



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

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DATE: 26 March 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 **TUESDAY 10 APRIL 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

STANDARD ITEMS

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.

- 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 Monday 2nd April 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 Monday 2nd April 2012.

5 MINUTES OF THE MEETING OF ADULT AND COMMUNITY PDS COMMITTEE MEETING HELD ON 26 JANUARY 2012 (Pages 5 - 12)

6 WORK PROGRAMME AND MATTERS ARISING 2011/12 (Pages 13 - 18)

HOLDING THE PORTFOLIO HOLDER TO ACCOUNT

7 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING (Pages 19 - 22)

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 UPDATE ON PROPOSED PROPERTY PURCHASE INITIATIVE (Pages 23 - 26)

b HOMELESSNESS STRATEGY 2012 - 17 (Pages 27 - 74)

c PROPOSED CHANGES TO FUNDING FOR EMPTY PROPERTY GRANTS AND LOANS AND NOMINATION PERIODS (Pages 75 - 82)

d TAXICARD 2012/13 BUDGET (Pages 83 - 88)

e ADMISSIONS AVOIDANCE SERVICE (Pages 89 - 94)

9 BUDGET MONITORING 2011/12 (Pages 95 - 106)

POLICY DEVELOPMENT AND OTHER ITEMS

10 END OF YEAR ADULT AND COMMUNITY PORTFOLIO PLAN PERFORMANCE REPORT 2011/12 INCLUDING DRAFT PORTFOLIO PLAN PRIORITIES 2012 - 13 (Pages 107 - 130)

11 PERSONAL BUDGETS AND CONTRIBUTIONS POLICY UPDATE - IMPACT OF DAY CENTRE CHARGES (Pages 131 - 140)

- 12 **SCRUTINY OF A BUDGET AREA - MENTAL HEALTH** (Pages 141 - 148)
- 13 **CHAIRMAN'S ANNUAL REPORT** (Pages 149 - 152)
- 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.

Items of Business

Schedule 12A Description

- | | | |
|----|--|---|
| 15 | EXEMPT MINUTES OF THE ADULT AND COMMUNITY PDS COMMITTEE MEETING HELD ON 26 JANUARY 2012 (Pages 153 - 156) | |
| 16 | EXEMPT PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING (Pages 157 - 158) | Information relating to the financial or business affairs of any particular person (including the authority holding that information) |

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ADULT AND COMMUNITY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.00 pm on 26 January 2012

Present:

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

Brebner Anderson, Peter Buckland, Angela Clayton-Turner
and Leslie Marks

85 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS

Apologies were received from Councillor Catherine Rideout, Councillor Charles Rideout, Tom Papworth and Brian James. Apologies were also received from Lynn Powrie and Maureen Falloon attended as her alternate.

86 KEITH MARSHALL

The Chairman paid tribute to Keith Marshall who sadly passed away on 25th December 2011 aged 64 years. Despite being born with Spina Bifida he was a tireless campaigner for disabled rights both locally and nationally. He was well respected in Bromley and made a valuable contribution to the Adult and Community Services Policy Development and Scrutiny Committee. She extended her condolences to his family.

87 DECLARATIONS OF INTEREST

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 she was on the board of Governors for Bromley Healthcare. Brebner Anderson declared he was on the board of governors for Bromley Healthcare. Leslie Marks declared that she had a son in a care home. Angela Clayton-Turner declared that she had a relative in a Mission Care home. Peter Buckland declared that he was on the board for Affinity Sutton.

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

3 questions were received from Susan Sulis of the Community Care Protection Group. Two questions were referred to the Health sub-committee and the third is appended to these minutes.

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

No questions were received.

**90 MINUTES OF THE MEETING OF ADULT AND COMMUNITY
PDS COMMITTEE MEETING HELD ON 30 NOVEMBER AND 13
DECEMBER 2011**

RESOLVED that the minutes of the meetings held on 30th November and 13th December 2011 be agreed.

91 MATTERS ARISING 2011/2012

Report RES12026

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

It was agreed that officers would be looking at the format of the matters arising report and the work programme and changes will be made to their presentation in due course.

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

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

The Committee noted the decisions taken by the Portfolio Holder since the last meeting held on 13th December 2012.

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

**A) SOCIAL HOUSING TENANTS: GREATER LONDON AUTHORITY
PAN LONDON MOBILITY SCHEME**

Report ACS12006

The Portfolio Holder introduced a report setting out the new Greater London Authority Pan-London Mobility Scheme which was designed to facilitate a level of cross-borough moves for existing, social housing (Local Authority and Housing Association) tenants within the Capital.

Members were informed that the Housing Benefit cap would not have an effect on this scheme as this was for Social Housing properties only.

Officers also explained that if Bromley gained fewer properties than they submitted they would then reduce the number of properties that were put into the scheme until equalisation is achieved. This is to be controlled by a quarterly and annual reconciliation.

When asked about potential for claiming over occupying by tenants, perhaps to gain priority, officers explained that there was a very strict policy and social landlords had to verify tenants' information.

One of the main reasons for the scheme was to allow people to move around London more easily to take advantage of employment opportunities.

RESOLVED that the Portfolio Holder be recommended to:

- 1) Note the comments of the Adult and Community PDS Committee in response to the implications of the new scheme;**
- 2) 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.**

B) BUDGET MONITORING 2011/12

Report ACS12007

The Committee considered the budget monitoring position for 2011/12 based on activity up to the end of November 2011.

Members were pleased to note that despite having a large budget to monitor the variations were relatively small.

RESOLVED that the Portfolio Holder be recommended to:

- 1) Note the projected underspend of £498,000.**
- 2) 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 costs pressures of £700,000 following through into 2012/12.**
- 3) Note that £150,000 relating to Learning Disabilities growth pressures approved by the Executive as part of the 2011/12 budget will be returned to the central contingency.**

C) DRAFT 2012/2013 BUDGET

Report ACS12002

The Committee considered the Portfolio Holder's draft 2012/13 budget which incorporated the overall cost pressures facing the council over the next four years and identified those relating specifically to ACS. The draft 2012/13 budget also considered a range of budget options reported to Executive on 11th January 2012. Members were requested to consider the savings proposed and also identify any further action to be taken to reduce the cost pressures facing ACS over the next four years.

The Deputy Director of Finance highlighted the financial pressures facing the council and explained that officers within ACS were managing demographic changes and other services demands within the overall resources available, with the exception of adults with learning disabilities. She informed the committee that it needed to focus on the 2012/13 budget and that the figures for 2013/14 were included for planning purposes only.

Representatives from the voluntary sector raised concerns about cuts to services that would affect the independence of service users and the continued increases in charging which could prevent people from accessing the services.

Both the Chairman and the Deputy Director of Finance highlighted that a number of the savings being proposed for 2012/13 did not directly impact on front line services such as senior management savings and invest to save proposals.

Members also asked about people in Day Centres who did not meet the eligibility criteria. They were assured that the criteria were stringently applied and only those meeting the criteria would be offered day centre provision.

Other comments related to Bromley's low spend per head of population on care services, value for money and a quality service.

One member queried charging for re-ablement services but officers clarified that Government legislation stipulated that authorities were unable to charge.

The Chairman thanked members for their comments which would be referred back to the Executive for consideration at its meeting on 1st February.

RESOLVED that the Portfolio Holder be recommended to:

- 1) Consider the update on the financial forecast for 2013/14 to 2015/16;**
- 2) Agree the initial draft savings options proposed by the Executive, focusing on the 2012/13 savings options;**

3) Agree using the initial draft 2012/13 Budget as a basis for setting the 2012/13 Budget;

D) CAPITAL PROGRAMME MONITORING 3RD QUARTER AND ANNUAL CAPITAL REVIEW

Report RES12023

The Portfolio Holder introduced a report setting out the changes to the Capital Programme for the Adult and Community Services Portfolio. On 1st February 2012, the Executive would 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 would be asked to agree a revised Capital Programme for the five year period 2011/12 to 2015/16.

RESOLVED that the Portfolio Holder be recommended to endorse the changes to be considered by the Executive on 1st February 2012.

94 UPDATE ON RE-ABLEMENT SERVICES

Report ACS12005

The Committee considered a report providing an update of the performance of the Re-ablement Service, which was 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.

Members enquired about charging for the re-ablement service but officers informed them that the statutory guidance says they are not allowed to change.

Officers also clarified that third sector partners were able to refer clients to the re-ablement service.

The Chairman remarked that the report was very positive and thanked officers for the quality of service provided.

RESOLVED that Members comments around the level of savings being achieved and forecast be noted.

95 SCRUTINY OF OLDER PEOPLE BUDGET AREA

Report ACS12008

The Committee considered a report providing an overview of the Older People's budget area including staffing levels and services provided to support older people. An indication of the current demand and the resulting

services pressures were outlined, as was the action being taken to respond to them.

Members asked about the possibility of additional extra care housing sites and were informed that, at present, no additional sites had been identified and that there were going to be difficulties with future funding. They would need to look at other possibilities for funding any expansion to this service.

Members asked if units could be sold privately to fund a service expansion, Officers explained that the Housing Associations were not keen on this proposal as they would have to sell the units before they received their funding.

RESOLVED that:

- 1) Members comments on identified pressures relating to changes in demography especially those relating to the increasing number of people aged over 85 years and those who have dementia be noted.**
- 2) Members comments reviewing the actions outlined within the main body of the report that are being taken to respond to these pressures be noted.**

96 QUALITY MONITORING OF CARE HOMES

Report ACS12010

The Committee considered a report outlining the work being undertaken to monitor the quality of service provided for adults placed in residential and nursing homes in the Borough.

Members sought reassurance that if a home was subject to CQC enforcement action due to safeguarding issues the authority would not allow a service user to choose to be placed in the home. Officers confirmed that in this situation all new placements would be suspended.

It was also noted that in the past there had been a schedule of member visits to residential care homes, it was agreed that officers would put together a list of visits for 2012 - 13.

It was noted that whilst the members did not have a statutory right to inspect independent homes they would do so as invited "guests". There is no official report to complete however, the members would be asked to feedback their comments and observations to the ACS Procurement Team.

Members praised officers on the how well the programme of closures had been implemented and the smooth transition of residents from one home to another.

RESOLVED that:

- 1) Members comments be noted;
- 2) A programme of visits to Care Homes in the Borough be undertaken during 2012/13.
- 3) The Portfolio Holder be recommended to endorse the recommendation that the Council does not fund placements in homes where enforcement action is being taken by Care Quality Commission (CQC).

97 WORK PROGRAMME 2011/2012

Report RES12025

The Committee considered its work programme for 2011/12.

It was noted that the out of hours GP services would be for consideration by the Health Scrutiny Sub-Committee.

The Contract renewal update had been included in the briefing paper.

RESOLVED that the updates to the Work Programme be noted.

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

The Portfolio Holder briefing comprised one report:

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

No Members asked questions about this briefing.

**99 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.

**100 EXEMPT MINUTES OF THE ADULT AND COMMUNITY PDS
COMMITTEE MEETING HELD ON 30 NOVEMBER 2011**

RESOLVED that the exempt minutes of the meeting held on 30th November be agreed.

**101 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 13th December 2011.

**102 RESIDENTIAL INTERMEDIATE CARE SERVICES CONTRACT
EXTENSION**

Report ACS12004

The Committee considered the report and supported the recommendations.

**103 GATEWAY REPORT ON TENANCY SUPPORT SERVICES
FUNDED VIA SUPPORTING PEOPLE GRANT**

Report ACS12009

The Committee considered the report and supported the recommendations.

**104 QUESTIONS ON THE EXEMPT ADULT AND COMMUNITY PDS
INFORMATION BRIEFING**

The Committee noted the exempt information briefing.

The Meeting ended at 9.40 pm

Chairman

Agenda Item 6

Report No.
RES12067

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 10th April 2012

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

Title: **ADULT AND COMMUNITY PDS WORK PROGRAMME
2011/2012 AND MATTERS ARISING**

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 Members are asked to review the Committee's work programme for 2011/12 and to consider progress on matters arising from previous meetings of the Committee.

2. **RECOMMENDATION(S)**

2.1 The Committee is asked to consider its work programme and matters arising 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
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Customer Impact

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

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 report format has changed. Both the Work programme and the Matters Arising from previous meetings reports have been amalgamated into one report. The changes are intended to make the report easier for members rather than having 2 separate reports. In addition the Work Programme now includes the dates of any partnership groups and sub committees.
- 3.2 The Committee's matters arising table is attached at **Appendix 1** this report updates Members on recommendations from previous meetings which continue to be "live". Currently there are 2 items both of which are included on the work programme.
- 3.3 The draft 2012/13 Work Programme is attached as **Appendix 2**. It reflects a couple of areas that were rescheduled from 2011/12. Other reports may come into the programme or there may be references from other Committees, the Portfolio Holder or the Executive.
- 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 1st April 2012 includes key decisions related to the Adult and Community Portfolio and the next Forward Plan will be published on 1st August 2012.
- 3.3 In approving the work programme Members will need to be satisfied that priority issues are being addressed; that there is an appropriate balance between the Committee's key roles of (i) holding the Executive to account, (ii) policy development and review, and (iii) external scrutiny of local health services; and that the programme is realistic in terms of Member time and officer support capacity.

