead for the housing association landlord in the case of vacancies within Bromley.

As a result of our participation in PLM, existing housing association tenants in Bromley can make transfer applications through PLM to be considered for vacancies in other London local authority areas.”

- 4.4 The GLA was also advised that it would be lawful for boroughs to allocate 5% of their housing stock or their nominations.
- 4.5 The question of Pan-London Mobility and cross-borough moves was included within the recent consultation preparing for the new allocations scheme receiving overall support as a further tool to increase the housing options available to resolve housing need and make the most effective use of stock.

- 4.6 Finally an Equality Impact Assessment was completed in preparation for the new allocations scheme and updated accordingly in light of PLM, taking account of the detailed EIA and monitoring regime put in place by the GLA for the PLM scheme.

Non-Applicable Sections:	Personnel
Background Documents: (Access via Contact Officer)	Bromley Common Allocations Scheme (Sara Bowrey) Policy Framework PLM scheme: http://www.london.gov.uk/priorities/housing/housing-need/mobility/pan-london-mobility . (this includes the detailed Legal Advice provided to the GLA in relation the PLM scheme)

Appendix A;

Extract from the summary of legal advice provided by Jan Luba:

Legal status of the PLM scheme

On the issue of allocation schemes, the GLA was advised that under the Policy Framework as it stands, some PLM scheme lettings would be governed by the statutory allocations framework. Boroughs have a duty under the Housing Act 1996 to ensure that their allocation scheme is framed to give “reasonable preference” to specified categories of persons. However, allocating some social lettings through the PLM scheme to people within the statutory allocation framework but without “reasonable preference” would not necessarily prevent boroughs from fulfilling this duty. This is because “reasonable preference” does not mean a reasonable preference in respect of every house available for letting, and under the Housing Act 1996 boroughs are permitted to ring-fence or remove particular properties from the ordinary run of the allocations scheme, even if those properties are allocated to persons without reasonable preference.

The GLA was also advised that it would be lawful for boroughs to allocate 5% of their housing stock (or their nominations to other housing providers’ stock) to be exclusively available to PLM scheme registrants, based on a number of factors including the following:

- the vast majority (up to 95%) of lettings would still go to reasonable preference category tenants;
- equalisation arrangements mean that there should still be the same number of lettings available to new tenants;
- in the *Ahmad v Newham* case, the court considered that the allocation of 5% of housing to non-priority in-borough applicants was lawful; and
- Some of the PLM registrants would be in reasonable preference categories anyway.

Borough participation in PLM scheme

As some lettings under the PLM scheme will fall within the statutory allocations framework, it is necessary for boroughs to make provision for PLM within their allocations schemes.

The GLA was advised that if the Localism Bill was enacted as drafted, some of the lettings through the PLM scheme would still be governed by the statutory allocation framework (albeit fewer than under the current regime). Borough allocation schemes would still, therefore, need to make provision for the PLM scheme.

Report No.
ACS 12007

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: Adult & Community Services Policy Development & Scrutiny Committee

Date: 26th January 2012

Decision Type: Non-Urgent Executive Key

Title: BUDGET MONITORING 2011/12

Contact Officer: Lesley Moore, Deputy Finance Director,
Tel: 020 8461 4633 E-mail: lesley.moore@bromley.gov.uk

Chief Officer: Anne Watts for Director of Adult & Community Services

Ward: Borough Wide

1. Reason for report

This report provides the budget monitoring position for 2011/12 based on activity up to the end November 2011.

2. **RECOMMENDATION(S)**

- 2.1 Note that a projected underspend of £498,000 is forecast, based on information as at November 2011.
- 2.2 The Portfolio Holder is requested to approve an in-year virement of £170,000 from the Procurement and Contract Compliance budget within the Commissioning and Partnerships Division to Housing Needs, to fund a number of initiatives that will help reduce cost pressures of £700,000 following through into 2012/13.
- 2.3 Note that £150,000 relating to Learning Disabilities growth pressures approved by the Executive as part of the 2011/12 budget is being returned to the central contingency.

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: Adult and Community Services Portfolio
 4. Total current budget for this head: £102.1m
 5. Source of funding: ACS Approved Budget
-

Staff

1. Number of staff (current and additional): 658 fte's
 2. If from existing staff resources, number of staff hours:
-

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 2011/12 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.

Summary of Ward Councillors comments: Council Wide

3. Comments – from the Adult & Community Services Management Team

- 3.1 Forecasts based on the latest activity available show a full year overspend of £231,000 on placements and domiciliary care for older people and people with physical disabilities. Management action continues with a focus on maximising income, review of care packages and delivering reablement savings.
- 3.2 Pressure on temporary accommodation continues and some of the initiatives reported through ACS PDS to address increased demands are being implemented to reduce costs going forward.
- 3.3 Overall ACS budgets are projecting a £498,000 underspend. There are one off in-year savings delivered mainly through effective commissioning and contracting arrangements, therefore continued management action and monitoring will continue to focus on containing ongoing budget pressures.

4. POLICY IMPLICATIONS

- 4.1 The Resources Portfolio Plan for 2011/12 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 2011/12 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 A detailed breakdown of the projected outturn by service area is shown in appendix 1(a) with explanatory notes in appendix 1(b). Appendix 2 gives an analysis of the latest approved budget.
- 5.2 Care Services Division

There are pressure within the Care Services division and a net overspend of £253,000 is forecast which can be analysed as follows;

	£'000
Domiciliary Care for Older People	305
Nursing, Residential & Respite for Older People	-129
Residential and Domiciliary Care for people with Physical Disabilities	55
Aids/Hiv Grant	-78
Integrated Community Equipment Store	100
Total Care Services	<u>253</u>

It is anticipated that the overspend on Assessment and Care Management will have a full year effect of around £400,000 in 2012/13, however it is expected that this will be offset by savings from the reablement service and by maintaining tight eligibility criteria.

5.3 Commissioning & Partnerships Division

A net underspend of £1,148,000 is forecast in the Commissioning & Partnerships division as a result of savings from procurement being greater than anticipated. The net underspend includes the return of £150,000 of Learning Disabilities growth to the central contingency.

The variation can be summarised as follows;

	£'000
Procurement & Contract Compliance - Contract Savings	-532
Negotiated contract uplifts lower than budgeted	-187
Mental Health Placements & Other	-306
Learning Disabilities Placements & Other	-302
Learning Disabilities Growth returned to contingency	150
Admissions Avoidance scheme overspend	147
Carers budget	-95
Other	-23
Projected underspend	<u><u>-1,148</u></u>

5.4 Based on activity to the end of November, expenditure on young adults with learning disabilities coming through Transition is lower than anticipated. This is due to revised estimates of the timing and anticipated costs of service packages for clients leaving college during 2011/12. Although this delay has allowed £150,000 of the growth received in the 2011/12 budget to be returned to the central contingency, there will still be a budget requirement for the full year costs in 2012/13.

5.5 Housing Division

The projected overspend on Bed and Breakfast and temporary accommodation placements is £327,000 in 2011/12, with cost pressures in a full year of £700k, due to a continuing increase in the number of households presenting with housing needs, particularly those faced with imminent homelessness.

5.6 An investment of £170,000 is proposed over the remainder of the financial year and into 2012/13 to address the problems around B&B pressures. This includes a range of enhanced “offers” to private landlords and letting agents to make properties available to Council nominees. The resulting savings in the nightly cost of and numbers in B&B (anticipated to be circa £200,000), will help to offset to the full year overspend in 2012/13 and future years, currently estimated to be £700,000.

5.7 The Portfolio Holder is requested to approve an in-year virement of £170k from the Procurement and Contract Compliance budget within the Commissioning and Partnerships Division to Housing Needs, to fund the initial investment.

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

Non-Applicable Sections:	Legal, Personnel, Customer Impact
Background Documents: (Access via Contact Officer)	2011/12 Budget Monitoring files within Adult & Community Services Finance Section

2011/12 Original Budget £	2011/12 Latest Approved £	2011/12 Projection £	Variation £	Notes	Variation Last Reported £	Full Year Effect £
190	190	112	-78	1	-40	0
32,124	32,470	32,701	231	2	208	403
5,321	4,867	4,967	100	3	154	0
2,230	2,380	2,380	0		139	0
2,030	2,030	2,030	0		0	0
1,317	1,328	1,328	0		0	0
0	0	0	0		0	0
43,212	43,265	43,518	253		461	403
2,435	2,633	2,669	36	4	-9	
16,194	15,906	15,754	-152	5	-138	125
5,124	5,076	4,770	-306	6	-275	-150
5,185	5,049	4,353	-696	4	-678	
257	257	227	-30	7	-5	0
0	0	0	0		0	0
29,195	28,921	27,773	-1,148		-1,105	-25
1,173	2,503	3,000	497	8	327	700
92	753	767	14	9	14	0
998	46	46	0		0	0
-18	-18	-5	13	9	13	0
64	-455	-455	0		0	0
0	0	0	0		0	0
2,309	2,829	3,353	524		354	700
8,776	8,776	8,765	-11	} 10	-11	0
542	520	513	-7		-7	0
1,543	1,536	1,422	-114		-71	0
199	192	197	5		5	0
0	0	0	0		0	0
11,060	11,024	10,897	-127		-84	0
85,776	86,039	85,541	-498		-374	1,078
1,381	6,857	6,854	-3	11	-3	0
9,214	9,222	9,222	0		0	0
96,371	102,118	101,617	-501		-377	1,078

ACS 12007

Notes**1. AIDS/HIV Grant - Cr £78k**

It is currently anticipated that the AIDS/HIV budget will not be fully committed this year and that an underspend of £78k will assist in off-setting pressures within the Care Services division.

2. Assessment & Care Management - £231k

The variation can be analysed as follows:-

	November	October
	£'000	£'000
a) Domiciliary care & direct payments for older people	305	309
b) Residential/Nursing care and respite for older people	(129)	(134)
c) Residential and domiciliary care for people with physical disabilities	55	33
	<u>231</u>	<u>208</u>

- a) Although there has been a slight reduction in the forecast based on activity to date, expenditure on domiciliary care remains a pressure as more older people are maintained in their own homes rather than placed in residential care. The projected overspend takes account of savings of £539k as a result of inflationary increases to providers being lower than anticipated.

The projections include an assumption that the budget changes around charging income are fully realised (£191k). Income has been projected on September data, so the effects of the revised direct payment rates and the new charging policy effective from 16 May are now starting to be reflected.

- b) The budgets for residential, nursing and respite care for older people are forecast to underspend by £129k based on activity to date.
- c) The variation comprises a projected overspend of £64k on residential and nursing care, which is partially offset by an underspend of £9k on domiciliary care. This is based on activity to the end of November, however costs can change significantly if complex cases arise.

3. Direct Services - £100k

Latest monitoring of the Integrated Community Equipment Store (ICES) budget has shown increased activity over the past two months. With this rise and anticipated additional expenditure over the winter period, it is expected that the budget will overspend by £100k. This projection includes management action to contain the overspend.

Requests for additional funding from Bromley PCT have not been successful and other methods of funding the overspend are being investigated.

4. Commissioning & Partnerships - Dr £36k / Cr £696k

The 2011/12 budget includes a savings target £350k for efficiency targets for all suppliers, £300k for reduced commissioning of Supporting People Services and £500k for reduced funding of sheltered housing.

The projected underspend summarised below is additional to those savings and is analysed below.

	£'000	£'000
<u>Commissioning & Partnerships</u>		
Efficiency targets for all suppliers	(23)	
Non-achievement of staff turnover element in budget	7	
Carers budget	(95)	
Admissions avoidance overspend	<u>147</u>	
		36
<u>Procurement & Contract Compliance</u>		
Savings from sheltered housing higher than budgeted	(256)	
Savings from SP commissioning higher than budgeted (including FYE of savings achieved in 2010/11)	(253)	
Negotiated contract price increases lower than budgeted	<u>(187)</u>	
		(696)

5. Learning Disabilities Services - Cr £152k

Budgets for learning disabilities placements and domiciliary care and direct payments have been realigned across the divisions and the forecast for this month shows a projected underspend of £152k, which can be analysed as follows;

	£'000
a) Residential/nursing & supported living - reduced costs	(225)
b) Delayed Placements - Budget returned to Central Contingency	150
c) Staff vacancies, SLA's etc.	(77)
	<u>(152)</u>

a) Despite the pressure being contained in-year, the full year effect of the current activity is forecast to be an overspend of £125k for residential, supported living and domiciliary care and managers continue to work on ways to reduce this.

b) The budget includes £855k of growth for new clients coming through Transition in 2011/12. However there have been delays or revised assumptions for some these clients which has resulted in underspends, therefore £150k of the budget has been returned to the central contingency. The costs will come through in 2012/13 and will be covered from the growth provision included in the draft budget for the full year effect of new clients in 2011/12.

6. Mental Health Services - Cr £306k

The underspend arises partly from the full year effect of client moves during 2010/11 which resulted in more cost effective placements, from an increase in the use of flexible support rather than residential placements and from containing annual contract price increases due to providers.

7. Drugs & Alcohol Service - Cr £30k

The projected underspend of £30k comprises £5k on Young Peoples Substance Misuse and £25k on the main DAT budget, including £15k on the residential budget.

8. Housing Needs (Bed & Breakfast /Temporary Accommodation) - £497k

The budget is forecast to overspend by £327k, based on the latest information, as client numbers and unit costs continue to increase. The trend is set to continue throughout this year and the next and a full year effect of £700k is anticipated.

A recent report to the Adult and Community Services PDS (September 2011) highlighted issues in the housing market, rising approaches to the Council and the problems of obtaining temporary and permanent accommodation and the rising costs of each.

However, a number of initiatives are being pursued to seek to provide increased and reduced cost temporary accommodation and/or increase placements in the private rented sector to reduce the numbers in and costs of B&B.

An investment of £170k is proposed over the remainder of the financial year and into 2012/13 to address the problems. These include a range of enhanced "offers" to private landlords and letting agents to make properties available to Council nominees and enhanced offers to attract more temporary accommodation for leasing. The resulting savings in the nightly cost of and numbers in B&B will help to offset to the full year overspend in 2012/13 and future years.