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

Matters Arising 2011/12 progress summary

PDS Minute number/ title	Committee Request	Update	Completion Date
27 (B) July 2011 Provision of equipment and talking books for the visually impaired	Review the impact of the changes – Summer 2012	Added to the PDS work programme – September 2012	
57 November 2011 Update on the implementation of the PB & Contributions Policy	Cttee request a further report of the impact of the introduction of day centre charges.	Report to be considered at April PDS meeting.	10/04/12

**ADULT AND COMMUNITY PDS COMMITTEE
FORWARD PROGRAMME FOR MEETINGS 2012/13**

HSCH -23 rd April 2012 (9.30am) AGENDA		
Health and Wellbeing Board – 17 th May 2012 (12.30pm)		
Adult and Community PDS – 19 June 2012		
Title	Report Author	Notes
Tenancy Strategy	AD CS	
Adult and Community Portfolio Plan 2012/13	AD SS	
Annual Complaints Report	AD SS	
Housing and Residential Services Annual Report	AD CS	
Housing Register and Temporary Accommodation update	AD CS	
Contract Activity 6 Monthly Update	AD CP	
Budget Closedown 2011/12	DDF	
Capital Monitoring Q4	DDF	
Matters Arising and Work Programme	DSO	
HSCH -23 rd April 2012 (9.30am)		
HSCH -25 th June 2012 (9.30am)		
Health Scrutiny Sub Committee – 11 th July 2012		
Title	Report Author	Notes
Orpington Hospital & Health Intermediate Care Beds Update	NHS Bromley	
LAS update on waiting times	LAS	
NHS Quality, Innovation, Productivity & Prevention (QIPP) Programme Update	NHS Bromley	
Oxleas Mental Health Services	Oxleas	
Healthwatch Arrangements	AD CP	
Health and Wellbeing Board – 19 th July 2012 (12.30pm)		
Adult and Community PDS – 4 th September 2012		
Title	Report Author	Notes
Bromley Safeguarding Adults Board Annual Report 2011/12	AD SS	
Impact of changes to visual impairment equipment & talking books	AD CP	PDS request
Review of respite care (both bed and non bed based)	AD CP	PDS request 17/09/12
Transition Strategy for young people with a disability	AD CP	PDS request
Budget Monitoring	DDF	
Capital Programme	DDF	
Matters Arising and Work Programme	DSO	
HSCH -10 th September 2012 (9.30am)		
HSCH -19 th October 2012 (9.30am)		
Health and Wellbeing Board – 15 th November 2012 (12.30pm)		
Adult and Community PDS – 4 th December 2012		
Title	Report Author	Notes
Adult & Community Portfolio mid-year performance report	AD SS	
Housing Services mid-year performance report.	AD CS	
Update of Quality of Domiciliary Care	AS CP	
Drug Action Team Annual Report	AD CP	With Public Protection and Safety Committee

Title	Report Author	Notes
Budget Monitoring	DDF	
Adult and Community Services Debtors Report	DDF	
Matters Arising and Work Programme	DSO	
HSCH -19 th October 2012 (9.30am)		
Adult and Community PDS – 17 th January 2013		
Title	Report Author	Notes
Contract monitoring of Care Homes – Annual Report	AD CP	
Contract Renewal 6 Monthly Update	AD CP	
Budget Monitoring	DDF	
Capital Programme	DDF	
Matters Arising and Work Programme	DSO	
Health and Wellbeing Board – 17 th January 2013 (12.30pm)		
Health Scrutiny Sub Committee – 31 st January 2013		
Title	Report Author	Notes
Proposed model for Cancer Services	TBC	
JSNA Health Needs Assessments	DPH	
South London Healthcare NHS Trust	TBC	
Out of hours GP cover	NHS Bromley	PDS request
Adult and Community Services PDS – 12 th March 2013		
Title	Report Author	Notes
Homelessness and Tenancy Strategies	AD CS	
Draft Portfolio Plan 2012/13 priorities /aims	AD SS	
Budget Monitoring	DDF	
Capital programme Monitoring	DDF	
Matters Arising and Work Programme	DSO	
Health and Wellbeing Board – 21 st March 2013 (12.30pm)		

Report Author Key

DE CS	Director Education & Care Services
AD CS	Assistant Director Care Services
AD SS	Assistant Director Strategic Support
AD CP	Assistant Director Commissioning & Partnership
DPH	Director of Public Health
DDF	Deputy Director Finance
DSO	Democratic Services Officer
TBC	To be confirmed

ADULT AND COMMUNITY SERVICES PDS COMMITTEE FUTURE ITEMS TO BE CONSIDERED:

ITEM	NOTE
Public Health Update from Resources Portfolio Holder	Needs to be rescheduled
Support Planning & Brokerage Services – review outcomes	
Advocacy review outcomes	
Review outcomes of changes to older people centres	
Presentation form DWP – Supporting Vulnerable People (AIG changes)	

Agenda Item 7

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

SOCIAL HOUSING TENANTS: GREATER LONDON AUTHORITY PAN LONDON MOBILITY SCHEME

Reference Report:

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.

Decision:

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.

Reasons:

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.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 26th January 2012 and the Committee supported the proposal.

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Councillor Robert Evans
Portfolio Holder for Adult and Community

Mark Bowen
Director of Resources
Bromley Civic Centre
Stockwell Close
Bromley BR1 3UH

Date of Decision: 7th February 2012
Implementation Date (subject to call-in): 14th February 2012
Decision Reference: ACS12001

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

BUDGET MONITORING 2011/12

Reference Report:

TO PROVIDE THE BUDGET MONITORING POSITION FOR 2011/12 BASED ON ACTIVITY UP TO THE END NOVEMBER 2011.

Decision:

1. Note that the projected under spend of £498,000 is forecast, based on information as at November 2011.
2. 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.
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.

Reasons:

The Resources Portfolio Plan for 2011/2012 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. 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.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 26th January 2012 and the Committee supported the proposal.

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Councillor Robert Evans
Portfolio Holder for Adult and Community

Mark Bowen
Director of Resources
Bromley Civic Centre
Stockwell Close
Bromley BR1 3UH

Date of Decision: 7th February 2012
Implementation Date (subject to call-in): 14th February 2012
Decision Reference: ACS12002

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

DRAFT 2012/13 BUDGET

Reference Report:

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.

Decision:

Provide comments on the initial draft 2012/13 Budget for the February meeting of the Executive.

Reasons:

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

"Building a Better Bromley" refers to aims/outcomes that include remaining amongst the lowest Council tax levels in Outer London" and achieving a "sustainable council tax and sound financial strategy".

The proposed decision was scrutinised by the Adult and Community PDS Committee on 26th January 2012 and the Committee supported the proposal.

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Councillor Robert Evans
Portfolio Holder for Adult and Community

Mark Bowen
Director of Resources
Bromley Civic Centre
Stockwell Close
Bromley BR1 3UH

Date of Decision: 7th February 2012
Implementation Date (subject to call-in): 14th February 2012
Decision Reference: ACS12003

LONDON BOROUGH OF BROMLEY
STATEMENT OF EXECUTIVE DECISION

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

CAPITAL PROGRAMME MONITORING 3RD QUARTER AND ANNUAL CAPITAL REVIEW

Reference Report:

Changes recommended to the Executive in respect of the Capital Programme for the Adult & Community Services (ACS) Portfolio.

Decision:

Endorse the changes to be considered by the Executive on 1st February.

Reasons:

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

The proposed decision was scrutinised by the Adult and Community PDS Committee on 26th January 2012 and the Committee supported the proposal.

.....
Councillor Robert Evans
Portfolio Holder for Adult and Community

Mark Bowen
Director of Resources
Bromley Civic Centre
Stockwell Close
Bromley BR1 3UH

Date of Decision: 7th February 2012
Implementation Date (subject to call-in): 14th February 2012
Decision Reference: ACS12004

Report No.
ACS 12015

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

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

Date: **10th April 2012**

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

Title: **BED & BREAKFAST PRESSURES - UPDATE ON PROPOSED PROPERTY PURCHASE INITIATIVE**

Contact Officer: David Gibson (Assistant Director (Housing),
Tel: 020 8313 4794 E-mail: david.gibson@bromley.gov.uk

Chief Officer: David Gibson - R&R Dept on behalf of ACS Department

Ward: Borough wide

1. Reason for report

- 1.1 This report provides a progress update on an initiative (previously reported to this committee September and November 2011) that contributes to reducing the increasing use of bed & breakfast accommodation and the resultant significant budget overspend.
- 1.2 It seeks approval to progress work with one of the Council's existing partners Orchard and Shipman, who will purchase existing properties within the Borough and, potentially one other out of Borough, to be let to Council nominees as an alternative to bed & breakfast.
- 1.3 This report outlines how this proposal will provide additional capacity to meet demand for temporary accommodation within existing resources.

2. RECOMMENDATION(S)

2.1 The PDS committee is recommended to:

- a. note and comment on the contents of the report and the recommendations to the Portfolio Holder

2.2 The Portfolio Holder is recommended to:

- b. consider any comments from the PDS Committee and agree the proposal to work with Orchard & Shipman as outlined in the report.

Corporate Policy

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

Financial

1. Cost of proposal: Estimated cost - potential for small cost associated with voids but this can be managed within existing resources
 2. Ongoing costs: N/A. Managed within existing resources
 3. Budget head/performance centre: ACS Housing Needs - Homelessness
 4. Total current budget for this head: £2.689m - latest approved controllable budget
 - c) Source of funding: N/A
-

Staff

1. Number of staff (current and additional): This report relates to part of the work as a number of officers in the Housing Needs service but does not involve any additional staffing
 - d) If from existing staff resources, number of staff hours:
-

Legal

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

Customer Impact

- f) Estimated number of users/beneficiaries (current and projected): 4000+ households per year approach Housing Advice & Options service of whom around 3,000 face imminent homelessness. During the last year there has been a 97% increase in the number of households approaching facing imminent homelessness..
-

Ward Councillor Views

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

3. COMMENTARY

Background

- 3.1 A report was presented to the 27th September 2011 meeting of this Committee which provided information on a range of service pressures and drivers that have culminated in rising numbers of households in Bed & Breakfast (B&B) temporary accommodation and a resultant budget pressures. The report included actions being taken and proposed to seek to try and address the rising use of and expenditure on B&B.
- 3.2 A further report to the November meeting of this Committee provided an update on the service pressures, the financial implications for the B&B budget and an update on actions being taken. Recommendations in both reports, including supporting the work on the actions being taken and proposed, were agreed.
- 3.3 The September report stated that numbers had been rising by approximately 15 additional placements each month (total placements 169 households in B&B/NPA on 14th September). This was nearly 100 more than March 2011. The November report stated that as at the end of October the numbers had further risen to 213. By end February the number had risen to c240 with consequential additional budgetary pressures to those previously reported.
- 3.4 One of the initiatives covered in the November report covered working with our RSL partners around them purchasing suitable properties and the Council having nomination rights. One of the Council's partners Orchard & Shipman has now submitted a proposal which is outlined below.

Proposal from Orchard & Shipman (O&S)

- 3.5 O&S are finalising a deal with an investor who will purchase a portfolio of properties, which they will then lease to O&S, who will source tenants from the Council. O&S will manage and maintain the properties and the tenants will be liable for all rent income, arrears, voids, etc. These are the same set of responsibilities and services as in the existing normal lease arrangement that the Council has with O&S.
- 3.6 The investor will require O&S to enter into a 35 year agreement as part of the investment deal and therefore O&S will be looking to the Council to enter into a nomination agreement for a longer period of time than the usual leasing arrangements (an initial term of 3 – 5 years with the option to renew). O&S is negotiating a 20 – 25 year nomination agreement with the Council.
- 3.7 The length of this agreement will not present any risk to the Council; as the Council has used temporary accommodation on a regular basis for the last 20 years, with demand continuing to outstrip supply.
- 3.8 Initially O&S would be looking for a portfolio of properties in the Borough of around 50 properties.
- 3.9 Further conditions to be included in the agreement have been discussed with O&S to further reduce any financial risk to the Council. These cover situations such as in the unlikely event that the Council did not want to take its full nomination rights O&S can

let the property to the market or if the Council wishes it will be able to nominate a non homeless household with the agreement of O&S.

4. POLICY IMPLICATIONS

- 4.1 The Adult & Community Portfolio Plan contains statements of Council policies and objectives in relation to housing and associated matters along with progress that members expect to make during the financial year and beyond. These are compliant with the statutory framework, within which the service must operate and incorporates both national targets and priorities identified from the findings of review, audits and stakeholder consultation.

5. FINANCIAL IMPLICATIONS

- 5.1 This initiative will enable ACS to manage increased demand from existing resources, as using these properties offers a cheaper alternative to bed and breakfast.
- 5.2 This option could potentially provide up to 50 additional units for homeless households, helping to negate the potential cost pressures in a full year of £700k as reported in the January budget monitoring report found elsewhere on this agenda.

6. LEGAL IMPLICATIONS

- 6.1 The Council has a number of statutory obligations in relation to housing. In direct relation to the contents of this report, these include the provision of housing advice and assistance to prevent homelessness or divert from homelessness, assessment of homeless applications, to make temporary and permanent housing provision for those applicants to whom the Council has a statutory rehousing duty, and supporting such households to sustain accommodation. The proposals in this report are consistent with meeting these obligations.

Non-Applicable Sections: Personnel	
Background documents	Reports to September and November ACS PDS Committee on housing and bed & breakfast pressures. Available on Council website.