The Portfolio Holder is asked to approve an in-year virement of £170k from the Procurement and Contract Compliance budget within the Commissioning and Partnerships Division to Housing Needs, to fund the initiatives to help reduce the cost pressures.

The overall budget for the Housing Needs service contains funding of a number of specific grants for a range of specific activities of around £820k received from the DCLG this year and last year. These include addressing overcrowding and underoccupation, a range of homelessness prevention work, financial advice and prevention of repossession for mortgage or rent arrears and a specific allocation of £150k to assist clients affected by the proposed reductions to the Local Housing Allowance (Housing Benefit) rates, currently being phased in (originally from April 2011 but subsequently a 9 month transition was agreed). These grants pay for a wide range of things including staff who work with landlords and clients on a range of schemes to provide accommodation for homeless people or help to keep those about to be made homeless in their rented or privately owned accommodation. It is also for pays for assistance with rent deposits and guarantees plus a wide range of incentives to landlords or lenders to avoid repossession or obtain access to properties for Council nominations.

The introduction of the transition period for the reduction in Local Housing Allowance means that the timing of commencement of usage of this grant had to be rephrased from April 2011 to January 2012. This, coupled with the difficulties in accurately forecasting outputs and spend on this wide range of initiatives means that there could be the need for some carry forward at the end of the financial year, to enable the planned schemes and critical work on the rephrased LHA reductions to take place after April 2012.

9. Enabling Activities £13k / Housing Strategy & Development £14k

Interest rates and mortgage balances have fallen over the last few years resulting in reduced income from interest on mortgage repayments. The anticipated shortfall in income this year is £27k.

10. Strategic Support Services Cr £127k

The net underspend can be analysed as follows:

	£'000	£'000
Performance & Information		
- Director vacancy	(71)	
- Learning & Development savings	(32)	
- Staff vacancies	(11)	
	<hr/>	(114)
Concessionary Fares		(11)
Quality Assurance		5
Customer Services		(7)
		<hr/>
		<hr/> (127) <hr/>

11. Non-Controllable budgets Cr £3k

For information here, the variations relate to a net shortfall within property rental income budgets across the division. The Property division within the Renewal & Recreation Department are accountable for these variations.

Waiver of Financial Regulations

There have not been any waivers since the last report to the Executive.

Virements approved under Director's delegated powers

No virements have been approved under delegated powers since the last report to the Executive.

LATEST APPROVED BUDGET 2011/12
Adult & Community Services Portfolio

BUDGET VARIATIONS

	£'000	£'000
2011/12 Original Budget		96,371
Carry forwards from 2010/11:-		
<u>Agreed by Executive on 20/07/11</u>		
Choice Based Lettings		15
Hospital Discharge/Reablement Funding via PCT		
- Expenditure		98
- Income	Cr	98
Social Care Funding via PCT under S256		
- Expenditure		205
- Income	Cr	205
Social Care Reform (ACS)		
- Expenditure		521
- Grant Income	Cr	521
Joint Improvement Programme		
- Expenditure		20
- Grant Income	Cr	20
LD Revenue Campus Closure Grant (ACS)		
- Expenditure	459	
Housing Overcrowding Pathfinder Grant (ACS)	95	
Homelessness Prevention Grant	150	
Stroke Care Grant	90	794
Contribution from Earmarked Reserve	<hr/>	Cr 794
Total Carry forwards		<hr/> <hr style="border-top: 1px dashed black;"/>
General		
Government Grants Deferred - Removal of 2011/12 Budget Allocation		5,550
Homelessness Grant Income - Transferred to General "Local Services Support"		500
Return of LD Growth to Central Contingency	Cr	150
Total General		<hr/> <hr style="border-top: 1px dashed black;"/>
Budget Transfers / Other:		
Non-Controllable Budget - Property Rental Income	Cr	37
Additional charging income funding 2 posts in Exchequer	Cr	54
Out of Hours Contract to Customer Service Centre	Cr	25
Contribution to BSSD additional call volumes	Cr	15
Landlord Building Maintenance virements (non-controllable)	Cr	37
Total Budget Transfers / Other:	<hr/>	Cr 168
Total Variations		<hr/> <hr style="border-top: 1px dashed black;"/>
2011/12 Latest Approved Budget		<hr/> <hr style="border-top: 1px dashed black;"/>
		102,118

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Report No.
ACS12002

London Borough of Bromley

PART 1 - PUBLIC

<Please select>

Decision Maker: **ADULT AND COMMUNITY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE**

Date: **26th January 2012**

Decision Type: Non-Urgent Executive Non-Key

Title: **DRAFT 2012/13 BUDGET**

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

Chief Officer: Anne Watts for Director of Adult & Community Services

Ward: Boroughwide

1. Reason for report

- 1.1 The prime purpose of this report is to consider the Portfolio Holder's Draft 2012/13 Budget which incorporates future cost pressures and initial draft budget saving options which were reported to Executive on 11th January 2012. Members are requested to consider the initial draft budget savings proposed and also identify any further action that might be taken to reduce cost pressures facing the Council over the next four years.
 - 1.2 Executive are requesting that each PDS Committee consider the proposed initial draft budget savings and cost pressures for their Portfolio and the views of each PDS Committee be reported back to the next meeting of the Executive, prior to the Executive making recommendations to Council on 2012/13 Council Tax levels.
 - 1.3 There are still outstanding issues and areas of uncertainty remaining. Any further updates will be included in the 2012/13 Council Tax report to the next meeting of the Executive.
-

2. **RECOMMENDATION(S)**

The PDS Committee are requested to:

- (a) Consider the update on the financial forecast for 2013/14 to 2015/16;
- (b) Consider the initial draft saving options proposed by the Executive, focussing on the 2012/13 saving options.
- (c) Consider the initial draft 2012/13 Budget as a basis for setting the 2012/13 Budget;
- (d) Provide comments on the initial draft 2012/13 Budget for the February meeting of the Executive.

Corporate Policy

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

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: A &CS Portfolio
 4. Total current budget for this head: £100,609,940 Draft 2012/13 Budget
 5. Source of funding:
-

Staff

1. Number of staff (current and additional): full details will be available with the Council's 2012/13 Financial Control Budget published in March 2012
 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):
 2. The 2012/13 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? No.
2. Summary of Ward Councillors comments:

3. COMMENTARY

Approach to the Budget

- 3.1 Forward financial planning and financial management is a key strength at Bromley and this has been recognised previously by our external auditors. The Executive report on the 11th January 2012 set out the financial forecast for the next 4 years but with some caution around projections for the 3rd and 4th year of the Comprehensive Spending Review period (2013/14 and 2014/15) as well as the year following the 4-year Comprehensive Spending Review period (2015/16). There are significant changes which can impact on the Council's finances from 2013/14 arising from the final outcome of the Local Government Resources review which includes the localisation of business rates and council tax benefit.
- 3.2 The Budget Strategy has to be set within the context of a reducing resource base – the need to reduce the size and shape of the organisation to secure priority outcomes within the resources available. There is also a need to build in flexibility in identifying options to bridge the budget gap as the gap could increase further. The overall updated strategy has to be set in the context of the national state of public finances, unprecedented in recent times, and the high expectation from the Government that services should be reformed and redesigned. There is also a need to consider “front loading” savings to ensure difficult decisions are taken early in the budgetary cycle, provide some investment in specific priorities and to support invest to save opportunities which provide a more sustainable financial position in the longer term, ensuring stewardship of the Council's resources . Any budget decisions will need to consider the finalisation of the 2012/13 Budget but also consider the longer time frame where it is now clear that a longer period of austerity beyond 2015/16 is inevitable. Members will need to consider decisions now that can have a significant impact on the future year's financial position which ultimately will help to protect key services. Further details of the Council's approach to budgeting were included in the “Update on Council's Financial Strategy 2012/13 to 2015/16” considered by Executive on 7th September 2011.

Changes that could impact on longer term financial projections

- 3.3 In considering the next four years there remain many variables which will impact on any final outcome, these include:-

The scale of schools transferring to Academies will result in further “top slicing” in formula grant funding to the Council. An estimated additional £3 million per annum from 2013/14 has been assumed in the forecast, at this stage;

Income from interest on balances included in the 2011/12 Council Tax report assumed that interest rates will increase to 4.25% by 2014/15. The latest forecast assumes a revised level of 2.0% by 2014/15. Recent indications are that interest rates will remain low in the medium term which was confirmed in the recent downward projections on interest rates included in the Bank of England Inflation Report (November 2011). The credit rating agencies and the market in general continue to be extremely nervous about the financial climate resulting in recent downgrades to UK banks and building societies, primarily Barclays, Santander and Nationwide which will result in reductions to the total value and duration of such investments. This will undoubtedly lead to greater reliance on money market funds, which pay considerably lower rates in exchange for instant access to cash. The recent changes will impact on the Council's ability to earn interest on investments in 2012/13 and 2013/14 and potentially later years.

There will be a review of local government finance and the initial proposals include the abolition of Formula Grant and allow local authorities to retain business rates. Although Bromley would be a net gainer, in reality there would be a business rate equalisation scheme to support low revenue raising authorities which may offset any gains. Other Government grants will still reduce in future years to reflect planned reductions in public spending. No changes to the financial forecast have been made at this stage. There are planned 10% reductions in Council Tax Benefit Subsidy from 2013/14 which the projections assume will be cost neutral (i.e. offset by a corresponding reduction in payments). These proposals result in a significant risk transfer from central government to local government. Government currently manages the increasing costs of council tax benefit and the risks relating to variations in business rates. These risks will be managed by the Council from April 2013. Finally more detail of the options for “community budgets” will be produced from the local government finance review;

The coalition Government will introduce many changes in its first term including, for example, changes to health (including transfer of funding for public health from 2013/14), welfare benefits, localism (including new powers of competence for Councils to act in the interest of their communities), which have been assumed as cost neutral in the projections at this stage;

There will be many other variables as the forecast is based on predicting the next four years; the longer the timescale the greater the uncertainty. Many of the national issues outlined above, makes accurate forecasting post April 2013 virtually impossible. However, it is clear that a significant "budget gap" will continue.

Latest Financial Forecast

- 3.4 A summary of the latest budget projections including further savings required to balance the budget for 2012/13 to 2013/14 is summarised below;

	2012/13	2013/14	2014/15	2015/16
	£m	£m	£m	£m
Cost Pressures				
Inflation	8.10	15.70	23.40	31.10
Interest on Balances	0.00	0.00	-0.50	-1.00
Grant loss	7.30	11.80	20.10	27.90
Real changes	1.50	3.30	5.70	9.60
Provision for risk	2.00	1.50	1.50	1.50
Loss of grant funding (LACSEG)	0.00	3.00	3.00	3.00
	<u>18.90</u>	<u>35.30</u>	<u>53.20</u>	<u>72.10</u>
Income/Savings				
2.5% increase in Council Tax (assumes freeze at this stage for 2012/13)	0	-3.3	-6.7	-10.1
Savings approved by Executive February 2011	-10.6	-9.7	-9.7	-9.8
Further savings identified	-13.8	-23.9	-23.9	-23.9
	<u>-24.4</u>	<u>-36.9</u>	<u>-40.3</u>	<u>-43.8</u>
Other				
Invest to Save (one-off)	3.00	0.00	0.00	0.00
Council Tax Freeze grant	-3.00	0.00	0.00	0.00
Contribution to Glades	0.90	0.00	0.00	0.00
Increase in Council Tax base	-0.50	-0.50	-0.50	-0.50
New Homes Bonus – transfer to earmarked reserve	2.00	2.30	2.50	2.70
Increase in New Homes Bonus	-1.30	-1.50	-1.80	-2.00
Infrastructure Fund (one off funding)	4.40	1.30		
	<u>5.50</u>	<u>1.60</u>	<u>0.20</u>	<u>0.20</u>
Remaining "Budget Gap"	0.00	0.00	13.10	28.50

The above table shows, for illustrative purposes the impact of a council tax freeze in 2012/13. If Members agree a council tax increase of 2.5% in 2012/13 the medium term "budget gap" reduces by £3.3m. Each 1% council tax increase generates ongoing annual income of £1.3m.

Growth Pressures & Real Changes

- 3.5 A breakdown of growth pressures over the next four years is included in Appendix 3 of the Executive report of 11 January 2012 and included in the table above under "Real Changes". This growth in service pressures across the Council is forecast to be £1.5m in 2012/13 increasing to £9.6m by 2015/16. The growth for the ACS Portfolio is shown in the table below:-

	2012/13 £'000	2013/14 £'000	2014/15 £'000	2015/16 £'000
Adults with Learning Disabilities (new placements)	676	1,679	2,569	2,569
Savings from Extra Care	-442	-884	-884	-884
	<u>234</u>	<u>795</u>	<u>1,685</u>	<u>1,685</u>

Saving Options

- 3.6 A summary of the new savings options relating to the Adult and Community Services Portfolio is shown in the table below, and in more detail in Appendix 1 of this report:-

	2012/13 £'000	2013/14 £'000
Appendix 1 A Savings currently being implemented by Chief Officers	1,830	4,130
Appendix 1 B Savings relating to on -going impact of 2011/12 Budget savings not yet agreed by Executive *	0	765
Appendix 1C Further savings identified	107	1,473
	<u>1,937</u>	<u>6,368</u>

* At their meeting in February 2011, the Executive agreed savings for two years as part of the budget setting process. Appendix 1B reflects further savings now being proposed relating to that.

4. COMMENTS FROM THE ADULT & COMMUNITY SERVICES MANAGEMENT TEAM

- 4.1 The number of people aged over 85 years in Bromley's population continues to increase, and during the past year the department has faced increasing demands for assessments and numbers of safeguarding alerts needing investigation. This will put a significant strain on resources during 2012/13 as we seek to keep on top of and improve performance in these areas. Officers will continue to manage this cost pressure by effective implementation of eligibility criteria, and maximising opportunities for maintaining people's independence – minimising the need to use residential and nursing care placements and helping more people remain in their own homes through direct payments and domiciliary care packages.
- 4.2 Based on the evidence of the current year and the continuing increasing numbers of older people within the population, and continuing pressures from young disabled people reaching adulthood with significant care needs, 2012/2013 will be another very challenging year financially.
- 4.3 Additional Funding for Health and Social Care

The Government allocated additional funding to PCTs in 2011/12 and 2012/13 which was earmarked for spend on social care services which benefit health. This amounted to £3.2m in 2011/12 and £3m in 2012/13. Spending plans for this grant must contribute towards reducing demand for social care and health services – e.g. preventing admission to hospital, facilitating speedier discharge and ensuring that older people remain independent within the community for longer. Effective use of this resource will assist in managing the cost pressures associated with demographic growth in demand, particularly in relation to older people.

Budget Savings

- 4.4 The achievability of savings arising from efficiency targets with suppliers is critically dependent upon successful commissioning activity and negotiations with external providers for below inflation increases, no increases or reductions in annual costs. The department delivered significant savings in 2011/12 through contract negotiations and the 2012/13 budget assumes that this will continue.
- 4.5 Challenging targets have been set for the reablement service, with projected savings dependent on roll-out and a consequent reduction in demand for longer term domiciliary care services. Officers will continue to review this service to ensure that it is delivered in most cost effective way that generates the budget savings.
- 4.6 A major area where there is a continuing uncertainty is in relation to housing needs and the impact of the current economic climate on homelessness – particularly homelessness arising from mortgage repossessions and changes to Housing Benefit entitlement. In the last year the number of homeless approaches has increased resulting in the numbers of households in bed & breakfast accommodation rising from 103 in April 2011 to 227 beginning of December 2011, meaning that the department has projected cost pressures of £700k 2012/13. However various invest to save initiatives are being implemented, including incentives for landlords, to obtain more temporary accommodation at lower cost, which should reduce this to £500k
- 4.7 The draft 2012/13 Budget for ACS included on Appendix 6 of the Executive report does not take account of the new savings proposed in this report for next year. The table below provides a breakdown of the draft 2012/13 budget for ACS assuming all the savings included in Appendix 1 A and C are agreed :-

	2012/13 Budget £'000
Draft Controllable Budget for ACS (Appendix 6 on Executive Report)	87,364
Savings	
Appendix 1 A	-1,830
Appendix 1 C	-107
Updated ACS Budget	<u>85,427</u>

5. POLICY IMPLICATIONS

- 5.1 The Council's key priorities are included within the Council's "Building a Better Bromley" statement and include:
- Safer Communities
 - A quality environment
 - Vibrant, thriving town centres
 - Supporting independence, especially of older people
 - Ensuring all children and young people has opportunities to achieve their potential
 - An Excellent Council
- 5.2 "Building a Better Bromley" refers to aims/outcomes that includes remaining amongst the lowest Council tax levels in Outer London" and achieving a "sustainable council tax and sound financial strategy".

6. FINANCIAL IMPLICATIONS

The financial implications are contained within the overall report

7. LEGAL IMPLICATIONS

The delivery of some budget options will be dependant on consultation and formal decisions outside of the budget setting process. The Council has to set a lawful balanced budget before 11th March which will include contingencies to cover such items.

8. PERSONNEL IMPLICATIONS

- 8.1 The Corporate Trade Union and Departmental Representatives' Forum receives regular updates on the Council's finances and the associated policy implications and challenges. Staff and their trade union representatives will be consulted individually and collectively on any adverse staffing implications arising from the budget options. Managers have also been asked to encourage and facilitate staff involvement in budget and service planning.

Non-Applicable Sections:	Legal
Background Documents: (Access via Contact Officer)	Documents held in ASC Finance Division

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ACS 12002

<u>SECTION 1 BUDGET OPTIONS</u>	2012/13 Budget £'000	2013/14 Budget £'000
SAVINGS ALREADY DELIVERED OR 1 ABLE TO BE DELIVERED	780	780 Additional income from Charging (£250k), Sheltered Housing (£100k), In-house Homecare (£280k), reduction in bad debt provision (£75K), other (£75k)
2 SENIOR MANAGEMENT SAVINGS	150	300 Review of 2nd, 3rd and 4th tier officers
3 OTHER STAFF SAVINGS	50	250
STAFFING CHANGES/CHANGE IN 4 SERVICE DELIVERY/OTHER	50	150 Reduce budget for L&D consultants
SAVINGS THROUGH 5 OUTSOURCING/SERVICE REDESIGN	225	1,450 Direct Care Services
INVEST TO SAVE BIDS (ALREADY 6 APPROVED BY EXECUTIVE)	375	900 Reduce growth in Physical Disabilities, older people with dementia and Learning Disabilities
REDUCTION IN GROWTH -FOUR YEAR 7 FORECAST	200	300 Reduction in Learning Disabilities growth using campus reprovision funding (transfer from NHS did not allow for attrition)
TOTAL	1,830	4,130

Overall Savings across all Departments for 2013/14 (Mainly full year effects)

REF	Department	Budget 2011/12 £'000	Budget Option Identified	Savings 2013/14 £'000	Possible Impact on Other Service / Notes
Adult & Community Services					
1	Strategy Division	525	Learning & Development Savings	50	Learning & Development expenditure covers the entire Social Care workforce, including external providers (e.g. domiciliary care providers, care homes, etc.)
2	Care Services	-4,160	Charging	100	New Contribution Policy implemented in 2011/12 which will generate additional savings.
3	Care Services	-35	Increased savings from Extra Care	15	
4	Commissioning & Partnership	2,998	Reduce commissioning of supporting people services	300	Will affect levels of service delivered and relies upon successful commissioning activity.
5	Commissioning & Partnership	66,533	Efficiency targets for all suppliers	300	This will involve continued negotiations with contractors of below inflation increases, no increases or reductions in annual costs.
				765	

ACS12002

2011/12	Saving in 2012/13	Saving in 2013/14	Possible Impact on Service / Notes
Budget £'000	Cumulative £'000	Cumulative £'000	
965	0	500	Currently 1500 places provided per week in 10 Day Centres, including 4 specialist centres, with 752 people attending each week. The proposal is to shift the emphasis on specialist places for those that meet the eligibility criteria, with a reduction in the overall number of places available. May have an effect on other more intensive services over time i.e. personal care, respite care, residential care, as day care is often part of a wider package of support being provided by family carers. Any reduction in income has already been factored in the charging income figures.
25	25	25	Part of continued contract efficiencies with providers.
	0	500	Future costs pressures from high cost placements and aging population could mean that any savings delivery are not realised. £1m split notionally 50/50.
	25	1,025	
245	32	73	The CAB provides free, impartial, advice and information and is available to all residents. The funding reduction through contractual arrangements is part of the wider review undertaken on information, advice and guidance services.
100	50	100	Approximately 420 older people who fall outside the eligibility criteria, receive services designed to provide targeted support for a period of time (moderate needs). Information, advice and guidance services are provided for people with learning disabilities who do not meet eligibility criteria, but who need low level support. The service supports around 135 people pa. The potential for different models of service and charging for services could minimize the impact of any long-term effect on care services.
387	0	75	Day centres for adults with mental health needs, provide employment support, training courses, peer support, benefits advice to approximately 450 service users per annum and includes a high proportion of people not eligible for services under the FACS criteria. This may impact longer term on other services.
525	0	100	Current employment support services work with people who may otherwise be unable to access employment opportunities. Potential to achieve efficiencies in contracts with providers.
400	0	100	Potential to achieve efficiencies from joint contracts and funding with PCT. Approx 4000 carers supported by range of services. May have an effect on other more intensive services over time i.e. personal care, respite care, residential care as is often part of a wider package of support being provided by family carers.
	82	448	
	107	1,473	

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Report No.
RES12023

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

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Decision Maker: Adult & Community Services Portfolio Holder

**For pre-decision scrutiny by the Adult & Community PDS
Committee on 26th January 2012**

Date: 26th January 2012

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

Title: CAPITAL PROGRAMME MONITORING Q3 2011/12 & ANNUAL
CAPITAL REVIEW 2012 TO 2016

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

Chief Officer: Director of Resources

Ward: All

1. Reason for report

On 1st February, the Executive will receive a report summarising the current position on capital expenditure and receipts following the 3rd quarter of 2011/12 and presenting for approval the new capital schemes supported by Chief Officers in the annual capital review process. The Executive will be asked to agree a revised Capital Programme for the five year period 2011/12 to 2015/16. This report highlights in paragraphs 3.1 to 3.5 changes recommended to the Executive in respect of the Capital Programme for the Adult & Community Services (ACS) Portfolio. The revised programme for this portfolio is set out in Appendix A and detailed comments on individual schemes are included at Appendix B.

2. **RECOMMENDATION(S)**

The Portfolio Holder is asked to endorse the changes to be considered by the Executive on 1st February.

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: £18.3m for the ACS Portfolio over five years 2011/12 to 2015/16
 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

Capital Expenditure

3.1 The report to the February meeting of the Executive sets out proposed changes to the Capital Programme following a detailed monitoring exercise carried out after the 3rd quarter of 2011/12 and also seeks approval to new capital schemes supported by Chief Officers in the annual capital review process. This report identifies changes relating to the ACS Portfolio and the table in paragraph 3.2 summarises the overall position if all changes proposed, both in the Q3 monitoring exercise and in the new bid process, are approved.

Capital Monitoring – Q3 variations reported to the Executive on 1st February 2012

3.2 The base position was the revised programme approved by the Executive on 16th November 2011, as amended by any variations approved at subsequent Executive meetings (none in this quarter). In response to the major level of slippage at the end of 2010/11, the monitoring process has been made more robust by the introduction of considerably more challenge and review. The monitoring exercise resulted in a number of amendments to the approved programme for the ACS Portfolio and these are shown in the table below, together with proposed new schemes. Further details are included in paragraphs 3.3 to 3.5. The revised Programme for the ACS Portfolio is attached as Appendix A and comments on individual schemes, together with latest 2011/12 expenditure figures, are shown in Appendix B.

Capital Expenditure	2011/12	2012/13	2013/14	2014/15	2015/16	TOTAL
	£000	£000	£000	£000	£000	£000
Approved Capital Programme (16/11/11)	8,524	4,413	2,884	1,020	-	16,841
Q3 monitoring variations						
Revised government grants (para 3.3)						
- Personal Social Services	-	2	-	-	-	2
- London Private Sector Renewals	-	398	-	-	-	398
Re-phasing of Expenditure (para 3.4)						
- Care Standards Act 2000	-75	75	-	-	-	-
- PCT LD reprovision	-1,098	1,098	-	-	-	-
- Renovation Grants - DFG	90	-90	-	-	-	-
- Star Lane Traveller Site	-200	200	-	-	-	-
- Housing Payment-in-Lieu Fund	-401	401	-	-	-	-
- Social Care IT Infrastructure	-27	27	-	-	-	-
Total Q3 Monitoring Variations	-1,711	2,111	-	-	-	400
New schemes (para 3.5)	-	-	-	-	1,010	1,010
Revised ACS Capital Programme	6,813	6,524	2,884	1,020	1,010	18,251

3.3 Variations in government grant allocations (total increase of £400k)

Revised allocations have recently been received in respect of ACS government funding streams and the following changes to the Capital Programme were recommended to the Executive:

Personal Social Services – in December 2010, the Department of Health announced a provisional capital grant allocation of £619k in 2012/13 for social care and this was added to the 2012/13 programme. An updated grant of £621k was announced in December 2011 and a further £2k needs to be added. This grant is not ring-fenced and the approval of the Executive will be required before the grant can be drawn down.

London Private Sector Renewal schemes – a further (and final) payment of £398k has been received from the South East London Partnership, which is now being wound up. The funding has been programmed to be spent in 2012/13.

3.4 Scheme Rephasing

In final outturn reports in June and July, the Executive was informed of the major slippage at the 2010/11 year end, as a result of which some £25.2m had been rephased from 2010/11 into 2011/12. This is the second monitoring report since July and, as reported, additional challenge and review has been introduced into the process, as a result of which, in the Q2 monitoring report in November, a number of changes were agreed and some £9.4m was rephased from 2011/12 into later years, including £4.6m relating to ACS Portfolio schemes. The Q3 ACS monitoring exercise has resulted in the grant funding changes set out in paragraph 3.3 above and also in further rephasing adjustments totalling £1.7m from 2011/12 into 2012/13. These are itemised in the table in paragraph 3.2 and Appendix B includes comments on scheme progress.

Annual Capital Review – new scheme proposals

3.5 As part of the normal annual review of the Capital Programme, Chief Officers were invited to come forward with bids for new capital investment. Considerably fewer bids were received than in previous years and Chief Officers agreed to recommend new schemes with a total value of £6.4m, of which just £0.8m would require funding from the Council's resources in the four years 2012/13 to 2015/16. The only ACS scheme put forward was for Renovation Grants (Disabled Facilities) in the sum of £1,010k in 2015/16. This is a continuation of the annual provision for DFGs and is funded by a combination of government grant (£710k) and earmarked revenue contribution (£300k).

Post-Completion Reports

3.6 Under approved Capital Programme procedures, capital schemes should be subject to a post-completion review within one year of completion. Following the major slippage of expenditure at the end of 2010/11, Members have confirmed the importance of these as part of the overall capital monitoring framework. These reviews should compare actual expenditure against budget and evaluate the achievement of the scheme's non-financial objectives. While no post-completion reports are currently due for completed ACS schemes, this quarterly report will monitor the future position and will highlight any future reports required.

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 are reported in full to the Executive on 1st February 2012. Changes recommended to the Executive for the ACS Portfolio Capital Programme are set out in the table in paragraph 3.2.

Non-Applicable Sections:	Legal and Personnel Implications
Background Documents: (Access via Contact Officer)	Departmental monitoring returns January 2012. Approved Capital Programme (Executive 16/11/11). Q2 & Q3 Monitoring report (Executive 16/11/11 & 1/2/12). Capital appraisal forms September/October 2011. Report to Chief Officers' Executive 21/12/11.