Report No.
ACS 12020

London Borough of Bromley

PART 1 - PUBLIC

<Please select>

Decision Maker: **Adult and Community Portfolio Holder**
For pre decision scrutiny by the Adult and Community Policy Development and Scrutiny Committee

Date: 10th April 2012

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

Title: **HOMELESSNESS STRATEGY 2012 - 17**

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

Chief Officer: David Roberts, Assistant Director Care Services

Ward: BOROUGHWIDE

1. Reason for report

- 1.1 To report to Members and seek approval for the Council's updated Homelessness Strategy for 2012 – 2017 "Tackling homelessness through prevention and housing options". The draft strategy sets out how the Council, in partnership with stakeholders, will tackle and prevent homelessness in the Borough. It identifies current and future trends, together with emerging issues in order to determine future priorities and areas for development over the next 5 years.
- 1.2 The Homelessness Act 2002 placed a duty on local authorities to develop a homelessness strategy based on a full review of homelessness in their area, and to then produce a subsequent strategy at least every 5 years.

2. **RECOMMENDATION(S)**

2.1 The PDS Committee are asked to :-

- a) Comment on the appended draft homelessness strategy and make recommendations to the Portfolio Holder for its approval.

2.2 The Portfolio Holder is recommended to:

- a) Approve the final draft of the homelessness strategy.

Corporate Policy

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

Financial

1. Cost of proposal: No cost All expenditure associated with this report is contained within existing budgets including available homelessness grant funding
2. Ongoing costs: N/A.
3. Budget head/performance centre: ACS Housing Needs - homelessness
4. Total current budget for this head: £2.689m

Source of funding:

Staff

1. Number of staff (current and additional): 59.5 FTE
 2. If from existing staff resources, number of staff hours: This report is in relation to the work of the entire current Housing Needs Service and does not involve any additional staffing
-

Legal

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

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): On average the housing options and assessment service see around 9,000 callers per year facing some level of housing difficulty, with more than 4,000 facing imminent homelessness requiring immediate intervention to resolve the threat of homelessness. Since the economic downturn there has been a marked increase in the level of homelessness and numbers residing in temporary accommodation. In addition there has been a dramatic rise in the number of households applying to be placed on the housing register for social rented housing. This culminated in more than 8,000 registered households in July 2011, with on average 125 new applications being received each month.
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The homelessness strategy sets out how the Council, in partnership with stakeholders, will tackle and prevent homelessness in the Borough. It identifies current and future trends, together with emerging issues in order to determine future priorities and areas for development over the next 5 years.

Background:

- 3.2 The Homelessness Act 2002 placed a duty on local authorities to develop a homelessness strategy based on a full review of homelessness in their area, and to then produce a subsequent strategy at least every 5 years. The current strategy covers the period 2008 – 2012.
- 3.3 Much has changed in the intervening years, predominantly as a result of the economic downturn, and as such it is timely to be updating the strategy at this stage to reflect both the current economic climate and recent legislative developments including the Localism Act, social housing and welfare benefit reforms. Whilst the updated strategy continues to adhere to the overall objectives set to prevent homelessness and promote sustainable housing options, the review seeks to ensure that services continue to respond to local needs and demand offering robust options to minimise the level of homelessness and housing need within the London Borough of Bromley.

2008-2012: Key achievements

- 3.4 Rising social, economic and government pressures along with uncertain supply of affordable housing, meant that tackling homelessness remained a challenging area of work. However much was achieved during the term of the previous strategy, including:
- Achieving more than a 50% reduction in the number of households residing in temporary accommodation.
 - Development and implementation of a robust homelessness prevention and housing options toolkit, preventing more than 2,000 households from becoming homeless each year, and overall achieving more than a 60% reduction in the level of homelessness.
 - Offering tenancy sustainment and advice to avoid repeat homelessness and consistently achieving less than a 1% repeat homelessness rate (less than 4 households per year).
 - Developing bespoke responses to specific issues such as mortgage repossessions and achieving one of the highest levels of mortgage rescue preventions in London.
 - Working closely with private landlords to improve access to private rented accommodation for low income households – assisting more than 550 households to access this form of accommodation during the last financial year.
 - Developing integrated services to offer support to vulnerable client groups and to minimise actual homelessness including young people joint assessments, move-on pathways for LD and mental health clients.

3.5 Main driver and key challenges for the next 5 years.

- 3.5.1 The increased homelessness prevention and housing options work developed through the homelessness strategy has achieved year on year reductions in homelessness acceptances and the use of temporary accommodation. However like all London Boroughs, Bromley is witnessing high and increasing levels of housing need against a marked slowing up across the whole housing market. Most notable in this is the increase in homeless presentations as a result of the economic situation, increased buoyancy of the private rented market reducing access for low income households, increased levels of possession proceedings and difficulties in gaining access to owner occupation placing increased pressure on other forms of

accommodation. In addition the lack of supply and reduction in house building levels has increased competition for available accommodation and threatens to push up costs further limiting access for low income households placing increased pressure limited temporary and social housing resources.

- 3.5.2 Overall the above position has resulted in more than 150% increase in the number of households presenting in housing need. This equates to more than a 1,000 additional households faced with actual homelessness and even rough sleeping. The difficulty in accessing accommodation has placed increased pressure on temporary accommodation seeing an increase in use for more than 250 families during the current financial year. This situation, which is being reported across the whole of London and the Southeast, threatens a quick reversal of the successes achieved to date. It is therefore critical that the updated strategy reflects the current position and offers tailored responses to best tackle the main causes of homelessness and difficulty in acquiring and accessing accommodation.
- 3.5.3 In addition there are a number of current legislative and social welfare reform developments impacting upon the levels of housing need, available options and future supply.
- 3.5.4 Based upon the above, the updated strategy has been developed around the following 4 themes:
- **Housing Advice & Homelessness Prevention:** the prevention of homelessness through accessible and innovative services, giving effective, timely advice and support to enable people to maintain their accommodation.
 - **Housing Options & Access to Housing:** To improve the access and availability and quality of housing across all tenures.
 - **Supporting Vulnerable People:** supporting vulnerable people through effective assessment and co-ordinated decision making, offering more choice to independent living through sustainable housing options.
 - **Working in Partnership;** partnerships working to tackle the wider causes of homelessness. Raising aspirations, tackling social exclusion and promoting independence.

3.6 Partnership working

- 3.6.1 The strategy recognises that a multi-agency cohesive approach is critical to tackling homelessness and meeting our statutory duties in relation to housing need and supply.
- 3.6.2 The strategy has therefore been developed in close consultation with key stakeholders including statutory and third sector agencies and service users, with the final documents reflecting the views and comments obtained throughout. This has included focus groups, presentations and workshops to review homeless levels and pressures to develop the key priorities together with follow-up review and comments on the draft strategy documents subsequently produced.

3.7 Monitoring and review

- 3.7.1 The strategy contains a detailed action plan to capture the key priorities and objectives for the next 5 years. This will be subject to on-going monitoring via the division performance monitoring and improvement mechanisms. Half year and annual performance reports will also continue to be presented.
- 3.7.2 The action plan will also be reviewed annually in consultation with key stakeholders to ensure that it continues to reflect key action areas and priorities.

2. POLICY IMPLICATIONS

- 2.1 The strategy provides the basis for the development of services and policy decisions to continue to achieve the overall service objectives of effectively tackling homelessness in the borough. The strategy forms one document within the wider suite of housing related strategy documents sitting beneath the overarching Housing Strategy designed to dovetail together to offer a comprehensive approach to providing sustainable housing solutions and addressing housing need within the locality across all sectors of the market.

3. FINANCIAL IMPLICATIONS

- 3.1 Any financial implications arising out of this report will need to be contained within the overall resources available – which includes the Homelessness and preventing repossession grants, the continuation of which is dependent on achievement.

4. LEGAL IMPLICATIONS

- 4.1 The Homelessness Act 2002 required all local authorities to produce and implement a homelessness strategy covering the following elements:
- Report on current levels and nature of homelessness in the borough;
 - Set out how the council will ensure sufficient accommodation is available for people who are or may become homeless;
 - Demonstrate how the Council and its partners will prevent homelessness in the borough;
 - Ensure that there is satisfactory provision to support people who are or may become homeless.
- 4.2 The homelessness strategy 2012-17 is designed to meet this statutory requirement. It runs for a period of 5 years, but will be subject to annual review to ensure that it continues to respond to current and emerging priorities.

Non-Applicable Sections:	Personnel
Background Documents: (Access via Contact Officer)	Homelessness Act 2002 London Borough of Bromley, Homelessness Strategy 2008-12

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London Borough of Bromley Homelessness Strategy 2012-17

London Borough of Bromley HOMELESSNESS STRATEGY 2012-17		Final Draft 21/03/12
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Foreword

By the portfolio lead.

1. Introduction

1.1 About this strategy

Local Authorities are required to publish a Homelessness Strategy every five years. In 2008, the London Borough of Bromley produced its [Homelessness Strategy for 2008-12](#) and in the intervening years much has changed, predominantly as a result of the recent recession. Therefore, we believe that it is timely to assess our progress against the ambitions set out in our Homelessness Strategy and to ensure that we continue to deliver services that best enable us to tackle homelessness and promote effective housing options and solutions.

This strategy has been developed to support and achieve the key objectives of the Adult and Community Services Portfolio Plan to promote **choice, personalisation and independence**. Promoting independence remains a key driver of our strategy to tackle homelessness and we will continue to emphasise the empowerment of individuals so that where possible they are able to resolve their own housing and homelessness issues. This will be driven by the Housing and Residential Services Division mission which is to:

- § Prevent and reduce homelessness and the numbers of households residing in temporary accommodation; support vulnerable people and encourage and empower people to resolve their own housing needs where they can.
- § To deliver good quality affordable housing making the best use of existing housing stock, re-use of empty homes and improving the condition of private sector housing.
- § To ensure that affordable housing is strategically allocated to best meet identified housing need.

To achieve this mission and maximise the available resources of the service, we will work efficiently, innovatively and in partnership with our key stakeholders and the community.

1.2 Current challenges

The recession has had a profound impact on the numbers of people approaching the Council's Housing Needs Service seeking advice and assistance in resolving their housing and homelessness problems. Since we produced our last Homelessness Strategy in 2008 there has been a 300% increase in the numbers of households applying to go on the Housing Register. Additionally there are now substantially less households in the borough able to obtain a mortgage or find the deposit necessary to purchase a property. At the same time, the supply of new or existing housing to offer to households in need, or to whom the Council has a statutory duty, has reduced significantly. This picture is unlikely to improve in the short or medium term; the amount of grant funding available for new social housing has been significantly reduced, there is little market housing being built and the buy to let market currently appears to be in decline.

The impact of the recession and the increasing pressure on Local Authority budgets following the Comprehensive Spending Review in October 2010 will provide further challenges.

Welfare and Social Housing Reform

It is particularly important that this strategy takes in to account the impacts of the changes to the Housing Benefit system introduced from April 2011. Changes to welfare provision announced in the Emergency Budget in June 2010, and the Welfare Reform Bill (February 2011) will have a significant impact on many of our customers. Importantly, the Welfare Reform Bill heralds key changes to Housing Benefit (HB) and Local Housing Allowance (LHA). The most significant changes are new caps on the maximum amount of LHA that can be paid according to bedroom size (including an overall cap at the 4 bed allowance) and the calculation of LHA rates for local areas based on the 30th percentile of rental value as opposed to the previous 50th percentile, or median rental value. Both these policy changes came into effect in April 2011 and are starting to impact on the accessibility of private rented homes for households that claim housing benefit and the ability of the council to help people into the private rented sector to meet the Council's housing and homeless duties.

The Council will seek to identify and work with those who face the biggest reductions in the amount of housing benefit they receive. In total around 3000 households will receive less Housing Benefit. Where possible we will work with their landlords to help maintain tenancies.

It is also important that we take into account and monitor the potential impacts of new social housing reforms. From 2011 Housing Associations have been able to offer new Affordable Rents at up to 80% of the local housing market and offer fixed term tenancies on all their new properties and some relets, probably around 50% of vacancies of their current stock. These new rent products are likely to create affordability issues for many of our customers and changes to security of tenure may also have implications for our customers and the services which we provide. However, this will make the rent levels similar to the private rented sector so, providing people can access the private rented sector; this could have the effect of reducing demand for social rented housing.

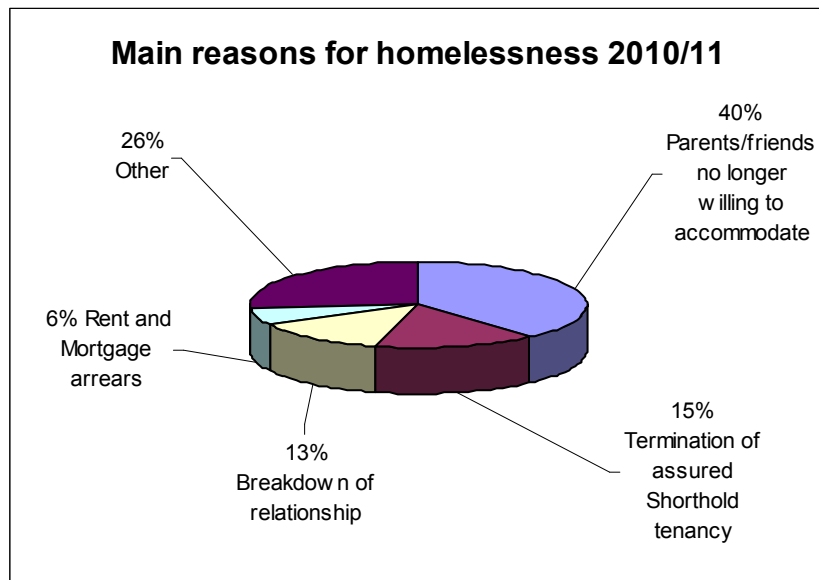
Despite the challenging environment in which we operate, we will continue to build on the achievements of the last three years by making the best use of our available resources by maximising services across the Division.