ADULT & COMMUNITY SERVICES PORTFOLIO - APPROVED CAPITAL PROGRAMME 3rd QUARTER MONITORING											
Capital Scheme/Project	Total Approved Estimate	Actual to 31.3.11	2011/2012			2012/13	2013/14	2014/15	2015/16	Responsible Officer	Remarks
			Approved Estimate	Actual to 29/11/11	Revised Estimate	Revised Estimate	Revised Estimate	Revised Estimate	Revised Estimate		
	£'000's	£'000's	£'000's	£'000's	£'000's	£'000's	£'000's	£'000's	£'000's		
SOCIAL SERVICES											
Care Standards Act 2000 Requirements - general	500	187	75	0	0	225	88			Lorna Blackwood	
Learning Disability Day Centre	2310	767	0	0	0	450	1093			Lorna Blackwood	Capital receipt £2.54m
Care Homes - improvements to environment for older people	290	269	0	0	0	21				Lorna Blackwood	100% government grant
PCT Learning Disability reprovion programme	10379	5420	4192	1323	3094	1865				Colin Lusted	Fully funded by PCT
Care Home reprovion - decanting costs	1500	998	400	103	400	102				Lorna Blackwood	To be met from capital receipts from disposal of homes
Social care grant - 2010/11 and prior years	558	0	0	0	0	558				Lorna Blackwood	100% government grant
Social care grant - 2011/12 and 2012/13 settlement	1228	0	0	0	0	621	607			Lorna Blackwood	100% government grant
Mental health grant	331	5	0	0	0	250	76			Lorna Blackwood	100% government grant
Social Care IT Infrastructure	233	150	83	22	56	27				Helen Stewart	100% government grant
Supporting Independence - Extra Care Housing	20	0	0	0	0	20				Lorna Blackwood	100% government grant
Transforming Social care	145	75	70	0	70					Helen Stewart	100% government grant
Feasibility Studies	40	0	10	0	10	10	10	10		Lesley Moore	
TOTAL SOCIAL SERVICES	17534	7871	4830	1448	3630	4149	1874	10	0		
HOUSING											
Shared ownership housing - Bromley NHS PCT project	320	64	0	0	0	256				Lorna Blackwood	100% Learning Disability Development Fund
Housing Provision - approved expenditure proposals	657	457	200	0	200					David Gibson	
Housing Provision - unallocated	220	0	220	0	220					David Gibson	Reinvestment of housing capital receipts; subject to reduction re pooling
Payment in Lieu Fund - unallocated	3745	2379	1366	112	965	401				David Gibson	Expenditure subject to cash receipts from Affordable Housing Policy
London private sector renewal schemes	3169	2192	579	286	579	398				Kerry O'Driscoll/Steve Habgood	100% external funding
Renovation Grants - Disabled Facilities	8451	3132	1079	804	1169	1120	1010	1010	1010	Kerry O'Driscoll/Steve Habgood	60% Govt grant capped at £690k in 09/10 & £714k in 10/11; £300k revenue cont p.a. £269k c/fwd from 10/11 into 11/12
TOTAL HOUSING	16562	8224	3444	1202	3133	2175	1010	1010	1010		
OTHER											
Star Lane Traveller Site	250	0	250	0	50	200				Sara Bowrey	Urgent water and drainage works (statutory duty)
TOTAL OTHER	250	0	250	0	50	200	0	0	0		
TOTAL ADULT & COMMUNITY SERVICES PORTFOLIO	34346	16095	8524	2650	6813	6524	2884	1020	1010		

ADULT & COMMUNITY SERVICES DEPARTMENT - APPROVED CAPITAL PROGRAMME 3rd QUARTER MONITORING - EXECUTIVE 01/02/12					
Capital Scheme/Project	2011/2012				COMMENTS FOR Q3 MONITORING
	Actual to 31.3.11	Approved Estimate	Actual to 29/11/11	Revised Estimate	
	£'000's	£'000's	£'000's	£'000's	
SOCIAL SERVICES					
Care Standards Act 2000 Requirements - general	187	75	0	0	Funding for alterations to properties for LD/ PD. Schemes approved by the Executive in October and detailed schemes being worked up. 11/12 approved estimate £75k rephased to 12/13.
Learning Disability Day Centre	767	0	0	0	Proposals being prepared for investment in new LD complex needs day centre provision - funding for building alterations. Priority in 11/12 was given to moving PCT clients from Bassetts day centre and this was achieved using Astley Day Centre with no requirement for capital investment. However proposals are being prepared for investment in new LD complex needs day centre provision, funding building alterations
Care Homes - improvements to environment for older people	269	0	0	0	The expenditure is subject to requests from care homes for improvements. No bids received in 11/12. Meeting on 11th January with various care homes at which we will be asking for bids, the remaining funds will be spent in 12/13
PCT Learning Disability reprovision programme	5420	4192	1323	3094	The transfer of adults with a learning disability from the Bassetts site is largely complete but the ultimate closure of the site is dependent upon alternative properties being refurbished to enable staff and associated services to move. There are continuing delays with receiving NHS authority to purchase and refurbish a property for respite use and further scoping must be undertaken with regard to the purchase of replacement day facilities. In recognition of these issues £1,098k has been rephased into 2012/13.
Care Home reprovision - decanting costs	998	400	103	400	Final home (Belle Grove) closes July 2013.
Social care grant - 2010/11 and prior years	0	0	0	0	Guidance being sought regarding conditions of spend in order to identify suitable projects
Social care grant - 2011/12 and 2012/13 settlement	0	0	0	0	Guidance being sought regarding conditions of spend in order to identify suitable projects
Mental health grant	5	0	0	0	The funding is to enable the reconfiguration of existing mental health properties and is an ongoing work stream. Progress is dependent on agreement from PCT and other property owners.
Social Care IT Infrastructure	150	83	22	56	Wisdom Migration project – to move CareFirst CareStore – Electronic case files from the current product to the new product, due to changes by OLM. Project delayed due to technical issues. £27k uncommitted is focused on potential hardware replacements, which may not be completed this year.
Supporting Independence - Extra Care Housing	0	0	0	0	No additional funding required for the new scheme which opened in 11/12 due to high specification delivered by developer. Funding allocated for additional requirements in the two new Extra Care housing schemes due for completion in 2012/13.
Transforming Social care	75	70	0	70	Expected to spend budget in 2011/12
Feasibility Studies	0	10	0	10	
TOTAL SOCIAL SERVICES	7871	4830	1448	3630	
HOUSING					
Shared ownership housing - Bromley NHS PCT project	64	0	0	0	Funding from the Learning Disabilities Development Fund. Linked to PCT Campus Closure programme which has several schemes remaining, particularly with regard to respite and day services plans, so it is likely that this budget will be utilised in 2012/13.
Housing Provision - approved expenditure proposals	457	200	0	200	During Q2 and Q3, Housing Management Team has been working up 2 separate proposals with Orchard and Shipman to potentially utilise this budget to provide new housing either through a street property investment programme or a TA site. Both schemes could require the full budget of £420k if they proceed. Detailed work is underway at present and the cash could be committed this quarter if either of the initiatives proceeds.
Housing Provision - unallocated	0	220	0	220	As per previous scheme.
Payment in Lieu Fund - unallocated	2379	1366	112	965	11/12 spend estimated at £965k (£850k on Viridian acquisitions in Q4 this financial year on top of year to date spend of £115k). £250k required in Q1 of 12/13 for Tranche 2: Bromley Common Extra Care Housing. £401k rephased into 12/13
London private sector renewal schemes	2192	579	286	579	£398k received in December 2011. Final allocation of funds following the wind up the SELHP organisation, but spend will not take place until 2012/13.
Renovation Grants - Disabled Facilities	3132	1079	804	1169	Higher value adaptations being completed in November and £90k repahsed from 2012/13 into 2011/12
TOTAL HOUSING	8224	3444	1202	3133	
OTHER					
Star Lane Traveller Site	0	250	0	50	Awaiting quotation from Thames Water for drainage works, so it is unlikely that a significant proportion of the works will be completed by 31st March. £200k rephased into 12/13
TOTAL OTHER	0	250	0	50	
TOTAL ADULT & COMMUNITY SERVICES PORTFOLIO	16095	8524	2650	6813	

Agenda Item 9

Report No.
ACS 12005

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

<Please select>

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

Date: **26th January 2012**

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

Title: **UPDATE ON RE-ABLEMENT SERVICE**

Contact Officer: Tricia Wennell , Head of Assessment and Care Management - Care Services
Tel: 020 8313-4140 E-mail: tricia.wennell@bromley.gov.uk

Chief Officer: David Roberts - Assistant Director - Adult and Community Services

Ward: Borough- wide

1. Reason for report

This report gives the Policy Development and Scrutiny Committee an update of the performance of the Re-ablement Service. The Re-ablement Service is designed to reduce the demand for domiciliary care by improving the health and well-being of older people so that they are able to manage their activities of daily living and to achieve a saving as a result.

2. **RECOMMENDATION(S)**

2.1 The Policy Development and Scrutiny Committee is asked to consider the performance of the service and comment on the level of savings being achieved and forecast.

Corporate Policy

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

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: Recurring cost. £927,330
 3. Budget head/performance centre: ACS - Care Services - Reablement Services
 4. Total current budget for this head: £1,079,530
 5. Source of funding: Adult and Community Services Profolio Budget
-

Staff

1. Number of staff (current and additional): 30 FTE reablement service.
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: Statutory requirement. NHS and Community Care Act 1990, National Assistance Act 1948, Local Authority Circular LAC DH 2010 6
 2. Call-in: Call-in is not applicable.
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Borough-wide services to Bromley residents currently over 8, 000 people receive social care services at a gross cost of £48,809,280. 893 people have used the reablement service since March 2010
-

Ward Councillor Views

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

COMMENTARY

The Re-ablement Service was developed in Bromley to reduce spend on domiciliary care and promote the independence of adults and older people. It had proved successful in other Local Authorities and delivered savings. The report on Assessment and Reablement Service to the 29th September 2009 ACS PDS Committee set out the business case for the service that was forecast to make savings in the second year of operation.

Care assistants, known as facilitators, work with individuals to encourage and support them to recover their confidence and ability to manage their own activities of daily living such as washing, dressing and going to bed. These staff work alongside the service users rather than carrying out these tasks for them.

The service can last up to six weeks, and in exceptional cases can last longer. No charge is made for the service due to government regulation.

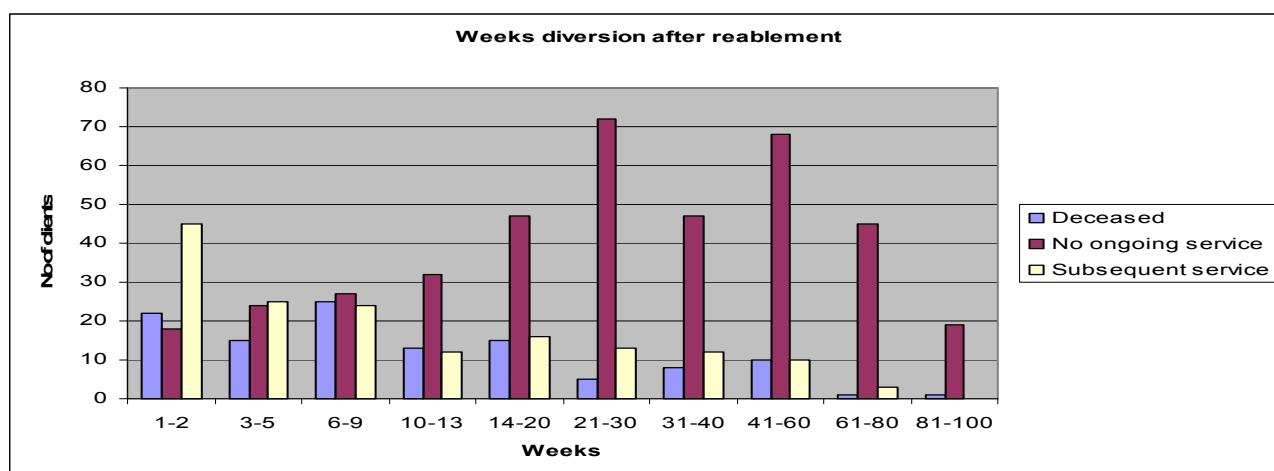
A review has been carried out by an independent expert on Reablement who played a leading role with the Department of Health in the implementation and evaluation of this service as it was established across England and Wales.

The draft report of the review shows that the service is working well and is based on sound assumptions, judging that the outcomes generated by the service are amongst some of the better levels seen across England. A number of helpful recommendations and observations to improve the service and its efficiency have been suggested, such as extending the service to people with existing packages of domiciliary care (rather than just new service users) and streamlining the existing performance management framework.

Current Performance

The long term impact with the number of people needing or not needing care services after starting reablement is shown in Table 1. This demonstrates that the reduction in service requirement does last. Some authorities have found that the impacts can last up to two years with benefits for individuals and budgets. These figures are drawn from all those who have used the service rather than from a cohort so the numbers do vary from week to week.

Table 1 Individual impact of Reablement



The table below shows the total number of service users going through re-ablement from when it was set up in February 2010. As expected the number of service users going

through re-ablement has increased as planned, although it has not quite achieved the level of 70 people each month as anticipated in the business plan. There was an increase in the summer of 2011, due to the implementation of the new structure in care management and assessment teams, but this has not reached the original target level. We are reviewing the performance to assess whether the model needs to be changed with a lower target or whether there are practical steps that can be taken to achieve the target level.

Table 2 Numbers of people finishing reablement

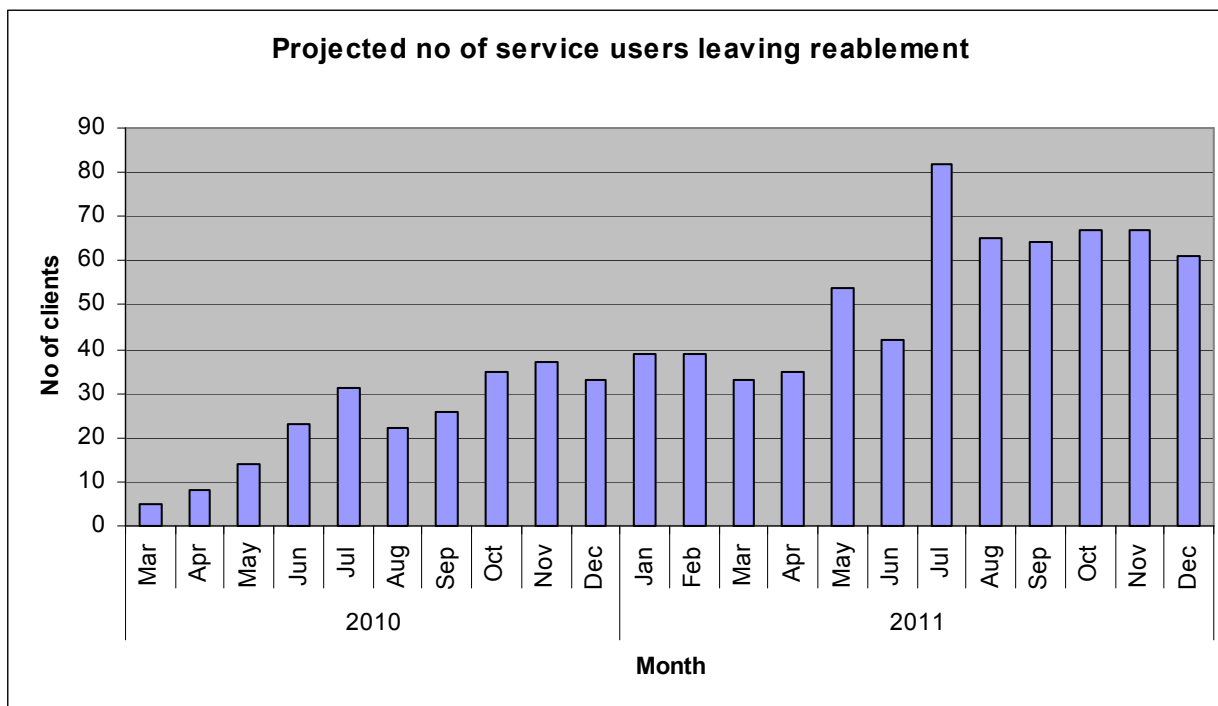


Table 3 below gives the total hours provided to individual service users, from 18/4/2011, indicating that most people receive a service in the 14 hours to 60 hours bands. This reflects a number of people who are diverted from needing support fairly quickly with a service lasting about two to three weeks and those who have a service of about six weeks, sometimes needing a double handed package.

The average contact hours per completed package of reablement is 29 hours which is lower than the average in a recent study by the Department of Health which had a range from 35 hours to 99 hours with an overall average of 60 hours.

There are a few instances when people have needed larger packages to achieve an improvement in their independence. Those requiring double handed care due to a substantial need often require three to four visits a day and so as you would expect there are a few people with packages well above the Bromley average of 29 hours. Assisting carers who are supporting people with high levels of disability does result in improvements that benefit the carer as well as the service user and also reduce costs. It should be noted that the number of admissions to care homes has reduced in this financial year and the use of reablement for people with high levels of need has played a part in this success.

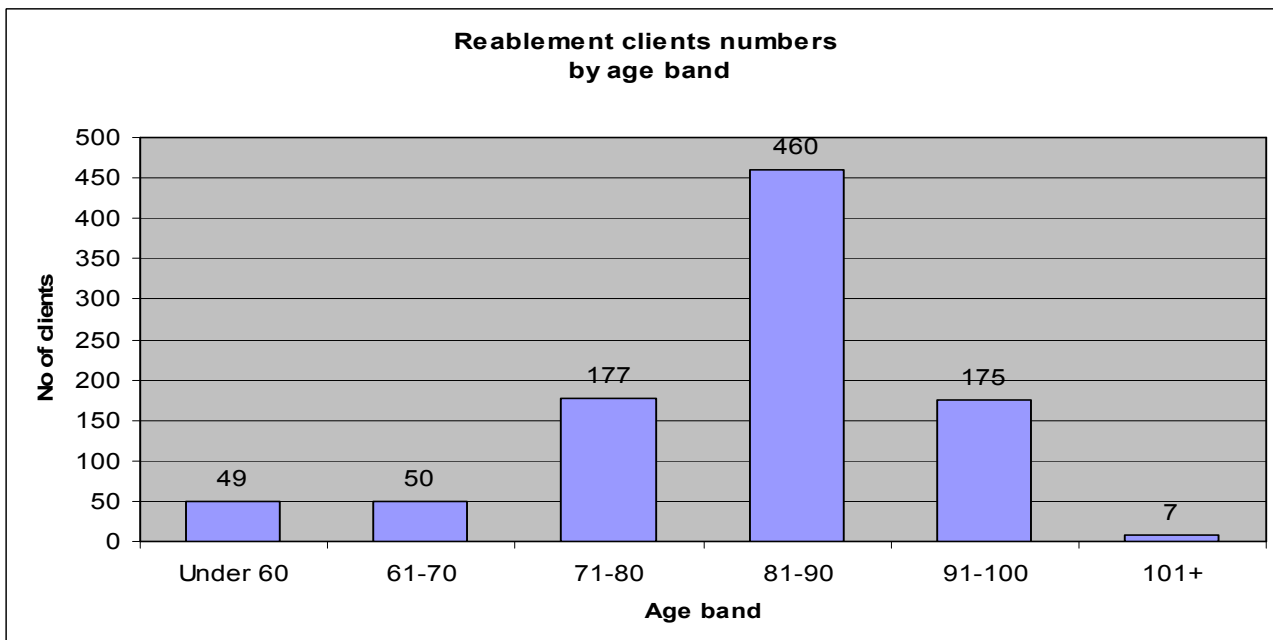
Table 3 Total size of reablement package provided to individuals



Table 4 below shows the service users by age group with the highest number in the 81 to 90 years category and a significant number over 91 years. The case example in Appendix 1 does show the benefit of the service to a lady in her 101st year. This age profile reflects that of service users.

Advanced age is no barrier to the benefits of re-ablement, it is quite striking that in the 91 to 100 age group almost half regain their independence to the extent that they no longer require services.

Table 4 Age Bands of Service Users



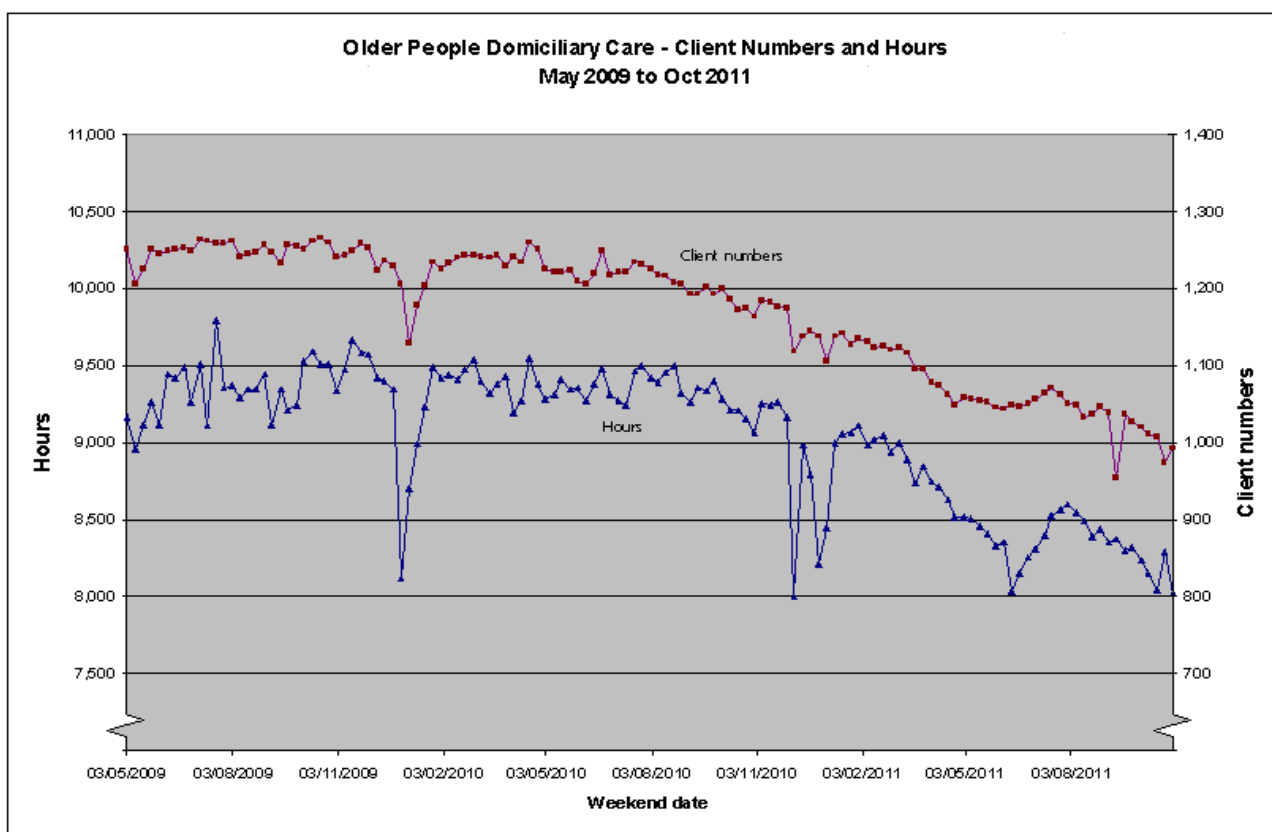
The outcomes for the service users going through reablement are shown in Table 5 below. As you can see 617 services users (69%) who went through reablement received no ongoing services at the end.

Table 5 Outcomes from Reablement

Outcome	Number
No ongoing service required	617
Ongoing Care Package	250
Deceased	26
Total	893

Table 6 shows the total number of service users aged over 65 years in receipt of a domiciliary care service or using a Direct Payment along with the number of hours of domiciliary care provided. Both lines have a downward trend over the period that reablement has been in operation.

Table 6 Domiciliary Care Numbers of Service Users and Hours



4 POLICY IMPLICATIONS

Promoting the Independence of Older People is one of the key objectives set out in the Council’s strategy “Building a Better Bromley”. Promoting choice, personalisation and Independence is the overall aim of the ACS Portfolio Plan. Reablement is designed to achieve these goals and the high level of people leaving the service with no requirement for ACS services demonstrates that these goals are being achieved.

5 FINANCIAL IMPLICATIONS

The business model for the service, based on an establishment of 25 fte facilitators, assumed that £300k savings could be delivered in 2011/12 through implementation of the Reablement service, which increases to £500k in 2012/13. The model made certain assumptions around how the service would operate, including the number of clients using the service (70 per month), the number of hours each client would receive in reablement (average of 28 hours), the numbers that would be successfully reabled and therefore would have no ongoing care package or would require a reduced service, the expected length of diversion from a subsequent care package (1 year) and the average saving per client that could be achieved (£2,620).

Re-ablement savings are being delivered against the budget but the full £300k has not yet been achieved due to the slow start. The latest budget monitoring figures project a saving in 2011/12 of £47k with full years of £438k. The number of people going through re-ablement is increasing and in the longer term officers are confident that further savings will be delivered.

Reablement is expected to reduce spend on domiciliary care, but two other factors may offset potential savings which are the increase in numbers of older people needing a service and that domiciliary care expenditure increases as services are diverted from the use of care homes.

Non-Applicable Sections:	Legal, Personnel
Background Documents: (Access via Contact Officer)	NHS & Community Care Act 1990 Transforming Adult Social Care Local Authority Circular(DH) (2009) 1 White Paper "Equity and excellence: Liberating the NHS" 2010 "Assessment and Re-ablement Service" Report to ACS PDS 29 th September 2009 "Supporting Independence in Bromley Programme" Report to ACS PDS 22 nd June 2010 "Supporting Independence in Bromley Programme - Changes to Care Management Arrangements" Report to A&C PDS and A&C Portfolio Holder 21 st Sept 2010 "Proposed Restructure – Care Management and Assessment" Report to Executive 8 th December 2010 Prospective Longitudinal Study, Appendix E, CSED Department of Health 2011

Appendix 1

Case Example

Mrs R is 101 and lives with her daughter. She received reablement when discharged from hospital in October 2010 and subsequently had a care package of 3 visits per day of 30 minutes at a cost of £179.97 per week.

14 months later she was admitted to hospital and on discharge home reablement started with a recommendation of double handed care for transfers, e.g. from bed to chair. The Re-ablement service increased her mobility and confidence so that she only needed a package of support of 4 visits a day of 30 minutes, single handed, costing £239.96 per week.

It is quite clear that but for Reablement that she would have been placed in a care home at a cost of £450 per week and lost her independence and her opportunity to continue to live with her daughter.

Comments from service users and carers received so far this year (2011/12)

- “I cannot praise the Re-ablement staff too highly for the consideration, courtesy, warmth and efficiency with which they have treated my husband and me. They have taken an enormous load off my shoulders at a time when I did not really know how I could go on. They have gone out of their way (and worked beyond their normal hours) to help us both. I only wish it didn't have to end.” (Mr D)
- “I just wanted to write on behalf of my husband and I to thank the team for all that they did to help us. The Re-ablement team took a seamless handover and supported us during difficult times. Every single member of the team was amazing. This is a service to be truly valued.” (Mrs H2)
- “The ladies you have sent to me for the last few weeks have really cheered me up. They were like a breath of fresh air and nothing seemed to bother them. I could not have managed without them, especially in the first few weeks.” (Ms D)
- “I have just returned from 2 visits, Mr C and Mr H. Both have said how wonderful the girls have been and Mr H has said JW is so nice he will miss her when his reablement time is finished; they both asked me to send there thanks to the management.”
- “Thank you from Ms S, to the staff in the Re-ablement department for the marvellous work they did for her. Ms S claims not to be progressed so far for independence without their help.”
- “I would like to express our very sincere thanks for the excellent service you have given us in recent weeks. Your people stepped in immediately and visited Mr H three times a day and saw to his needs.” (Mrs H1)
- “I found all members of the team that attended me helpful, efficient and very pleasant. It was a pleasure to have them in my home to aid me in my recovery.” (Ms T)
- “A big thank you to the Re-ablement carers, who helped throughout my first six weeks back at home, when I was very vulnerable and frail. They were very jolly, chatty and bright. Thank you.” (Mr R)

Report No.
ACS 12008

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

<Please select>

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

Date: **26th January 2012**

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

Title: **SCRUTINY OF OLDER PEOPLE'S BUDGET AREA**

Contact Officer: Tricia Wennell , Head of Assessment and Care Management - Care Services
Tel: 020 8313-4140 E-mail: tricia.wennell@bromley.gov.uk

Chief Officer: David Roberts - Assistant Director - Adult and Community Services

Ward: Borough- wide

1. Reason for report

This report provides the Adult and Community Policy Development and Scrutiny Committee with an overview of the Older People's budget area. This includes the staffing levels, services provided to support older people, an indication of the current demand, the resulting service pressures and the action being taken to respond to them.