1.3 Context and background

The main causes of homelessness

Since we last updated our Homelessness Strategy in 2008, the main reasons for homelessness in Bromley have remained largely the same (*see figure 1 below*). Parents and friends no longer willing or able to accommodate remained the single most common reason for homelessness between 2007 and 2011 (*see figure 2 below*). This accounted for 38% of homelessness acceptances in the first three quarters of 2010/11. Relationship breakdown is the second most common factor, currently accounting for 16% of all homeless acceptances.

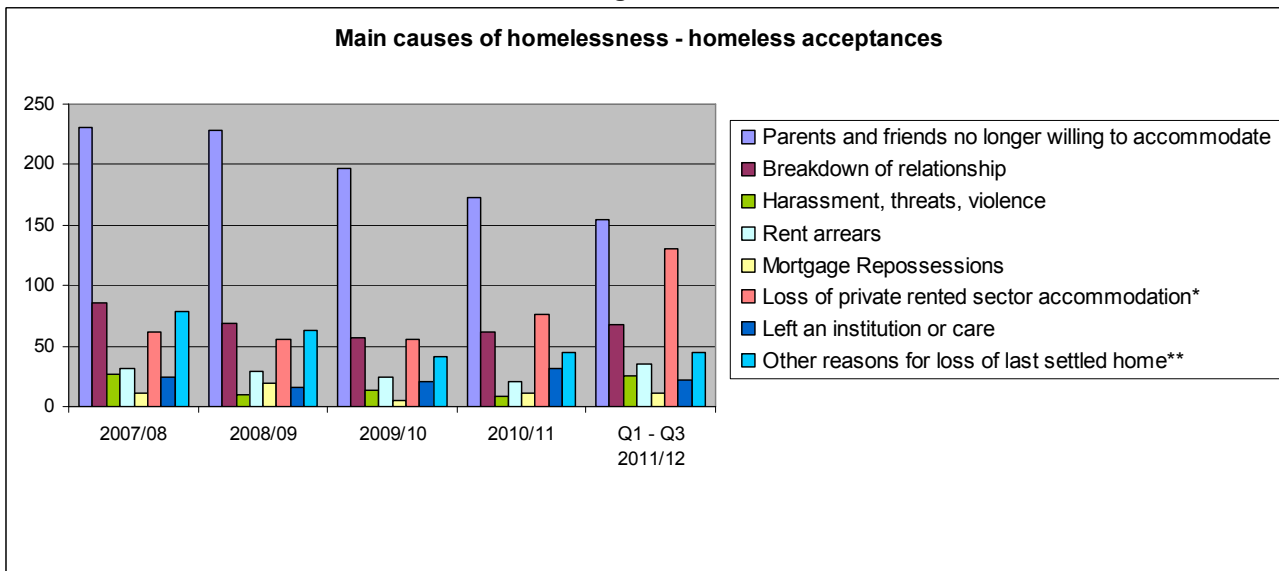
Figure 1:



Termination of Assured Shorthold tenancies and related tenancy issues account for 19% of acceptances. We are also witnessing increasing presentations from those at risk of homelessness due to mortgage and rent arrears (7% of total acceptances) reflecting the current economic climate. This underlines the importance of continuing to develop preventative strategies focused on financial information and on the private rented sector, more of which is discussed below.

Homelessness acceptances from clients leaving an institution or care have remained fairly consistent as a percentage. In the year 2010-11 this accounted for 7% of acceptances. This underlines the importance of the preventative work undertaken by the Support and Resettlement teams in the Housing Needs Service.

Figure 2:



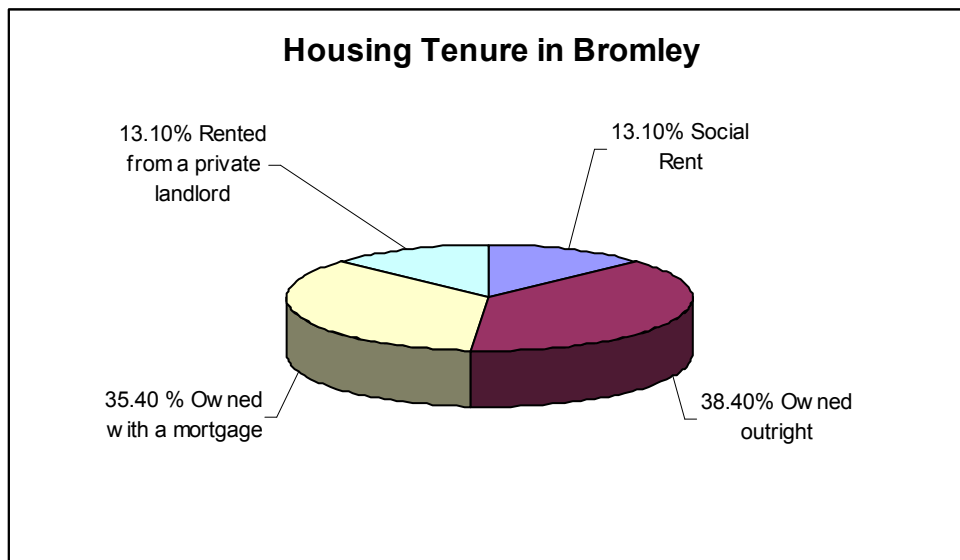
Key housing market information: Housing tenure and local housing affordability

In 2008, Opinion Research Services (ORS) undertook a Strategic Housing Market Assessment (SHMA) to assess the housing market within Bromley and in comparison with other south east London boroughs. Although the study was completed nearly three years

ago, it still provides a useful guide to the housing market in Bromley. The following references are from the SHMA unless indicated:

- § Owner occupation forms the majority (74%) of the housing stock in LB Bromley;
- § Between the 2001 census and the Bromley Household Survey conducted in 2008, the social rented sector has decreased from 14.3% to about 13.1%, whilst renting from a private landlord has increased from 8.6% to 13.1%.

Figure 3



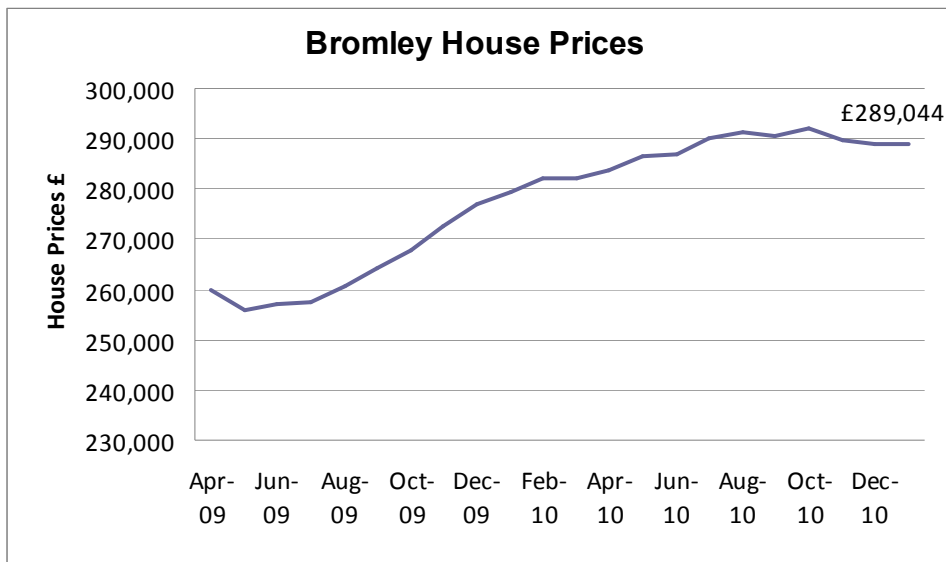
Source: LB Bromley Strategic Housing Market Assessment 2008

- § In 2000 the price of an average property in Bromley was around 10 times the average earnings of someone working full time in the Borough. This differential has narrowed, but is still prohibitively high. The average house price in Bromley in January 2011 was £289,044,¹ eight times the median annual income in the borough of approximately £33'909².

¹ Land Registry, April 2011

² Office of National Statistics, April 2011.

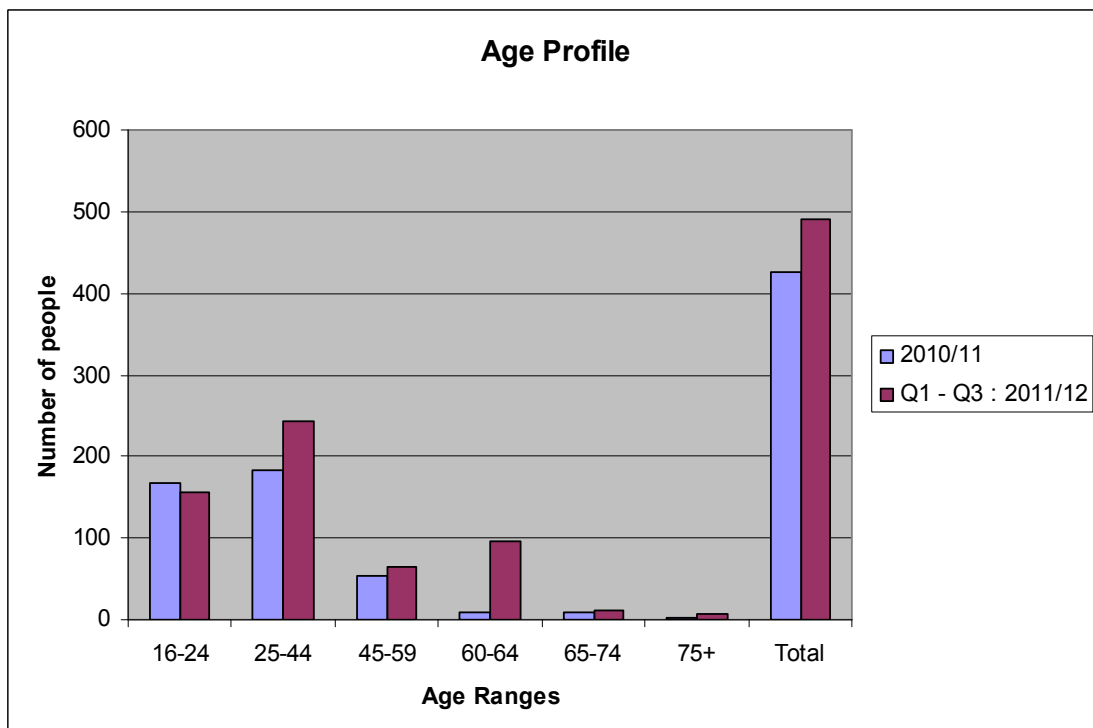
Figure 4



Source: Land Registry (April 2011)

- § Around 90% of completed property sales are for properties in excess of £150,000.
- § The Bromley Household Survey (2008) found that 42% of households in Bromley's rented sector claim housing benefit. 65% of social rent tenants are in receipt of housing benefit, implying that the majority of those in the social rented sector cannot afford to live in any other tenure. This compares to only around 20% of private rented tenants who claim housing benefit.
- § Since our last Homeless Strategy was produced the Housing Benefit caseload in the borough has increased by nearly 10%, from 16,820 cases in April 2009 to 18,485 in April 2011 (5,605 private sector cases and 12,880 Housing Association cases).

The chart below shows the wide age range of applicants.



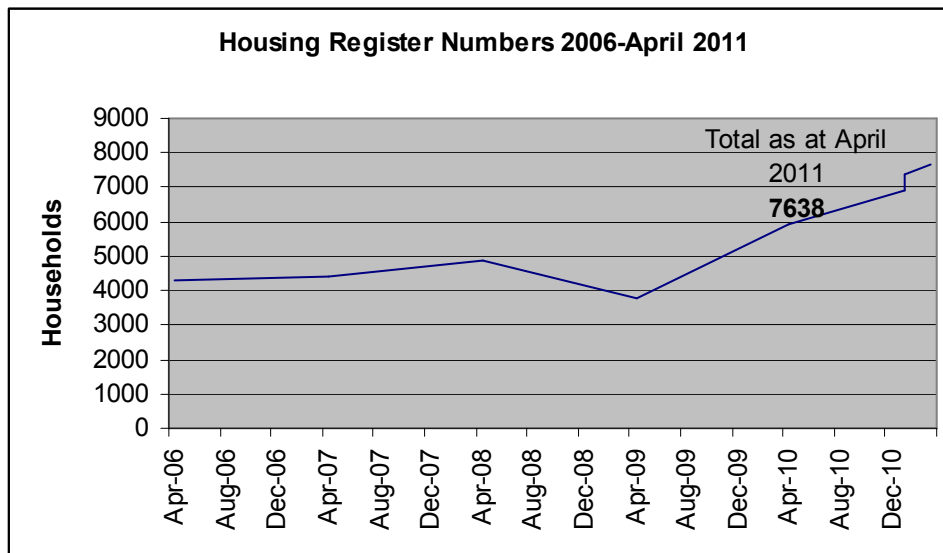
1.4 Social rented housing and the Housing Register

The decline in the number of social rented properties available to let and the inability to purchase a property or rent privately, have all contributed to a rise in the number of households on the Council's Housing Register and the number of households approaching the Council for assistance under the provisions of the homelessness legislation and the increasing numbers requiring placement into temporary accommodation. However, as seen in figure 7 below, the numbers of households in temporary accommodation have declined sharply as the Council has responded to this increased pressure by implementing a variety of preventative measures.