2. **RECOMMENDATION(S)**

- 2.1 The Policy Development and Scrutiny Committee is asked to consider the area covered by this report with particular emphasis on:
- a) the pressures identified in relation to changes in demography especially those relating to the increasing number of people aged over 85 years and those who have dementia (para 3.3)
 - b) reviewing the actions outlined within the main body of the report that are being taken to respond to these pressures.

Corporate Policy

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

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: Recurring cost.
 3. Budget head/performance centre: Services for Older People
 4. Total current budget for this head: £37.3m for services for older people and £5.1m for care management, including for adults with a physical disability
 5. Source of funding: ACS Portfolio Revenue Budget
-

Staff

1. Number of staff (current and additional): 115 FTE approx
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

1. Legal Requirement: Statutory requirement. Under s21 of the National Assistance Act 1948 the local authority has a duty to provide accommodation for people with disabilities who because of this need care and attention which would not otherwise available to them, under the NHS and Community Care Act 1990 the local authority has a duty to assess individuals' care needs and provide for these if they meet the Council's eligibility criteria plus other statutory requirements.
 2. Call-in: Call-in is not applicable.
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Borough-wide services to Bromley residents who are over 65, currently over 8,000 receive social care services at a gross cost of £37.3m
-

Ward Councillor Views

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

3. COMMENTARY

Introduction

3.1.1 The older people's budget area covers Assessment and Care Management staff and the specific services provided to meet the needs of older people who have been assessed under the NHS & Community Care Act 1990 as meeting the eligibility criteria.

3.1.2 Older people who have been assessed and meet the criteria for services have complex needs which are supported by a range of community services which include:

- reablement
- rehabilitation
- direct payments
- personal care
- respite care and short term placements
- equipment and home adaptations
- day care
- extra care housing

3.1.3 For those with the highest levels of need that cannot be met within their home setting there are residential and nursing care homes. These services are commissioned to provide a high quality service offering opportunity for greater independence and choice and control to the service user and carer. See Appendix 1 for definitions of services.

3.1.4 This report focuses on the areas where there are budget pressures and where actions are being taken to address them.

3.2 Resources

3.2.1 The overall budget for older people's services is £42.4m which includes £5.1m of Assessment and Care Management staffing costs. The £5.1m staffing costs comprises of a total of 115 permanent full time equivalents (fte); these staff also work with adults with physical disabilities and sensory impairments. The assessment and care management staff are organised into two main areas short term intervention and complex care. The table below shows the breakdown of staff by team:

Short Term Intervention	FTE
Contact & Assessment Team	11.3
Assessment & Reablement Team	19.5
Hospital Team	13.5
Intermediate Care Team	5.5
Total	49.8
Complex Care	
Complex Care East	21.5
Complex Care West	21.0
Co-ordination Team	22.5
Total	65.0
Total Assessment & Care Management Staff	115.0

3.3 Context

- 3.3.1 The number of people aged over 85 years in Bromley's population continues to increase, and during the past year the department has faced increasing demands for care management assessments. This will put a significant strain on resources during 2012/13 as we seek to keep on top of and improve performance in these areas. Officers will continue to manage this cost pressure by effective implementation of eligibility criteria, and maximising opportunities for maintaining people's independence – minimising the need to use residential and nursing care placements and helping more people remain in their own homes through direct payments and domiciliary care packages.
- 3.3.2 There are a growing number of older people in the borough and Bromley continues to have the highest proportion of people over 65 compared with other London Boroughs. The current population is approximately 302,864 with around 7,300 aged over 85 years. There are currently around 8000 older people receiving services, 756 of whom are living in care homes, 1,283 are receiving domiciliary care in their own homes, 190 in Extra Care Housing, in addition 4,912 people are using equipment to support them at home.
- 3.3.3 The specific challenges are in relation to the complex needs and physical frailty of older people in the over 80's group, the rising demands of dementia in the over 70's and the rising costs of providing services.

3.4 Assessment and Care Management

- 3.4.1 Assessment and care management is divided into short term interventions and complex care. There are 64.5 staff with professional qualifications in social work, occupational therapy and nursing. The service is located across six sites around the borough and also has staff based with joint services in the Community Mental Health Teams managed by Oxleas and in Intermediate Care based in Orpington Hospital. On average the assessment and care management teams undertake 2000 service user's assessments, 2000 carers assessments and 7000 reviews pa.
- 3.4.2 Short Term Interventions has 4 teams which are based on 4 sites and consist of the Contact and Assessment Team (COAT), Re-ablement, The Princes Royal University Hospital (PRUH) Care Management Team and Intermediate Care/CARTs. These teams provide information, advice and guidance (IAG), assess the needs of older people, provide a re-ablement or rehabilitative service, prevent hospital admission, facilitate hospital discharge and where needed arrange packages of care. Their involvement is short term aiming to complete their work within 6 weeks.
- 3.4.3 Complex Care has 3 teams based on 2 sites and consists of Complex Care West in Penge, with Complex Care East and the Co-ordination Team in Orpington. The focus of their work is to support people with complex and variable needs which require a flexible service, regular contact and interventions including safe guarding investigations. The work of the Co-ordination Team involves reviews with a focus on direct payments, brokerage and care placements. See the Update of Restructure report presented to Committee 30th November 2011.

3.5 Older People's Services

- 3.5.1 Services are purchased from the independent sector to meet need and the main areas are personal care, direct payments, aids and adaptations and care homes. The table below shows the demand and broadly the spend in these main areas:

Services	No's of People pa	Budget £,000
Residential and Nursing Home Placements	756	14.8
Personal Care	1,179	5.5
Direct Payments	104	0.5
Re-ablement	893	0.9
Extra Care Housing	190	1.4
Integrated Community Equipment Stores (ICES)	4,912	0.7

- 3.6.1 There are 70 care homes operating in the borough with a bed capacity of 1,524 of which 429 are funded by Bromley. Most of the care homes are small family businesses with a few larger organisations.
- 3.6.2 Admissions to residential and nursing care homes have fallen from 500 since 2000 to 320 in 2010. Whilst at the same time personal care budget has increased, this is in line with the department's policy to enable people to be supported to remain in their own homes. As personal care is more cost effective than high cost residential placements this has enabled the department to manage resources, contain costs within the budget available, whilst at the same time manage increasing demands. Further reductions are sought with a target of 250 new admissions for 2011/12.
- 3.6.3 The introduction of new services and ways of working is helping to manage the increasing demand and budget pressures; this includes the use of the independent sector to provide all personal care packages following the introduction of the re-ablement service. The Independent Sector currently provides personal care services to 1,179 older people.
- 3.6.4 The most recent data on the outcomes of the re-ablement service shows, of the 893 people who have received the service 617 (69%) people left with no service, 2 were admitted to residential care and 1 person moved to extra care housing. This is an example of how the service is addressing the complex physical needs of older people and working to enable people to live in the community with a minimum level of care. This is a separate item on the agenda for this evening.
- 3.6.5 Maximising the use of Extra Care Housing (ECH) is an affective way of providing a high level of support to people who would otherwise be admitted to a care home. There are 190 people living in Extra Care Housing at a cost of £1,437,150 which is a positive growth area. The report to the Executive on 6th April 2011 gave full details of this service and of the 110 new apartments which are now expected to become available in June 2012. Plans to ensure a full take-up of this accommodation when it becomes available are in place with over 70 already identified for these tenancies. An average client cost per week for the new ECH schemes is £200 per week compared to the average residential placement weekly cost of £480.
- 3.6.6 The Integrated Community Equipment Stores (ICES) provides equipment and some minor adaptations to facilitate discharge, prevent admission to hospital or care home and minimise the level of care required ensuring people maximise their opportunity for independence. The projected overspend is due an increase in demand and measures are being taken to obtain the additional funds required to bring this budget in on line.

3.7 Summary of Key Achievements 2011/12

- The new assessment and care management structure was successfully implemented on the 18th April 2011 ensuring more speedy assessments giving information, advice and guidance and sign posting people away from the service.
- There continues to be a reduction in care home placements from 794 in 2009/10 to 756 in 2010/11.
- Increasing use of Extra Care Housing as an alternative to residential care
- Greater use of the Independent Sector to provide ongoing personal care packages following re-ablement
- Re-ablement has been established in the community and has worked with 918 service users with 617 (69%) leaving without services reducing the demand of domiciliary care.

3.8 Priorities for 2011/12

- Continue to manage the increasing demands and budget pressures for older people's services
- Further reduce care home placements working to the target of 250 admissions for 2011/12.
- Further development of the re-ablement service to maximise projected savings and outcomes for service users.
- Implement actions from the Investment Plan for services for People with Dementia and Procurement Strategy for Extra Care Housing.

4. POLICY IMPLICATIONS

- 4.1 Promoting the Independence of Older People is one of the key objectives set out in the Council's strategy "Building a Better Bromley". Promoting choice, personalisation and Independence is the overall aim of the ACS Portfolio Plan.

5. FINANCIAL IMPLICATIONS

- 5.1 A report elsewhere on this agenda highlights the budget pressures in older people's services and the potential cost pressures of £253, 000 that will follow through into 2012/13 due to the increasing demand for services. Officers will continue to take management action to contain cost pressures so that the service is maintained within the overall resources available.
- 5.2 The department will continue to monitor the impact of the new services introduced to ensure that they are delivering the expected outcomes.

Non-Applicable Sections:	Legal, Personnel
Background Documents: (Access via Contact Officer)	<p>NHS & Community Care Act 1990 Transforming Adult Social Care Local Authority Circular(DH) (2009) White Paper "Equity and excellence: Liberating the NHS" 2010 "Assessment and Re-ablement Service" report to A&C PDS 29th Sept 09 "Supporting Independence in Bromley Programme - Changes to Care Management Arrangements" Report to A&C PDS/A&C Portfolio Holder 21st Sept 10 "Proposed Restructure – Care Management & Assessment" Report to Exec 8th Dec 10 "Proposed Developments in Intermediate Care" to A&C PDS and A&C Portfolio Holder 2nd Nov 10 "Investment Plan - Services for People with Dementia" Report to Executive 7th Sept 11 "Gateway Review – Procurement Strategy for Extra Care Housing" Report to Executive 6th Apr 11 http://nascis.ic.nhs.uk Greater London Analysis Group (GLA).</p>

Appendix 1

Definition of Services

Equipment – aids and adaptations that help a person with their activities of daily living to enable them to live independently e.g. bath board, shower chair, perching stall, hand rail, ramp, hoist, hospital bed.

Re-ablement – is a short term service for up to 6 weeks working with a person to help them maximise their independence by working towards agreed goals.

Rehabilitation – Intermediate Care and CART is a multi-disciplinary team with Care Managers, Occupational Therapists, Physiotherapists, Nurses and Rehabilitation Assistants who work with the individual on their physical strength, posture and mobility to ensure their potential for recovery and independence is maximised.

Direct payments – money given to a service user to enable them to purchase the care they need to meet their needs

Personal care – is provided by the Independent sector who employ carers to maintain the well being of a person by assisting the individual to get out of bed, use the toilet, wash, dress etc

Day centres - where older people are supported with activities to prevent isolation, promote well being and provide a place of safety to give family carers a break.

Respite – a planned periodic break for carers in either a care home or by additional care being provided in the home.

Short term placements – these placements are usually in a care home and may be agreed as a means to manage a situation where there is an unforeseen change in circumstances in an emergency or with little notice.

Adaptations – an adaptation is completed in a person's home environment to assist with activities of daily living. Minor adaptations may be funded from the ICES budget e.g. ramps and rails. Major adaptations would be via the Disabilities Facilities Grant managed by the Housing Department and would include wet room (walk in showers), stair lifts, through floor lifts and extensions to properties.

Extra care housing – is supported living where staff are on site 24 hours each day to respond to the needs of the individual. People have their own tenancy and have a support plan designed to meet their specific needs.

Residential Care – is available for people whose needs are too high to be safely managed in the community. Residents have their own bedroom with en-suite and their needs are met by staff available 24 hours per day.

Nursing care – is for people whose needs are so complex with a significant level of nursing needs where their needs can not be managed in the community.

Report No.
ACS12010

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

<Please select>

Decision Maker: **Adult and Community Policy Development and Scrutiny Committee**
Adult and Community Portfolio Holder

Date: **26th January 2012**

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

Title: **QUALITY MONITORING IN CARE HOMES**

Contact Officer: Wendy Norman, Strategic Manager, Procurement and Contract Compliance
Tel: 020 8313 4212 E-mail: wendy.norman@bromley.gov.uk

Chief Officer: Lorna Blackwood, Assistant Director of Commissioning and Partnerships

Ward: Boroughwide

1. Reason for report

This report informs Members of the work undertaken to monitor the quality of service provided for adults placed in residential and nursing homes.

2. **RECOMMENDATION(S)**

Members of the Adult and Community Policy, Development and Scrutiny Committee are asked to:

- § Consider and comment on the report.
- § Undertake a programme of visits to Care Homes in the Borough during 2012/13

The Portfolio Holder is recommended to:

- § Consider the comments from the Adult and Community Policy, Development and Scrutiny Committee.
- § Endorse the recommendation that the Council does not fund placements in homes where enforcement action is being taken by the Care Quality Commission (CQC), unless this is a service users' choice.

Corporate Policy

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

Financial

1. Cost of proposal: No cost
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Residential and Nursing Care for Older People and Adult Services
 4. Total current budget for this head: £34m
 5. Source of funding: L.B.Bromley Adult and Community Service Budgets
-

Staff

1. Number of staff (current and additional): n/a
 2. If from existing staff resources, number of staff hours: 1 FTE contract compliance officer
-

Legal

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

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): 1000
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 Adult and Community Policy Development and Scrutiny Committee receives regular updates covering the arrangements for monitoring contracts and progress made to raise standards in care homes within the borough for older people, people with learning disabilities, mental health needs and physical disabilities.
- 3.2 The number of new adult residential care placements made is reducing as people opt for independent living with support in line with the personalisation agenda. Service developments both in accommodation and support have been implemented for each client group which has helped to achieve these aspirations. The Council makes an average of 300 placements in nursing and residential homes every year.
- 3.3 In order to secure best value the Council also has a number of block contracts with homes in the borough. However individuals make their own choice about where they wish to live and consequently the Council has a large number of spot contracts with providers, both in Bromley and in other parts of the country. There are fewer care homes for adults in Bromley than for older people, meaning that many younger adults are placed out of borough where a registered home is required.
- 3.4 The number of permanent placements by client group and contract type are shown in the table below.

Client Group	Spot Contracts	Block Contracts
Older People	666	122
People with Learning Disabilities	198	9 (in house registered service)
People with Mental health needs	30	32 (through access to PCT block contracts)
People with Physical Disabilities	37	0

- 3.5 Individuals are entitled to move into a home of their choice; however everyone considering a permanent move to residential care is encouraged to consider the latest reports about individual homes, which are available on the Care Quality Commission (CQC) public website. There is also significant guidance available in the Care Home Directory which is published annually and on the My Life section of the Bromley website.

Essential standards of Quality and Safety

- 3.6 From 1st October 2010 care standards were amended to take into account the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. These new regulations replaced the long standing National Minimum Standards, part of the Care Standards Act 2000.
- 3.7 The new regulations detail the key care standards which CQC call the 'essential standards of quality and safety'. These consist of 28 regulations (and associated outcomes) that are set out in the new legislation. For each regulation, there is an associated outcome – the experiences CQC expect people to have as a result of the care they receive.

3.8 To check providers' compliance with the essential standards, CQC aim to focus on the 16 regulations (out of the 28) that come within Part 4 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 – these are the ones that most directly relate to the quality and safety of care and are listed below.

- Care and welfare of people who use services
- Assessing and monitoring the quality of service provision
- Safeguarding people who use services from abuse
- Cleanliness and infection control
- Management of medicines
- Meeting nutritional needs
- Safety and suitability of premises
- Safety, availability and suitability of equipment
- Respecting and involving people who use services
- Consent to care and treatment
- Complaints
- Records
- Requirements relating to workers
- Staffing
- Supporting workers
- Cooperating with other providers

3.9 The CQC website displays an entry for each registered home and on the front screen there is a summary of the home's compliance against each of the 5 key themed areas.

- Standards of treating people with respect and involving them in their care
- Standards of providing care, treatment & support which meets people's needs
- Standards of caring for people safely & protecting them from harm
- Standards of staffing
- Standards of management

Key to CQC ratings

- ✓ All standards were being met when we last checked. (If this service has not had a CQC inspection since it registered with us, our check may be based on our assessment of declarations and evidence supplied by the service themselves)
- ✗ At least one standard in this area was not being met when we last checked and we required improvements.
- ✗ At least one standard in this area was not being met when we last checked and we have taken enforcement action.

3.10 Previously under the star rating system the Council did not make placements where a home was rated as one star, it is now proposed that placements are not made in homes where CQC indicate that they are taking enforcement action, unless this is the service users choice. In homes where CQC indicate that some standards are not being met or CQC enforcement action is taking place the monitoring officer will intensify the level of monitoring carried out. Service Users preference is still taken into account in any arrangements for care home placements.

- 3.11 The table at Appendix 1 sets out a list of all the care homes for all client groups in Bromley. It shows the number of placements funded by the Council, the previous star rating and the dates of monitoring visits by the Council's Contract Compliance officer and the CQC. Where the care home has completed the Council's Quality Assessment Framework (QAF) the score is set out.
- 3.12 The CQC required all care homes to re-register in 2010 and as part of this exercise the care homes completed a self assessment questionnaire. The CQC have published the self assessment ratings on their website and these are not changed until an inspection is undertaken. The self assessment ratings are not shown in Appendix 1 as all homes achieved compliance in all areas of registration; therefore there are a number of blank lines. The CQC ratings that are shown have been determined as a result of an inspection since re-registration.
- 3.13 Nine service users have chosen to live in out of borough homes previously rated one star. The contract compliance officer devised a quality monitoring questionnaire for all out of borough placements in one star rated homes. This is now applied to homes where CQC have required improvements, or taken enforcement action against any standard. Questionnaires were sent out to the relevant local authority for each relevant home in order to gather feedback on the quality of care provided in the homes. The information gathered supplements the knowledge gained from the regular individual reviews that are carried out by care management to ensure that residents continue to be safely placed and well cared for.

Quality Monitoring

- 3.14 Whilst the Care Quality Commission remains the regulatory authority for registered care services, the London Borough of Bromley also has an obligation to ensure quality is maintained in all registered care homes in the borough. In 2010 we reported that the Council's Contract Compliance Officer had devised a care home quality assessment framework (QAF) to replace the previous monitoring tool order to incorporate the changes to the care regulations.
- 3.15 Providers are asked to self assess themselves against each key regulation by providing written statements to evidence compliance. These statements will then be followed up in the form of a desktop review and through a schedule of contract monitoring inspections to each premises. The care home QAF was rolled out in 2011 and the results of assessments completed so far are shown in Appendix 1. This exercise will be completed during 2012/13 and will form part of the rolling programme of visits.
- 3.16 A total of 18 homes have completed the self assessment and have received a validation visit from the contract compliance officer during the year. In addition the contract compliance officer has conducted 31 other inspections (including unannounced and out of hours visits) to care homes including residential learning disability homes.
- 3.17 Providers have reported that they find Bromley's care home QAF a very useful tool enabling them to identify areas where improvement is required and allowing them to adequately prepare for visits by the CQC. Throughout the year the contract compliance officer has identified the following areas where a number of providers have failed to meet compliance with the QAF:
- Care planning – including content and frequency of review
 - Obtaining consent to different elements of care
 - Infection control procedures and training
 - Staff safeguarding and complaints training
 - Internal quality assurance
 - Resident involvement
 - Activities and stimulation

These areas will be a focus for contract monitoring visits to care homes during 2012.

3.18 The Council's role in monitoring quality extends to all care homes in the borough. Other management information used to monitor performance includes:

- Safeguarding alerts
- Complaints
- Regulation 16/18 reports (also copied to CQC – reports of death, serious injury, hospital admission, outbreak of disease, medication errors etc.) – previously Regulation 37.
- Information from other stakeholders, e.g. Care Managers, Carers, Health Professionals
- Observations made during training courses.
- Results from customer satisfaction surveys
- Information supplied by Members, following visits.
- Regular maintenance and fire safety reports.

Visits to Care Homes by Members and Bromley Link.

3.19 Members highlighted the importance of undertaking visits to care homes at ACS PDS, so far in 2011/12 we have not received feedback from Member visits. It is proposed that a programme of visits is drawn up for Members for 2012/13. Members of Bromley LINK have recently embarked on a programme of training to enable them to undertake enter and view visits to care homes, which is a key LINK function. The LINK proposes to work closely with the Contract Compliance officer on their programme of visits. The key aspect of the LINK enter and view visit is to gather information about service users experiences in care homes.

Home closures in 2011

3.20 During 2011 in addition to the Councils own care home closures (see below) a number of care homes in the borough (and some outside the borough) are not accepting new admissions:

- Rookstone – Salvation Army residential home – closed due to the standard of accommodation which did not meet new requirements and could not viably be improved. The Council worked with the home to successfully relocate around ten residents.
- The Brackens – private family run residential dementia home - closed due to the ill health of the registered manager and owner and financial viability. The Council worked with the home to successfully relocate five residents.
- Rutland – private family run residential home – closed due to the landlord serving notice and wishing to make improvements to the property. The Council worked with the home to successfully relocate one resident and assisted self funding residents.
- Morton House – Mission Care nursing home (Lewisham) – currently closing due to long term viability (does not affect in borough Mission Care homes). The Council has two residents placed at Morton House whom it is currently working to relocate.

Homes for People with Learning Disabilities

3.21 During 2011 the contract compliance officer visited each of the in borough residential homes for adult with learning disabilities; including the Councils own in-house services. These visits focused on compliance with the CQC requirements and looked to compare quality across the borough.

3.22 These visits confirmed that the homes were well run and it is evident that homes for residents with learning disabilities engage residents far more in the day to day running of the home than the majority of care homes for the elderly. Residents are consistently encouraged to

participate in everyday daily living tasks such as food shopping, cooking and laundry and are supported by staff to do so.

- 3.23 Residents are also able to participate in other external services during the day which enables wider community participation and maintenance of a social life outside of the home. The homes also encourage and support residents to plan life goals and aspirations which are then worked towards, such as regular holidays and trips. Some homes also encourage residents to get involved in the management of the home, for example participating in the staff recruitment process.
- 3.24 Good practice from these LD visits has been shared with the borough's care home forum to demonstrate to care home managers managing older people's services how things could be done for elderly residents to encourage greater resident involvement, participation and stimulation. One Bromley based residential home for Older People, Queen Elizabeth House won a national award for resident involvement during 2011.

Care Home Re-provision Update

- 3.25 During 2011 the Council's care home re-provision team successfully relocated residents from Isard House in Hayes with the final resident moving in March 2011. Following this closure the team began working towards moving residents at Belle Grove and later at Kingswood House. It is envisaged Kingswood House will close by 31st March 2012 and Belle Grove shortly after as a number of residents at Belle Grove and Kingswood may be suitable to move into the Council's new extra care housing schemes due to open in 2012.

Safeguarding

- 3.26 When safeguarding alerts are raised the Care Management teams instigate the Council's safeguarding procedures. Contract Compliance officers can be involved in safeguarding investigations and always follow up on learning points or action plans at the conclusion of each case. The Council's safeguarding manager meets regularly with a joint agency group of the Council, CQC and health commissioners to exchange information and share any concerns about local homes. This ensures that any potential issues are picked up and factored into monitoring and training programmes.
- 3.27 Between January and October 2011 the Council received 70 safeguarding alerts in Bromley care homes. 50 of which have been concluded, of which 17 (34%) were substantiated. These incidents took place in 8 different care homes with one home accounting for 6 of the substantiated incidents (see para 3.28 below). This information is used to inform the multi agency training plans through which the Council continues to ensure that all local providers are able to access training to ensure that the local multi agency safeguarding procedures are used effectively. The annual safeguarding report provides detailed information on the outcome of substantiated safeguarding alerts, the latest copy of this report can be found at http://www.bromley.gov.uk/downloads/file/1120/bsab_annual_report_2010-11 .
- 3.28 During 2011 a safeguarding investigation took place into Archers Point residential home. When this home was previously one star the Council were not making new placements there. The CQC, the Council's Contract Compliance Officer and the local Medication Review Pharmacist are continuing to work with Archers Point in order to ensure that they achieve compliance in all standards. No new placements will be made at this care home until all remedial action is completed and CQC has revised the rating. Existing service users are subject to 6 monthly service reviews in order to ensure that they are not at risk

- 3.29 The Council is currently completing a programme to move the remaining 4 Bromley funded residents from Waratah House which is in London Borough of Croydon. This action has been taken in response to action by CQC and ongoing uncertainty as to the ownership of the home which has now been in administration for more than a year and is in a poor state of repair.
- 3.30 The Safeguarding team regularly attend the Council's Care Home forums in order to ensure that providers are kept up to date with changing requirements, such as the changes to the vetting and barring scheme. Providers are now represented on the Adult Safeguarding Board which ensures that provider issues are considered as part of this multi agency approach.

Mental Capacity Act – Deprivation of Liberty

- 3.31 The Mental Capacity Act 2005 is legislation which enables and authorises professional care staff, health service staff and families to take decisions on behalf of vulnerable adults who are unable to decide for themselves. All decisions have to be taken in the individuals 'best interests' by the person most involved in that area of the individuals 'care and treatment'.
- 3.32 The Deprivation of Liberty safeguards (DOLS) were later attached to the Mental Capacity Act, again covering individuals lacking capacity to make particular decisions and residing in care homes or hospitals, where the care and treatment regime imposes such excessive restrictions on them that they amount to a deprivation of liberty in accordance with the Human Rights legislation.
- 3.33 The Government gave a lead role to the Local Authority to educate and raise standards in these two related areas. A programme of detailed training has been made available to all statutory, private and voluntary agencies in Bromley. Over one thousand training places have been offered in the past three years. Although most of this training has been arranged centrally there have also been many sessions arranged in local care homes and hospital settings. Informal telephone support and visits to offices and work places have also been offered.
- 3.34 The outcome of these efforts has been that professional staff are now thinking closely about a vulnerable person's decision making abilities, and are now more explicitly taking responsibility for 'best interests' decisions for those who cannot act for themselves. Care homes have been provided with screening tools, and draft procedures, to enable them to reflect more carefully on whether their care regime for a particular individual might amount to a possible deprivation of liberty.
- 3.35 In 2011 there was an increase in assessments of over 70% from 2010. That is from 11 in 2010 to 19 in 2011. Several of Bromley DOLS cases are outside of the borough but the Council is still responsible for the service user and for the DOLS assessment. The lead officer for DOLS increased visits to care homes during 2011 in order to observe how the training is being put into practice and to provide on the spot guidance. Officers benchmarked the number of referrals received against local boroughs and are confident that practice in Bromley is consistent with comparators. The Council remains confident that the volume and quality of training funded by the Council and delivered in the borough is appropriate.

Joint working to improve standards

- 3.36 A joint Council and PCT Health Support for care homes group meets regularly to focus on health related support to care homes. During 2011 this group sponsored a review of medication for people living in the community. The outcome of this review was a decision to tender for a provider to implement a service called Bromley medicines adherence care pathway. The service will improve the medication compliance of people living with long term

conditions which should result in less inappropriate hospital admissions and make efficiencies in the costs of providing medication.

- 3.37 The Council hosts a Provider Forum which works to improve on quality and consistency of care in homes and to promote and share good practice. Membership of the forum is extended to all local care homes and relevant health professionals. The forum has an annual work plan which focussed in 2010 on improving the experience of users being admitted and discharged from hospital, moving and handling, and the provision of activities for people with dementia.