Between March 2008, the year in which our last Homelessness Strategy was produced, and May 2011, the number of households on the Housing Register increased from 4936 to 7638, nearly a 55% increase. This sharp increase is likely to reflect public concerns regarding the affordability and stability of private rented sector housing as well as difficulties in accessing the owner occupied market or maintaining existing mortgages. This is particularly so for low income households who anticipate that they will be unable to sustain their current accommodation for any significant period, or are unable to secure any accommodation, relying on family and friends to assist in the interim.

If housing need was to be met by simply allocating a property to any household that cannot afford to buy or privately rent, the SHMA suggests that 6,337 new social rented units would need to be provided over the next 5 years in the borough or elsewhere.

Figure 5



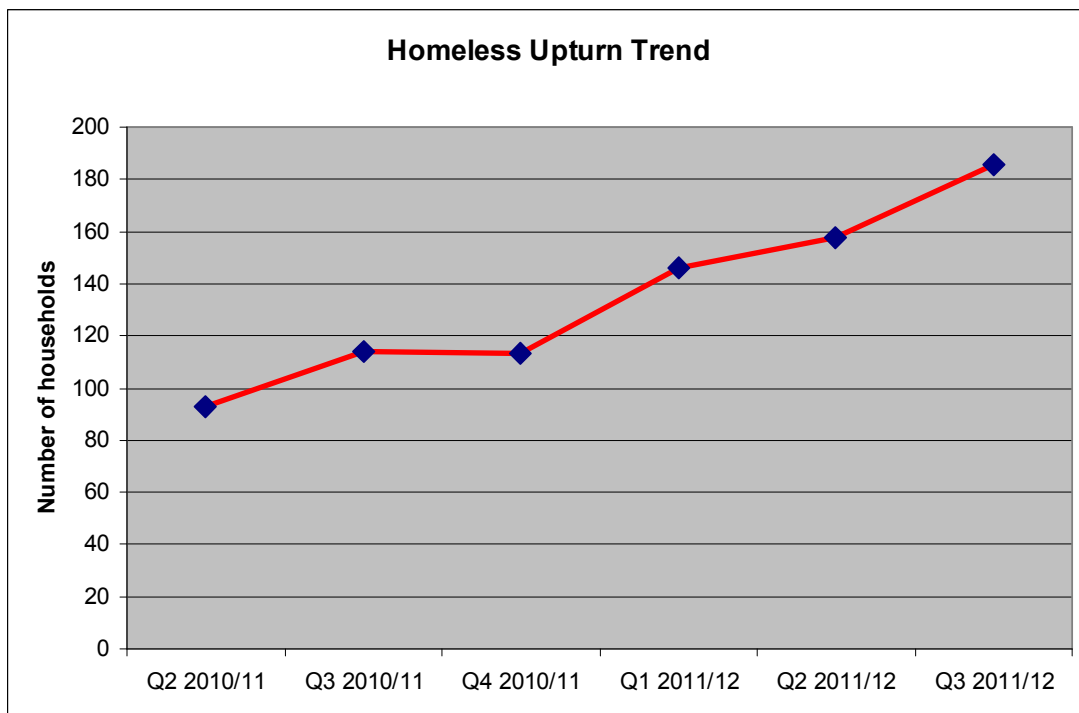
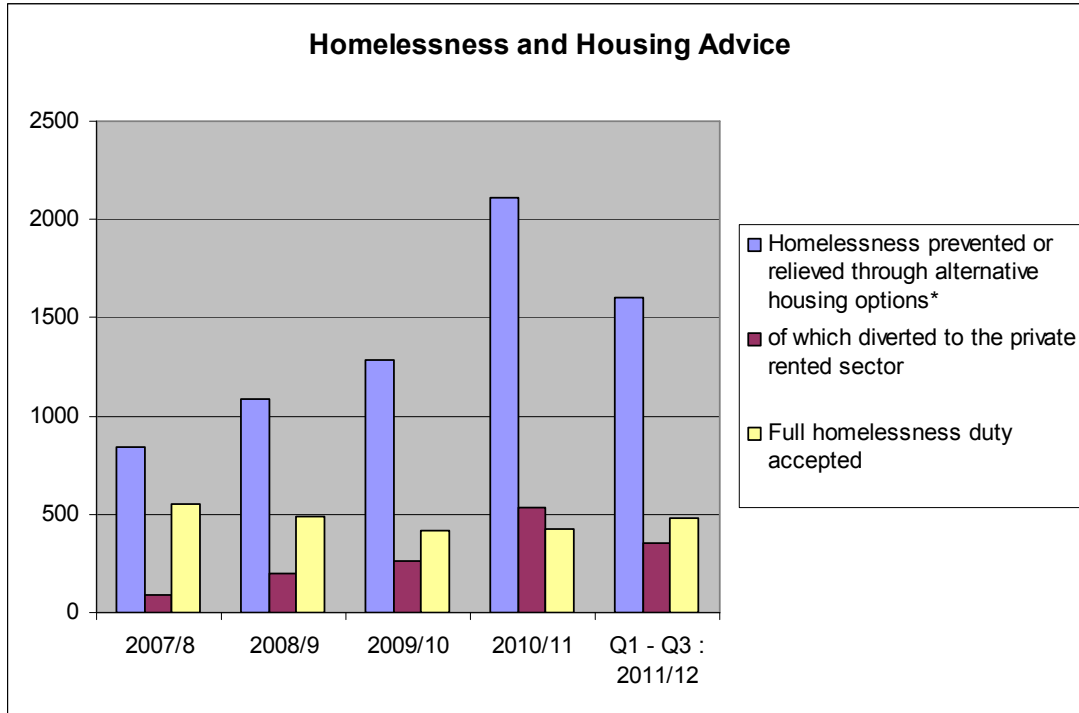
NB. The steep decline from April 2008 and subsequent rise the following year from April 2009 coincided with the introduction of Bromley Homeseekers and the corresponding re registration of all applicants.

1.5 Homeless acceptances

Over the past three years, whilst the number of households presenting at risk of homelessness has increased, the actual number of homeless acceptances have

considerably reduced. Homeless acceptances (once running at 1,000 p.a.) have declined from 551 in 2007/08 to 414 in 2009/10 a reduction of 24.86%. This decline can be attributed to the Council's success in refocusing resources on homelessness prevention. The Council has developed a range of alternative housing options and solutions for clients; particularly focussing on those that enable clients to gain access to the private rented sector.

Figure 6:



The increased homelessness prevention and housing options work developed through the homelessness strategy has achieved year on year reductions in homelessness acceptances and the use of temporary accommodation. However like all London Boroughs, Bromley is witnessing high and increasing levels of housing need against a marked slowing up across the whole housing market. Overall the above position has resulted in more than 150% increase in the number of households presenting in housing need. This equates to more than a 1,000 additional households faced with actual homelessness and even rough sleeping. The difficulty in accessing accommodation has placed increased pressure on temporary accommodation seeing an increase in use for more than 250 families during the current financial year. This situation, which is being reported across the whole of London and the Southeast, threatens a quick reversal of the successes achieved to date. This strategy therefore focuses on ensuring the provision of tailored responses to best tackle the main causes of homelessness and difficulty in acquiring and accessing accommodation.

1.6 Temporary Accommodation

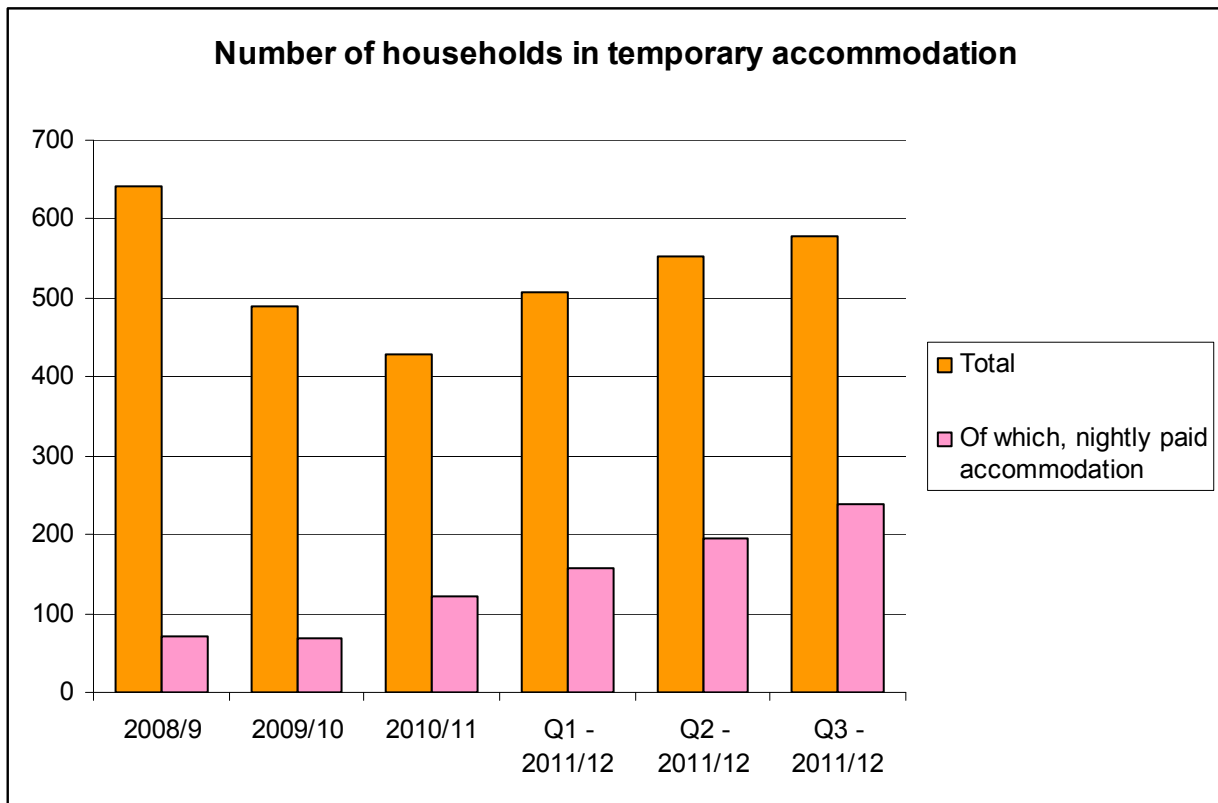
We gave a commitment in our previous Homelessness Strategy to meet the government target to halve the number of households residing in temporary accommodation by 2010 (from 987 in December 2005 to 493 by 2010). Although the number of households in temporary accommodation peaked at over 1000 early in 2006, we exceeded our this target ahead of time, achieving the lowest level of placements in 20 years.

By spring 2011 most London Boroughs, including Bromley, were reporting upward pressures on TA usage and increasing difficulty funding nightly paid and medium term TA. This is resulting on occasions where households have to be placed a significant distance out of the borough which creates a number of challenges and problems for the household.

We will continue to work towards minimising the use of nightly paid accommodation. However, where the use of temporary accommodation is inevitable, we will seek to ensure that the accommodation used is of a good quality and meets the relevant health and safety standards. We will seek to ensure that a balanced portfolio of temporary accommodation to meet current and projected need is available predominantly through our Housing Association and Private Sector Leasing schemes and that an effective supply and demand model is in place to assess future demand.

A key priority is ensuring that we continue to meet the needs of vulnerable clients, ensuring that appropriate accommodation and support is provided.

Figure 7:



1.7 Links to other local and regional strategies

§ **LB Bromley's Draft Housing Strategy 2011/16**

The Council's overarching Housing Strategy which sets out the key priorities for the Housing and Residential Services Division.

§ **Temporary Accommodation Reduction Strategy and Action Plan: 2006-10,**

To reduce the number homeless people or who are in Temporary Accommodation by preventative policies.

§ **Empty Property Strategy 2009-11**

Sets out how the Council and its partners will be working collaboratively to bring long term empty properties back into use in order to make best use of the housing stock within the Borough.

§ [Building a Better Bromley \(Sustainable Community Strategy 2009\)](#)

The Council's shared long term vision for improving quality of life in the borough.

§ **Bromley Supporting People Strategy 2005-2010 (and Review of the Five Year Supporting People Strategy (2008))**

§ **LB Bromley's Homes and Communities Agency Borough Investment Plan (2011)**

- § [Independence and Choice for Older People in Bromley: Older People Strategy 2008-2013](#)
- § [The London Housing Strategy \(Greater London Authority, February 2010\).](#)
- § [The Strategy of the South East London Housing Partnership 2010-14](#)

2 Housing advice and homeless prevention

Our objective: The prevention of homelessness through accessible and innovative services, giving effective, timely housing advice and support to enable people to maintain their accommodation.

- We will:**
- § **Minimise the use of temporary accommodation and meet our target not to exceed 390 placements in 2011/12 and 350 in 2012/13.**
 - § **Achieve zero use of shared facility Bed & Breakfast accommodation for families and young people under the age of 18, except in an emergency and then for no longer than six weeks.**
 - § **Continue to maximise the number of households assisted to remain in their accommodation by delivering a range of homeless prevention tools: Homelessness prevented/delayed in at least 60% of approaches.**
 - § **Seek to minimise the level of repeat homelessness through effective advice and support to enable customers to sustain accommodation: Repeat homelessness not to exceed 3%.**
 - § **Ensure the effective use of mortgage rescue and possession prevention initiatives to minimise the level of homelessness arising due to rent or mortgage arrears.**
 - § **Ensure that services are delivered in a timely and accessible way, including outreach surgeries, home visiting, triage and improved customer information on our websites.**
 - § **Increase the number of people assisted through housing prevention and option schemes prior to initiating a homeless application.**
 - § **Work with private sector landlords to prevent homelessness and assist households to remain in their current accommodation. This includes offering tenancy sustainment support to assist people to remain in the private rented sector accommodation.**

- § **Extend the supported lodgings scheme for young people as an accommodation pathway in order to prevent homelessness.**
- § **Make best use of the Discretionary Hardship Fund in order to target homelessness prevention.**
- § **Review on-line and other information sources and self help mechanisms to reduce avoidable contact and approaches to the service.**

2.1 Summary

We have implemented a range of effective and targeted prevention measures and early interventions are in place to deal with all types of homelessness.

As with other London Boroughs, the number of homeless approaches to the Council significantly exceeds the supply of available social rented accommodation. Therefore, the homelessness prevention work undertaken by the Council is central to our overall homeless Strategy. Of particular importance is our early intervention work, promoting early access to housing and other advice services. Working with partner agencies that operate within the borough, we will continue to develop good quality and timely advice and information.

2.2 Housing benefit and welfare reforms

The changes to the Housing Benefit entitlement bring particular concerns and challenges for the Council and some tenants in private rented sector accommodation. For example, from April 2011, the maximum HB entitlement for a household per property size needed was reduced. In Bromley, it is estimated that around 3,500 households receive less Housing Benefit and Council Tax Benefit as a result. In addition, the amount deducted from C-Tax and HB entitlement for each non dependant has been increased, also from April 2011. This area is a common cause of rent arrears.

It is not clear how this change will ultimately affect tenants but a recent survey carried out by London Councils suggests that, at least in the short-term, the intention of many landlords will be to seek a new tenant rather than reduce rents to reflect the new benefit caps, whilst many prospective and existing tenants may migrate outwards from the more expensive areas of inner London.

Essentially, our homeless prevention work must be geared to pre-empt any worse case scenario of eviction and consequent homelessness. Therefore, we will profile and prioritise those tenants most vulnerable to the changes and target advice and support accordingly. At the same time, we will seek to work closely with landlords to offer advice and support so as to help mitigate any difficulties they may encounter following the various HB reforms that will take place.

From January 2012 HB entitlement for those aged 25-34 was capped at the single room rate. This is estimated to effect over 400 HB recipients with some seeing their HB reduced by over £100 per week.

One potential impact of the changes is the potential for an increase in the Houses in Multiple Occupation (HMO's) which will require more work on inspection for compliance with HMO regulations and licensing.

The Council currently supports private sector landlords in a variety of ways, and our Landlords Forum continues to be successful in enabling a dialogue between the Council and private sector landlords operating within the borough. Over the next few years we will seek to strengthen our partnership with private landlords and ensure the Private Sector can continue to provide sustainable housing solutions for our clients.

Additionally, the Council has established a project group in partnership with Housing Associations, Citizens Advice Bureau and Money Advice to track and monitor the impact of Housing Benefit and other welfare reforms on tenants.

We are also working with the local Credit Union to develop a range of options for affordable loans and savings plans to reduce rent arrears and enable tenants to save for deposits.

2.3 Accessibility of advice and outreach provision

Accessible Locations and Delivery

Housing advice in Bromley is provided not only by the Council but also partner agencies such as The Citizens Advice Bureau for which we provide direct funding. Additionally, the Housing and Residential Services Division continues to offer a number of outreach surgeries including those at:

- § Connexions
- § Youth Offending Team
- § Community Mental Health
- § Green Parks House (Part of the NHS Foundation Trust's mental health service in Bromley)
- § One stop shop- Domestic Violence
- § Probation Services

These surgeries provide a number of additional opportunities for residents to access housing advice in locations that are safe and accessible to service users.

Third sector advice agencies have an important role to play in providing advice and information for residents in housing need but there is an awareness that funding issues can impact on the delivery of their services. As part of this strategy, it will be necessary to regularly review the provision of advice and information that is available to clients to ensure satisfactory coverage across the Borough. We will continue to work closely with our third sector partners to ensure a joined up approach is achieved and to target the requirements of specific needs groups. This will include the further development of multi- disciplinary services, outreach work and surgeries, to increase accessibility of housing and homelessness advice and information.

2.4 Accessible information

As demand for our housing and homelessness services continue grow, it is increasingly important that we encourage and support self help.

As well as face to face advice and information, we want to ensure that good quality information is available online. The Housing Service recognises the importance of this source of information and will continue to ensure that information on the Council's website is accessible to service users and that the content is relevant, accurate and regularly updated. In addition the Council will review and update our current suite of leaflets which provide advice and guidance on a range of housing matters.

This, and the triage work mentioned below, was part of a specific piece of work carried out in the second half of 2011 to seek to minimise avoidable contact and promote more self help.

2.5 Triage system- Initial assessments

Not everybody that presents to the Council's Housing Options and Assessments Service requires a full assessment. Many people simply need to be signposted to other related services, or provided with some basic information to facilitate self help. The Initial Assessment reduces waiting times on reception, enables early determination of the type of assistance required, and by minimising avoidable contact enables the service to function effectively.

In cases where it is not necessary to complete a full assessment, other appropriate advice and support is offered, for example information packs are provided to clients to sign post them to other Housing Options.

2.6 Tenancy sustainment

Since the publication of our previous Homelessness Strategy in 2008 we have further developed good practice and innovative ways to deliver crisis intervention in order to maintain households in existing tenancies. These now include providing specialist floating support and tenancy sustainment for vulnerable families. An important part of our work with private sector landlords is ensuring timely interventions are made when problems arise. Vulnerable households particularly can be more prone to eviction through rent arrears. Consequently, we now provide visiting support to vulnerable families in the private rented sector threatened with losing their tenancies. We have also increased homelessness prevention awareness and intervention work with partner agencies.

2.7 Tackling disrepair

Improving the quality of accommodation within the private rented sector is a key part of our approach to preventing homelessness. It is important that we continue to work with private sector landlords and tenants to ensure that the roles and responsibilities of each are understood to maintain tenancies and thus prevent homelessness. This will also reduce the number of enforcement action required on grounds of property condition.

The Council will continue to investigate and take appropriate action in cases of disrepair, overcrowding and unsatisfactory conditions in rented housing. We will also continue to take robust action in all cases of harassment and illegal eviction and continue to find and license Houses in Multiple Occupation and ensure their safety and standards.

2.8 Overcrowding

An important part of our advice and assistance work to avoid homelessness is working with severely overcrowded households through a range of schemes to assist in move-on or seeking to minimise the impact of overcrowding. For example, this includes advice around options to mitigate the impact of overcrowding, undertaking of minor works to resolve difficulties, through to signposting households to Housing Association schemes to assist with the provision of move on accommodation for adult children.

We will also continue to work with our Housing Association partners to identify new ways to assist tenants to pursue mutual exchange or chain move options to relieve levels of overcrowding. Given the new capital funding regime for future Housing Association development makes building 4 and 5 bed housing very difficult, this is going to be an increasingly problematic area of work.

2.9 Affordability, money and debt advice

Debt and financial exclusion is a common problem for people who approach the Council's housing service.

The recent recession and economic downturn has inevitably had an impact on credit and mortgage problems resulting in an increase in homelessness approaches. Low income households have been the most vulnerable as well as first time buyers, those with 100 per cent or sub-prime mortgages and those coming off fixed-rate mortgages. Many approaches are from people with a second loan, secured against their home, where the second lender is pursuing repossession- often for a small debt on a small loan when compared to the value of the property. The Council has undertaken a variety of initiatives to address these problems including:

- § Commissioning a dedicated money advice surgery through Blackfriars Money Advice which has, to date assisted more than 160 households address their financial situation.
- § Appointing a dedicated Mortgage Rescue officer to ensure full use is made of the national mortgage rescue scheme and to assist in developing additional effective local schemes and solutions.
- § Development of a local Bromley-specific Mortgage Rescue Scheme to assist a small number of vulnerable households who may not be eligible for other prevention initiatives.

Current trend data shows that affordability and associated financial difficulties are likely to continue to be key contributing factors of homelessness in forthcoming years. Therefore, we will continue to review the effectiveness of the services we provide for people who are threatened with homelessness as a result of rent or mortgage difficulties and we are committed to ensuring that a suitable level of financial and debt management advice is available to assist such households.

For example, we have increased the level of funding available for homeless prevention as a result of rent or mortgage difficulties and we are currently recruiting a further officer to sit alongside the existing Mortgage Rescue Officer to specialise in assisting private rented sector tenants at risk of losing their accommodation as a result of rent arrears, particularly arising from the forthcoming changes to housing benefit.

We are also working with the Credit Union to develop a range of schemes to assist households to afford accommodation through the provision of loans and small savings plans to better protect them against future risks of homelessness.

Both these temporary officers and the resources they use along with the services of Blackfriars are, like most of our initiatives, funded through central government grant. This funding is therefore crucial to our successes and all our services and options will need to be reviewed depending on future levels of funding.

3 Housing options and access to housing

Our objective: To improve the access, availability and quality of housing across all tenures and reduce the use of temporary accommodation.

We will:

- § **Seek to reduce the use of nightly paid accommodation as far as possible, unless required in the short term as an emergency housing solution, and then no more than a maximum of 6 weeks.**
- § **Work with landlords, letting agents and other housing providers to maximise access to the private rented sector/ alternative options.**
- § **Through our Allocations Scheme ensure best use of available social housing stock to prevent homelessness and meet the highest levels of housing need.**
- § **Ensure an adequate and suitable supply of temporary accommodation is available to meet need.**
- § **Research and report on potential risks and benefits of developing a Social Lettings Agency.**
- § **Manage expectations, meet housing need in situ wherever possible and promote self help and personal responsibility.**

3.1 Summary

We will never be able to meet all of the need for affordable housing in the borough. The supply for lettings of new and existing affordable housing stock has reduced significantly and is unlikely to increase in the short or medium term. While we will continue to work with Housing Associations and developers to deliver new affordable homes, alongside this we must continue to manage the expectations of other customers and ensure that we maximise access and availability and ensure that we maximise access and availability, not only to social rented accommodation but to other housing options also. This approach will continue to be at the forefront of our objective to meet housing need, prevent homelessness and reduce the use of temporary accommodation.

3.2 Promoting available housing options

Central to providing housing solutions and meeting housing need will be our ongoing commitment to promote a range of housing options to customers.

Advice on housing options continues to be provided even for those households to whom a homelessness duty has been accepted. Home visiting has reduced significantly the number of households and time spent in temporary accommodation. It has proven to be a successful approach, allowing for a review of household circumstances and options available. As such, this is now an established part of the initial housing options and homeless prevention and assessment process.

3.3 Working with the private rented sector

In recent years, there has been a growth in the size of the private rented sector which now accounts for around 13% of the housing market across the borough. The Private Rented Sector is increasingly important as a source of accommodation for homeless households and those in housing need. In fact, for many, this is the only realistic option especially in meeting their housing need within a reasonable timeframe.

Since 2003, the Council has assisted an increasing number of homeless households to access accommodation in the private rented sector both as a homelessness prevention route and also as a qualifying tenancy offer for households accepted as homeless to bring the Local Authority's statutory homelessness duty to an end.

The recent government consultation on social housing reform in England (Local decisions: a fairer future for social housing) stated the intention to *'legislate to give local authorities greater flexibility in bringing the homelessness duty to an end with offers of accommodation in the private rented sector, without requiring the applicant's agreement'*. Given the shortfall of social rented housing provision within the Borough, the Council would welcome the flexibility provided by a change in the current homelessness legislation to this effect.

The Council is committed to increasing access to privately rented accommodation. We will work flexibly and responsively with the Private Sector to ensure that our services meet the needs of landlords operating within the Borough and also attract new landlords to work with the service. We will continue to deliver and develop a range of flexible schemes to increase access to the Private Rented Sector.

The Council will seek to strengthen the work that we currently undertake to build relationships and trust with Private Sector landlords to increase the supply of rental properties and landlords prepared to take direct referrals or referrals through the Deposit Guarantee scheme. Our partnership work with landlords will also continue to be important in assisting households to remain in private rented sector accommodation. Importantly, we will continue to host the **Landlord's Forum** which provides an opportunity for consultation between the Council and private landlords. As referred to in Section 2 above, of particular importance is how we will work with landlords to manage the proposed changes to Housing Benefit payments and other welfare reforms that will impact upon their tenants. Our Strategy will include the development of a comprehensive package of support, advice and assistance that will seek to offset any concerns landlords may have in renting properties to homeless households and people in receipt of welfare benefits.

We believe that the London Borough of Bromley is in a position to offer a package of support and services that will be beneficial to landlords who work in partnership with us. The Council commits to offer advice and assistance, floating support, quick lettings and better liaison with the Housing Benefit service to assist landlords that choose to work with us. Further, where Landlords will charge a rent at or below the new HB caps, the landlord will be able to name the H.B. paid directly to them.

The South East London Housing Partnership (SELHP) has an important role to play in engaging landlords on a sub-regional basis. The SELHP currently holds annual Landlord Conferences, which have a very large attendance, targeting estate agents and landlords with portfolios of properties which may span across neighbouring boroughs. There is also a cross Borough working group designed to share good practice and jointly explore all options to maximise access to the Private Sector. This group aims to develop a professional Letting Service for landlords and tenants that will offer a viable and credible alternative to local letting agents.