Training

- 3.38 The Council assists in raising the standards of training for the care homes through offering membership of a training consortium where providers can pool their available training funds and purchase places on training programmes. Courses are run throughout the year to address identified training needs. The Council, as a purchaser of social services from the private/ independent sector, is committed to working in partnership with local providers to ensure adequate provision is made for training and that providers can access a comprehensive training programme. The Council will continue to work with providers to ensure that the courses provided are timely and assist providers in balancing the competing demands of delivering care and ensuring that staff receive both induction and refresher training.
- 3.39 There are 79 care homes in Bromley. Currently 42 homes are members of the care home training consortium. Homes with lower ratings make up 10% of the total membership. Homes that are not members of the consortium are responsible for ensuring that their staff are adequately trained and the monitoring officer follows this up by scrutinising training records.
- 3.40 The training courses provided for care home managers and their staff address the requirements of the Essential Standards of Quality and Safety. These standards include requirements about the competence of the workforce including their suitability, experience and qualifications.
- 3.41 Core training courses in first aid, food hygiene, health and safety and moving and handling form the majority of the training programme. The remaining courses provide valuable learning opportunities for care staff to gain additional skills and knowledge to help them carry out their duties. These include dignity in care, dementia, diet and nutrition, safe administration of medicines, report writing and infection control.
- 3.42 The programme is regularly updated and reviewed to include training on new legislation. The Council also works with the PCT to identify opportunities for joint health and social care training. Many homes are investing in funding to achieve the national Gold Standard Framework for delivering improvement to care at the end of life. Ashcroft and Willett House nursing homes achieved the gold standard award during 2011.
- 3.43 Business continuity planning continues to be high on the agenda for providers. Plans have been tested by severe winter weather conditions in recent years. Lessons are learned every time the plans are put into action and are discussed at the Care Home Forum. Plans for potential evacuation of care homes will be a focus of monitoring activity during 2012 for the Council and the local emergency services.

4. POLICY IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

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

Non-Applicable Sections:	Financial implications. Personnel Implications
Background Documents: (Access via Contact Officer)	An overview of the Social Care Market in England 2008-09 – Care Quality Commission December 2010 ACS09053 Quality Monitoring in Adult Care Homes ACS 08190 Quality Monitoring in Residential Care and Nursing homes ACS11001Quality Monitoring in Residential Care and Nursing Homes Report to Care Home Reference Group 16.6.11 – Quality Monitoring in Care Homes.

Home	Category of Care	PF/EMI	No of LBB placed SU's (8th Dec 11)	Final CQC Star Rating (2010)	Date of last LBB compliance visit (2011)	LBB QAF Compliance %age	Date of last CQC inspection	CQC Inspection Summary of Findings					
								Standards of treating people with respect and involving them in their care	Standards of providing care, treatment & support which meets people's needs	Standards of caring for people safely & protecting them from harm	Standards of staffing	Standards of management	
Albermarle Road, 33	MH		7	2 Stars	31/11/11								
Antokol	OP Resi	PF/EMI	3	2 Stars			Apr-11						
Archers Point	OP Resi	PF/EMI	12	2 Stars	23/09/11	61%	Jun-11	X	X	X	X	X	X
Ashcroft	OP Nursing	PF	2	2 Stars			Sep-11						
Ashglade	OP Resi	PF	2	2 Stars			Jun-11			X			
Ashling Lodge	OP Resi	PF	4	2 Stars									
Barnabas House	MH		0	1 Star									
Beechmore Court	OP Resi	PF/EMI	14	2 Stars	14/12/11								
Belle Grove	OP Resi	PF/EMI	25	2 Stars	10/05/11	91%	Aug-11						
Benedict House	OP Nursing	PF	16	1 Star	22/07/11	85%	Nov-11					X	
Blyth House	OP Nursing	PF	8	2 Stars			Dec-11						
Bromley Park	OP Nursing	EMI	10	2 Stars			Sep-11		X		X		
Bromley Road	LD			1 Star	19/07/11								
Burgess House	LD		5	2 Stars	27/06/11								
Burrell Mead	OP Resi	PF	4	2 Stars									
Burrows House	OP Resi	PF/EMI	35	2 Stars	01/04/11		Jun-11						
Burstow Lodge	MH		1	2 Stars			Oct-11						
Clairleigh NH	OP Nursing	PF	4	2 Stars			Jul-11						
Coloma Court	OP Nursing	PF/EMI	4	2 Stars									
Croydon Road, 78	MH		7	2 Stars	31/11/11								
Elmers End House	LD		1	1 Star	07/07/11								
Elmstead	OP Resi	PF/EMI	11	2 Stars	21/06/11	100%							
Elmwood	OP Nursing	PF	24	2 Stars	19/08/11	85%	Jun-11		X				
Eversleigh	OP Resi	PF	2	2 Stars			Jun-11					X	
Fairlight and Fallowfield	OP Resi/Nu	PF	4	2 Stars			May-11						
Fairmount	OP Resi	PF/EMI	5	2 Stars			Jul-11					X	
Florence	OP Nursing	PF	12	1 Star	02/08/11	71%							
Glebe Court	OP Nursing	PF	8	2 Stars									
Greenhill	OP Nursing	PF/EMI	36	2 Stars	25/07/11	91%	Jul-11						
Hamilton House	LD		5	2 Stars	27/06/11								
Healy Drive, 1	LD		0	2 Stars	05/12/11								
Healy Drive, 3	LD		0	2 Stars	05/12/11								
Heatherwood	OP Resi	PF	3	2 Stars									
High St, 56	MH		8	1 Star	14/11/11								
Homefield	OP Nursing	EMI	23	2 Stars	17/03/11								
Homelands	OP Resi	EMI	6	2 Stars									
Jansondean	OP Nursing	PF	12	1 Star	23/06/11	74%	Jun-11		X	X	X	X	X
Kingswood House	OP Resi	PF/EMI	14	2 Stars	21/09/11	82%	Mar/Jun 11	X	X	X			
Lauriston House	OP Nursing	PF	8	2 Stars									
Maple House	LD		1	2 Stars	07/07/11								
Nash College	LD		3	2 Stars	01/07/11								
Nettlestead	OP Resi	PF	3	3 Stars			Nov-11						
Northernhay	LD		7	2 Stars	27/06/11								
Oak Residential	OP Resi	PF/EMI	0	1 Star	13/01/11								
Oatlands	OP Resi	EMI	29	2 Stars	23/08/11	97%							
Oatleigh	OP Nursing	EMI	0	n/a									
Orchard Grove	LD		4	2 Stars									
Park Avenue	OP Nursing	PF/EMI	18	2 Stars	13/09/11	100%	Nov-11						
Parkside (Thicket Road, 7)	LD		8	2 Stars	29/06/11		Oct-11						
Prince George Duke of Ke	OP Resi/Nu	PF	7	2 Stars									
Queen Elizabeth House	OP Resi	PF	2	3 Stars									
Queen Mary House	OP Resi	PF	0	2 Stars									
Repton Road, 73	MH		5	2 Stars									
Rosecroft	OP Resi	EMI	3	2 Stars									
Rowena	OP Resi	EMI	12	2 Stars	27/09/11	59%							
Sandford Road, 4	MH		5	2 Stars	03/12/11		Nov-11						
Springfield	PD		3	1 Star			Jul-11			X			
St Blaise	LD		4	2 Stars	04/08/11								
St Cecilia's	PD		8	3 Stars									
St Raphael's	OP Resi/Nu	PF	27	2 Stars	12/08/11	88%							
Sundridge Court	OP Nursing	PF	3	2 Stars			Apr-11						
Tanglewood	LD		0	2 Stars	23/11/11								
The Haven	OP		5	2 Stars									
The Heathers	OP Resi	PF/EMI	1	2 Stars									
The Old Manse	LD		0	2 Stars	19/12/11								
The Sloane	OP Nursing	PF	0	2 Stars									
Wheathill Road, 19	MH		4	2 Stars	19/11/11								

Home	Category of Care	PF/EMI	No of LBB placed SU's (8th Dec 11)	Final CQC Star Rating (2010)	Date of last LBB compliance visit (2011)	LBB QAF Compliance %age	Date of last CQC inspection	CQC Inspection Summary of Findings					
								Standards of treating people with respect and involving them in their care	Standards of providing care, treatment & support which meets people's needs	Standards of caring for people safely & protecting them from harm	Standards of staffing	Standards of management	
Whitehouse	OP Resi	PF	2	2 Stars	14/04/11								
Whiteoak Court	OP Nursing	PF	4	2 Stars									
Willett House	OP Nursing	EMI	14	2 Stars	30/11/11	88%							

Key:



All standards were being met when we last checked. (If this service has not had a CQC inspection since it registered with us, our check may be based on our assessment of declarations and evidence supplied by the service themselves.)



At least one standard in this area was not being met when we last checked and we required improvements.



At least one standard in this area was not being met when we last checked and we have taken enforcement action.

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Homes without ticks or crosses have not yet been inspected by the CQC (or report not yet published) since last star rating.

Report No.
RES12025

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 26th January 2012

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

Title: ADULT AND COMMUNITY PDS WORK PROGRAMME
2011/2012

Contact Officer: Helen Long, Democratic Services Officer
Tel: 020 8313 4595 E-mail: helen.long@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Resources

Ward: N/A

1. Reason for report

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

2. **RECOMMENDATION(S)**

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

Corporate Policy

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

Financial

1. Cost of proposal: No cost
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £344,054
 5. Source of funding: Existing 2011/2012 budgets
-

Staff

1. Number of staff (current and additional): There are 10 posts (9.22 fte) in the Democratic Services Team .
 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. This report does not involve an executive decision
-

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 17th November 2011 includes key decisions related to the Adult and Community Portfolio and the next Forward Plan will be published on 16th December 2011.
- 3.3 The next meeting of the Accommodation and Care for Older People Reference Group will be held on 12th December 2011 at 10am.
- 3.5 In approving the work programme Members will need to be satisfied that priority issues are being addressed; that there is an appropriate balance between the Committee's key roles of (i) holding the Executive to account, (ii) policy development and review, and (iii) external scrutiny of local health services; and that the programme is realistic in terms of Member time and officer support capacity.

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

A&C PDS Committee – Work Programme 2011/2012**4th April 2011 (Joint with PPS PDS)**

SLAM Update

14 June 2011

Appointment and Review of Co-opted Members
 Supporting Independence in Bromley Update
 Annual Complaints Report
 Adult and Community Portfolio Plan
 Housing and Residential Services Annual Report
 Empty Properties: Outcome of Feasibility Review
 Sheltered Housing – Outcomes from Consultation
 LD Contracts – Avenues Trust
 Short Break Service for People with Learning Disabilities
 Budget Closedown 2010/2011
 Matters Arising/Work Programme
 §Stroke Services in Bromley
 §NHS Quality, Innovation, Productivity and Prevention (QIPP) Programme Update

Health Scrutiny Sub-Committee: 19th July 2011

Update from South London Healthcare NHS Trust: Dr Chris Streater, Chief Executive

26 July 2011

Bromley Safeguarding Adults Board 2009/10 Annual Report (PDS)
 Budget Monitoring 2010/11 (PH)
 Matters Arising/Work Programme
 Changes to the provision of small items of equipment and talking books for visually impaired people (PH)
 Proposed changes to older people's mental health inpatient services within Oxleas NHS Trust (PH)
 +Rewarding and Fulfilling Lives – A Strategy for Adults with Autism (PDS)
 Third Sector Scrutiny: Advocacy for All (PDS)
 +Contract Renewal 6 Monthly Update
 +Scrutiny of a Budget Area: Commissioning

27 September 2011

Budget Monitoring 2011/12
 +Scrutiny of a budget area: Physical Disability and Sensory Impairment (PDS)
 + Discretionary Blue Badge Update (PH)
 Transition Strategy (PH)
 Temporary Accommodation (PH)
 Capital Programme (PH)
 Award of Contract for Young Peoples Substance Misuse Service (PH)
 Matters Arising/Work Programme

15th November 2011 – Health Sub-Committee

South London Healthcare NHS Trust
 Oxleas Foundation Trust
 Proposed Changes at Orpington Hospital
 Proposed Model for Cancer Services
 Bromley LINK Discharge Report

30 November 2011

Impact of Charging Policy
 Adult and Community Services Mid-year Performance Report/Local Account

Housing and Residential Services Mid-year Performance Report
Update on Quality of Domiciliary Care
+Taxicard Update
Future of Support Planning and Brokerage Services for Older People (PH)

Changes to the Structure of Care Management
Budget Monitoring 2010/11
Matters Arising/Work Programme
ACS Debtors Report
Day Services Gateway Review
Advocacy Review
Healthwatch Arrangements

13 December 2011

Information and Advice Review
Contract Matters

January 2012 – Health Sub-Committee

Bromley LINK Discharge Report
Proposed Changes at Orpington Hospital (Possible Consultation)

26 January 2012

Public Health Update from the Portfolio Holder for Resources
Contract Monitoring of Care Homes – Annual Report
+Support Planning and Brokerage Contract for People who do not meet the Council's Eligibility Criteria for Social Care
Approval of Integrated Transition Strategy for Young People with Learning Disabilities and/or Difficulties (PH)
Budget Monitoring 2010/11
Capital Programme
Dementia Strategy (PH)
Matters Arising/Work Programme
Drug Action Team Annual Report
+Contract Renewal 6 Monthly Update
+Scrutiny of a Budget Area: TBA
+Stroke Services in Bromley Update
+Re-ablement Review

10 April 2012

Draft Portfolio Plan
Budget Monitoring 2010/11
Capital Programme
+Scrutiny of a Budget Area: TBA

Future Issues to be considered:

+Review the impact of the changes to the provision of equipment and talking books to the visually impaired (PDS)

Review of Respite Care (PDS – requested at meeting on 27/09/11)

Review of Residential and Nursing Home Respite Care for Older People (6 month update requested by PDS Committee at meeting on 27/09/11)

*Part 2 (Exempt) Report

+Item requested by Chairman/Committee Member

§ Item Scheduled by NHS representatives

Last Updated 17.11.11

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Agenda Item 15

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Agenda Item 16

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of the Local Government Act 1972.

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Agenda Item 17

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of the Local Government Act 1972.

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Agenda Item 18

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of the Local Government Act 1972.

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