3.4 Making better use of existing stock

Given the deficit between the need for and supply of affordable housing, it is essential that we make the best use possible of existing affordable housing stock in the borough. One of the ways we can do this is by addressing overcrowding and under occupation. In common with other London Boroughs, the London Borough of Bromley experiences significant levels of overcrowding and under occupation within the social rented housing stock.

The Council is addressing these issues in a number of ways:

§ LB Bromley Under Occupation Scheme:

We are working in partnership with local Housing Associations to provide a range of options that incentivise and enable households that are under occupying to move to more suitably sized accommodation and free up larger properties.

§ SELHP Cross Borough Moves:

We also work the South East London Housing Partnership at a sub regional level to achieve cross borough moves.

§ Social Tenancy Fraud Initiative:

This initiative continues to play an important in addressing overcrowding. The Council participates in a joint initiative in South East London to tackle social housing fraud. In Bromley, the initial focus has been with Affinity Sutton, the largest social housing provider in the borough. At the end of April 2011, a total of 58 properties through this initiative had been successfully recovered from fraudulent use and a number of others are in the pipeline with a number of prosecutions already in progress.

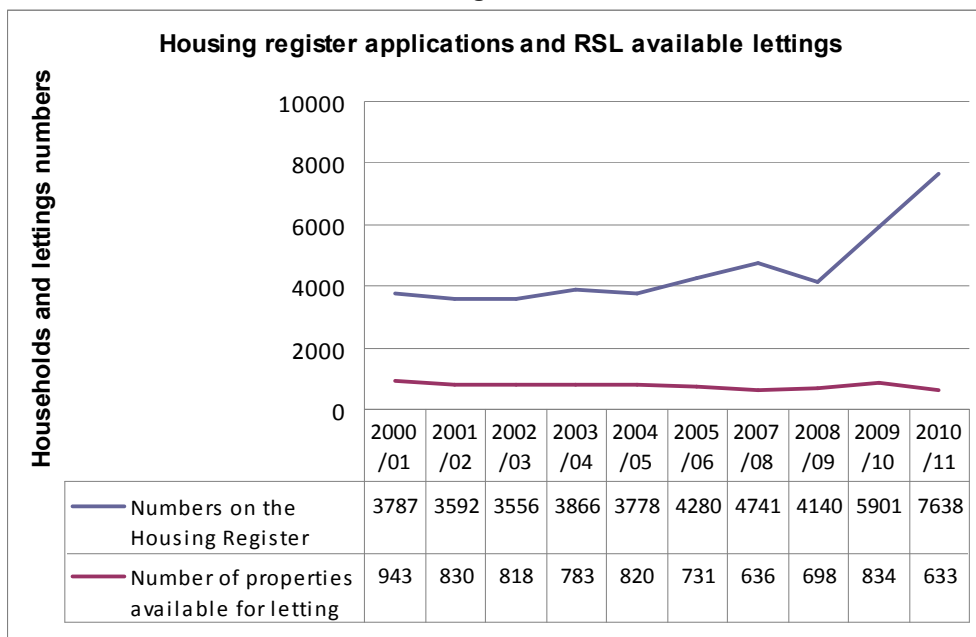
In 2011/12 the Council has worked with Affinity Sutton to share their practice with other Housing Associations in Bromley, train their staff and widen the involvement. This also included a check of all TA usage.

§ Empty Properties work:

Long term empty properties are an important resource in relation to the overall housing supply within the Borough. We work with the community to identify and bring properties back into use and assist in letting them or securing nomination rights, thus directly preventing homelessness by providing an additional housing option. Each year we will aim to bring 30-40 such properties back into use.

3.5 Allocations policy

Figure 9



The gap between Housing Register Applications and Properties available for nomination 2000-2010.

In September 2008 the Council implemented Bromley Homeseekers, a Choice Based Lettings service. This makes public the details of all properties available to the local authority to nominate to. The system allows those on the Housing Register to view all available accommodation and to bid on the properties that they meet the criteria for. This enables the Council to offer increased choice and mobility.

Bromley Homeseekers allows customers greater access to information regarding each property that is let and assists them to make realistic choices about the properties that they bid on. It also enables customers to decide whether or not to pursue a move into social housing at all or to look at other housing options that will meet their housing needs and preferences.

However the service was introduced at a time of both financial and economic crisis and as a result we have experienced a steep increase in the number of households approaching to join the Housing Register. From an average of 30 applications per week in 2008 this has increased to around 125 applications per week in 2011. Subsequently, the number of households included on the Housing Register has increased steadily from under 4000 in 2001 to well over 7000 in 2011. The availability of lettings does fall considerably short of this demand. From 2007 to 2010 between 633 and 834 properties were let annually, therefore thousands of households accepted onto the Housing Register have failed to secure a move into social housing. In most instances only those that achieve a high priority on the Housing Register are able to secure accommodation and, even then, many of them will have waited a number of years to do so.

In light of the above we are making a number of changes to the Allocation Scheme. Principally these changes are being made to address the following key issues:

- § **The mismatch between the demand for, and availability of, social housing lettings:** We will reduce the number of households included on the Housing Register to include those that have a need in accordance with the local and reasonable preference categories, as outlined in the Allocation Scheme.
- § **The need to assist the process of homeless prevention:** We will encourage clients to resolve their own housing issues where possible as opposed to relying on a housing register solution.
- § **Making better use of stock:** We will focus on clients who are most in need of social housing.

A copy of the full allocation scheme and scheme summary can be found at [Draft Allocation Scheme Summary 2011](#)

In order to maximise the availability of properties that can be accessed by people in housing need, we are working with Housing Associations with stock in the Borough to encourage them to open up their property registers to Bromley Homeseekers. Linked to this the Council is in the early stages of rolling out the common housing Register to all of the key Housing Associations operating in the borough.

4 Supporting vulnerable people

Our Objective: Supporting vulnerable people through effective assessment and co-ordinated decision making, offering more choice to independent living through suitable housing options

We will:

- § **Continue to operate specialist surgeries for vulnerable people to maximise the effectiveness of homeless prevention work.**
- § **Offer a dedicated support and resettlement service to enable vulnerable people to access and maintain accommodation.**
- § **Embed the one stop approach for young people to offer a comprehensive service in order to address housing difficulties and provide support to develop independent living skills.**
- § **Operate quota queues to directly assist in preventing homelessness for vulnerable people including those leaving care, people with learning disabilities.**
- § **Participate in the ‘no second night’ out pilot aimed at reducing the level of rough sleeping to as near zero as possible.**
- § **Offer a comprehensive support and intervention service to minimise the risk of future tenancy breakdown resulting in homelessness, hospital readmission and so on.**
- § **Explore the potential to extend the winter shelter provision beyond just the winter period.**

- § **Continue to ensure that adequate support services and provision are provided to all victims of domestic violence.**
- § **Continue to ensure Resettlement programmes for ex offenders are in place that link housing, health and support services on prison discharge to prevent re-offending and repeat homelessness.**
- § **Continue to provide supported housing with specialist programmes to assist in the rehabilitation of clients with drug and alcohol misuse problems.**

4.1 Summary

For many people who become homeless the provision of suitable accommodation is the only problem that needs to be addressed. However, many people can become homeless or threatened by homelessness because of a specific support need. For example, this can be related to a mental or physical disability or a particular circumstance such as domestic violence, a past history of offending behaviour or issues concerning drug and alcohol misuse. By properly identifying support needs, we can limit the number of people who become homeless by providing targeted, specialist support.

Our Strategy for providing support for the vulnerable homeless is closely linked to the borough's **Supporting People Strategy**. Supporting People services are offered through a number of housing support providers and are an essential resource in the prevention of homelessness in Bromley.

4.2 L.B.B. Support and Resettlement

The role of the Support and Resettlement Team is pivotal in our preventative approach to tackling homelessness. The Support and Resettlement Team was set up to assist homeless people through any emergency or temporary rehousing to a settled and sustainable housing solution. They offer floating support and brokerage to ensure that clients successfully move into their new home and have the skills and any long term support required to live independently and sustain their accommodation.

The team delivers tailored advice and preventative support for clients with specific support needs. For example, by preventing delayed discharge from hospital and readmissions. Importantly, the team is able to plan effective move-on through supported to independent living across housing sectors. For those who are unable to live fully independent lives, referrals can be made to supported housing schemes via the Support and Resettlement Team. A key to accessing support is via the mental health and substance misuse panels. This form of support and transition has also been critical in preventing repeat homelessness which can be common amongst such people.

Support and Resettlement Team: Housing Surgeries

To ensure that the housing service is meeting the needs of vulnerable people within the community, the supported housing options and assessment officer conducts a housing surgery at all of the three community mental health facilities, The Bassets House, Bromley Mind and Green Parks House Psychiatric hospital. This role is pivotal in promoting

effective joint working and in ensuring that the housing needs of vulnerable people are met in a timely, effective and efficient manner within cost constraints.

4.3 Specific support needs

Mental Health

Our approach to supporting people with mental health problems is set out in our report **'Housing and Support for Adults with Mental Health Needs in Bromley' (January 2008)**. The focus of this work is now on tenancy support. Floating support is tailored to the individual's needs with the flexibility of decreasing or increasing the support as and when required. Our work with mental health clients has been strengthened by seconding a support and resettlement worker to the Assertive Community Treatment team and Mental Health panel. The worker provides advice and support around housing options and assessment, benefit entitlements and any other issues connected with housing.

People with learning disabilities

The Housing Service assists people to move on from residential care into supported living schemes or other alternative accommodation. The Council has also been successful in delivering new affordable homes for this client group. Since we produced our previous Homelessness Strategy, the Housing Service has successfully delivered 29 new homes for people with Learning Disabilities. As of March 2011, there are also a further 20 units onsite and up to 18 new units in the development pipeline, as well as offering move on opportunities into existing accommodation.

People with physical and sensory impairments

In conjunction with housing associations we are also currently developing an accessible housing register within Bromley Homeseekers. This captures more accurate information about adapted or potentially adaptable social rented properties and categorises them against level of adaptations to make better use of this stock and reduce waiting times. This will minimise the risk of homelessness through unsuitable accommodation or delayed discharge.

We also approve approximately 140 Disabled Facilities Grant funded works a year to enable disabled people to continue to live independently in their own homes. Additionally the Handy Person scheme assists households to remain in their own property by undertaking minor repairs to the homes of disabled and older people.

4.4 Rough sleepers

Numbers of rough sleepers in the Borough have been historically low relative to most other London Boroughs although recent signs show an increase in the borough. However, there is a significant risk of increased Rough Sleeping as a result of the current economic climate and particularly the significant changes to Housing Benefit entitlement to singles aged 25 to 34. This can be witnessed by the fact that this year's winter shelter in central Bromley operated at full capacity on the majority of nights. Additionally, low numbers of visible rough sleepers masks the higher number of single non priority 'sofa surfers' or hidden homeless. Bromley is committed to responding to this in a number of ways:

Thames Reach's London Street Rescue service is currently the street outreach team that works with people sleeping rough in Bromley. They provide advice, practical support and

referrals into hostels and other support services. Furthermore, our participation in the Mayor of London's 'No Second Night Out' pilot is integral to our strategy to eradicate rough sleeping. We have recently agreed a protocol to assist in delivering this initiative; offering assistance in securing beds for verified local rough sleepers to enable initial assessment and rehousing plans to be put in place by Thames Reach.

The Council also works in partnership with the Bromley Churches Homelessness Project to provide an annual winter weather shelter, together with ongoing identification and support to any rough sleepers in order to assist them to break the cycle of rough sleeping and secure accommodation. As part of the service, the Housing Options and Assessment Team provide housing advice Surgeries at the shelters to offer tailored advice and assist in planning move-on pathways from the shelter. The aspiration of the Council is to extend the shelter provision beyond just the winter period. In addition, a quota queue has been set up within the Council's Lettings Plan to facilitate move-on to ensure ongoing availability in support schemes, together with funding for floating support and access to private sector accommodation for verified rough sleepers.

Furthermore, we have contributed to the development of a Rough Sleeping Strategy Action Plan in the South East London sub-region including a number of joint initiatives such as the operation of a Private Rented Sector scheme for helping Rough Sleepers into Private Rented Sector Accommodation. Details of sub-regional work on rough sleeping can be found on the [SELHP website](#).

4.5 Homelessness and domestic violence

A significant number of people become homeless as a result of domestic violence. Most but not all victims are women and are frequently accompanied by children. The **Domestic Violence Forum** in Bromley is a cross sector collaboration which includes Bromley Women's Aid, Community Safety Partnership, the Metropolitan Police, Housing Associations and the Council. The Forum aims to reduce and prevent domestic violence; ensuring adequate support services and provision are provided to all victims of domestic violence. A key aspect of this work is to ensure that victims of violence are supported to either remain safely within their home or to be able to move quickly to a safe location and rebuild their lives. Our support schemes and homelessness prevention work provides a number of options to assist people experiencing violence. This work includes:

- § Domestic Violence One Stop Shop: offering free confidential support and advice across a range of issues including housing and legal advice, emotional and medical advice and support to those experiencing domestic violence.
- § Sanctuary Scheme: offering options such as additional security or a safe room to allow a victim of violence to remain in their home.
- § Housing Association protocols to facilitate emergency transfer moves for their tenants rather than the tenant having to go the via the homeless and TA route.
- § Assistance to access women's refuges and national women's aid support lines, including a dedicated officer who specialises in the provision of expert and sensitive advice in a safe environment
- § Participation in the Multi-Agency Risk Assessment Conference (MARAC) to offer specialist housing knowledge and options for those most serious cases requiring multi-disciplinary input.

The five boroughs in the South East London Housing Partnership have also developed a Domestic Violence Protocol with the Housing Associations to help ensure better outcomes for victims of domestic violence and their households.

4.6 Ex offenders

Ex offenders leaving prison who are homeless are much more likely to reoffend. In 2007, Bromley appointed a Housing Aid Advice Worker (HAWK) in response to a very substantial gap in services that had been identified between Housing Services and ex offenders being released from prison. The HAWK worker provides a vital link to bridge the gap between the Council's Housing Service and the Probation Service, managing the housing needs of ex-offenders upon release.

Resettlement programmes for ex-offender's link housing, health and support services on prison discharge and all are vital to prevent repeat homelessness and re-offending.

The Housing Service assists ex-offenders to find settled accommodation by providing up to 20 rent deposits a year to enable access to an agreed number of private rented properties each year. Additionally up to 12 independent dispersed supported units are provided and 10 rooms for single non priority homeless ex offenders by Housing Association partners. When assessment demonstrates that clients are ready to move on, each of the tenants placed have access to the Housing Register to ensure move on.

4.7 Drug and alcohol misuse

Sustaining tenancies can be challenging for people who suffer with drug and alcohol misuse. Supported housing with specialist programmes are often essential in assisting in the rehabilitation of this group. The Support and Resettlement Team works in partnership with the Bromley Community Drug Project (BCDP). Partnership meetings at Green Parks House psychiatric hospital take place to discuss the partnership arrangements for sustaining tenancies and prevent duplication promoting a joined up, holistic approach. A quota queue arrangement exists to assist in securing long term housing solutions for clients in this category.

4.8 Youth homelessness

As with homelessness generally, prevention and early intervention is key in tackling homelessness amongst young people. Eviction from the family home or being required to leave a friend's home is the single main cause of youth homelessness and, therefore, mediation in family disputes and providing parenting support is a key preventative action taken by the Housing Service. The work the Council undertakes to educate and inform young people about the difficulties they are likely to face when leaving home before they are ready is also increasingly important.

Support & advice

The Support and Resettlement Young Person's Team provides a specialised homelessness prevention and housing service for young people with housing problems. This includes work to reconcile a young person back into the family home through to planned rehousing pathways such as supported hostel placements through a Housing Association, or a supported placement with a host family. The team works closely with partner agencies such as Connexions, LATCH, Leaving Care and the Youth Offending Team.

In all cases, where a 16 and 17 year old presents to the Council as homeless, in the first instance a resolution is sought between the young person and the parent or guardian. The Council refers young people to the South East London Mediation Service who can assist in this process. Although it is not always possible to achieve full reconciliation the process can ensure that a relationship is at least maintained between the parties and will help a young person's future progress. The Council has also now secured funding to pilot a dedicated mediation post to increase the level of reconciliation work with families.

A House of Lords Judgement in May 2009 significantly changed how Local Authorities provide accommodation and support for homeless 16 and 17 year olds. The case of R (G) v London Borough of Southwark was a landmark decision which determined that the primary duty to a homeless 16 or 17 year old would normally be under the Children Act. In Bromley a Social Worker specialist placed within the Resettlement team enables joint assessments of young people under both the Children's and Homelessness Acts, providing a joined up first point of contact for young people and has been successful in homeless prevention.

Specialist accommodation

We currently work with providers that offer a number of Supported Housing options for young people with varying levels of support. The Council does not use Bed and Breakfast accommodation to accommodate young people and move on options are limited, therefore the service takes care to manage voids effectively and ensure appropriate turnover times.

The Council currently use LATCH host placements (supported lodgings) for young people and also operate a Safepad scheme offering initial short term supported lodgings for immediately homeless young people to enable either reconciliation back to the family home, or provide time for planned move-on

Placements for young people take in to consideration the needs of the young person to ensure that the choice of housing is appropriate and sustainable. For many young people in housing need, supported lodgings are an essential part of the progression towards independent living.

There is still an aim to develop a foyer scheme but current capital funding rules and revenue pressures-along with funding a suitable site- makes this difficult to achieve.

4.9 Older people

It is important that we maintain the supply of and access to accommodation designed for older people. In line with the Sustainable Communities Strategy aim of promoting choice and supporting independence for older people and vulnerable adults, over the past 2-3 years, the Council and its partners have worked hard to secure and deliver a range of affordable housing options for older people, particularly by delivering three new extra care housing schemes being built between 2009-2012.

4.10 Black and minority ethnic communities

Homelessness amongst black and minority ethnic (BME) communities is disproportionately high both in the Borough and at a national level. Our equalities monitoring does not reveal any particular causes of homelessness amongst BME groups. Our housing options services are designed to ensure access to BME groups and our monitoring information indicates that BME groups are not under represented proportionally in available options.

The Council will continue to monitor equalities data to ensure equal access to services continues to be maintained. We will develop a strategic approach to monitoring and using monitoring data to tailor advice.

The Council has a Gypsy and Traveller officer to work with traveller communities within the Borough and to manage the sites owned by the Council.

5 Working in partnership to tackle the wider causes of homelessness

***Our objective:* Raising aspirations, tackling social exclusion and promoting independence.**

We will:

- § **Further develop our strategic links and partnering arrangements with key stakeholders to deliver holistic services for clients**
- § **Continue to work closely within South East London Housing Partnership to maximise the resources for homeless prevention in the borough and improve efficiencies.**
- § **Work with other departments and agencies to tackle social exclusion.**
- § **Support projects in schools that educate young people about the realities of homelessness and equip them with the knowledge and life skills to plan their future housing.**
- § **Work to address financial exclusion through debt advice services and support for the Bromley Credit union.**

5.1 Summary

In the first section of this strategy we highlighted the main causes of homelessness in Bromley. In addition there are also wider social problems that contribute to homelessness which need to be addressed. These wider causes can be varied, complex and commonly beyond the scope of one single agency or Council service. We recognise the importance of a holistic approach to tackling homelessness through working in partnership and making the necessary links with other agencies to address the issues that can cause and perpetuate homelessness in the borough.

5.2 Assisting access to employment and training:

Throughout this strategy, we have emphasised the need to encourage and enable our customers to help themselves in meeting their housing requirements. Worklessness is a common contributory factor in causing and perpetuating homelessness. For many people, the long term sustainability of settled accommodation will only be achieved by simultaneously tackling issues related to worklessness and providing access to employment and training. We aim to support people who are homeless or in housing need to increase their opportunities to access employment and training opportunities.

Our Housing Association partners play a key role in helping us to tackle worklessness and deliver a range of actions in this respect. For example; the 'Stepping Up' scheme, run by Affinity Sutton supports members of homeless families to access training and employment opportunities. It provides support, information, advice and guidance to suit the needs of the individual to develop skills and access to training courses or employment.

We will continue to develop the link between the Council's Housing Needs Service and advice and support around employment and training. This will include building on existing links with local advice agencies in this area. We will also monitor outcomes and evaluate which strategies and interventions are most successful in reducing worklessness amongst homeless clients.

We are also seeking to address worklessness more systematically through the retendering of our Supporting People contracts for floating support in first stage accommodation for young people. Future contractors will have contacts with employers, as a key focus of the floating support service will be to work with young people to help them achieve training, apprenticeships or employment opportunities.

The service will also be focused on looking at the wider risks to homelessness and successful tenancy sustainment, the latter which has been an integral part of floating support provided at a mother and baby unit within the Borough.

5.3 Working with the Sub Region: The South East London Housing Partnership (SELHP):

As public funding becomes increasingly scarce, the efficiencies that can be gained by working in partnership within the Sub Region are likely to become of increasing value. The Council will continue to work closely within SELHP to maximise the resources available to prevent homelessness.

The SELHP Homelessness Group is responsible for coordinating a variety of homeless prevention initiatives across the sub region. We will continue to work with SELHP to explore all options for joint working, sharing of good practice and achieving consistent standards. Of particular importance are the following key actions:

- § Peer education in schools on homelessness awareness and prevention.
- § The development and delivery of an annual housing association homelessness prevention action plan. The objectives of the plan include include;
 - I. Improving the service for Housing Association tenants suffering domestic abuse
 - II. Enhancing financial inclusion policies through promotion of debt advice and access to affordable credit
 - III. Improving information sharing between housing associations and support providers
- § Best practice guides, such as '*Think! Before You Leave Home*' targeted at young people.
- § Seeking to commission life skills training to prevent tenancy breakdown. .

5.4 Working with Housing Associations:

We will also be further developing our relationship with Housing Associations and particularly the largest stockholders (in the G15 group) as part of their homelessness pledge to prevent homelessness by developing effective preventative housing management

practices, especially in relation to the Sanctuary scheme (Domestic violence), anti-social behaviour and rent arrears.

5.5 Working in Partnership across all agencies

Not all homeless people need support other than finding secure accommodation, however many homeless people do require additional support of one kind or another, particularly vulnerable groups as already highlighted. For this reason it is important that the council works across a range of agencies to assist clients to get the support, advice and necessary skills to prevent them becoming homeless.

Health is a key area where partnership working is essential. Particularly important is ensuring that hospitals are included in care plans. The Council will continue to work with hospitals to ensure that admission and discharge procedures identify homeless people so that the relevant health and homelessness agencies are informed in good time prior to discharge.

It is important that the Housing Needs service continues to develop partnerships with a wide range of agencies and organisations in the statutory, voluntary and private sector to ensure that the support which is needed is provided. In the past Community groups and organisations such as local churches have made an invaluable contribution. Going forward the Council will work to build on these partnerships to ensure that a range of agencies are engaged in tackling homelessness and are an integral part in our strategic approach to tackling homelessness in Bromley.

6 Homelessness Strategy Action Plan

HOUSING ADVICE & HOMELESSNESS PREVENTION: The prevention of homelessness through accessible and innovative services, giving effective, timely housing advice and support to enable people to maintain their accommodation.				
Commitment	Action/Milestones	Outcome: Target	Lead	Target Date
<p>Fulfil the LBB statutory duties in relation to homelessness and the provision of advice & assistance to prevent or delay homelessness wherever possible drawing on & effectively using the full range of prevention and housing option initiatives</p>	<ul style="list-style-type: none"> • Continue to maximise the number of households assisted to remain in their accommodation by delivering the range of homeless prevention tools • Ensure the effective use of the mortgage & rent arrears prevention schemes. Continue to promote & deliver the range of initiatives offered to assist customers facing mortgage or rent arrears difficulties including; full take up of the money advice service, promotion of the MRS schemes and possession prevention funds. • Maintain levels of home visiting to improve the robustness of housing assessment & assist in achieving the targets relating to homelessness prevented & delayed. • Develop early intervention work to promote early access to housing and other advice services to increase the number of people assisted through homeless prevention & housing option schemes. • Ensure that services are delivered in a timely and accessible way, including outreach surgeries, home visiting, triage and improved customer information on our website. • Make best use of the Discretionary 	<p>Reduced levels of homelessness acceptances and associated placements into emergency & temporary accommodation</p> <p>Homelessness prevented/delayed in at least 60% of approaches. (at least 1000 per year households assisted in line with TA reduction plan)</p> <p>100% of housing advice surgeries attended to offer immediate advice & assistance</p> <p>Repeat homelessness minimised – not to exceed 3%</p>	LBB Housing Options & Advice	On going throughout the life of the strategy – annual targets to be reviewed.

	<p>Hardship Fund targeting homelessness prevention Obtain flexibility in the use of homelessness prevention funds to resolve or prevent homelessness.</p> <ul style="list-style-type: none"> • Develop and embed homeless prevention funding schemes with the credit union to assist in preventing homelessness as a result of rent arrears and insufficient funds to access alternative housing options. 			
<p>Target Residential Services Activity to worst cases of poor private rented property conditions and HMOs to prevent homelessness and improve housing conditions</p>	<ul style="list-style-type: none"> • Continue investigate and resolve service requests relating to housing disrepair, overcrowding and unsatisfactory conditions in rented housing. • Take robust action in all cases of harassment and illegal eviction. • Continue to register HMOs and ensure their safety and standards 	<p>Reduced levels of homelessness from prs due to disrepair.</p> <p>No of cases assisted with advice, signposting and direct intervention where appropriate.</p>	<p>Housing enforcement</p>	<p>On going throughout the life of the strategy – annual targets to be reviewed.</p>
<p>Work with landlords to ameliorate and offer a range of schemes to meet their concerns about the HB changes to improve access and sustainability of accommodation.</p>	<ul style="list-style-type: none"> • Continue partner briefings to promote early intervention • Seek to identify and work with households and individuals whom will have the biggest reductions in their HB following welfare reforms. • Undertake analysis of impact of welfare reform changes, identifying those most at risk and offering dedicated advice and support service to prevent homelessness 	<p>Reduced levels of homelessness as a result of LHA changes – at least 60% assisted to remain in accommodation or assisted to access alternative housing options.</p>	<p>Options & Assessment</p>	<p>Working continuing throughout welfare reform changes up to 2014</p>

HOUSING OPTIONS & ACCESS TO HOUSING: To improve the access, availability and quality of housing across all tenures and reduce the use of temporary accommodation.

Commitment	Action/Milestones	Target: Outcome	Lead	Target Date
<p>Work with landlords, letting agents and other housing providers to maximise access to the private rented sector/ alternative options.</p>	<ul style="list-style-type: none"> •Continue to work in partnership with private rented sector (PRS). Landlords to assist households to remain in or access privately rented accommodation and maintain levels households assisted into the private sector. •SE commissioning of private sector access scheme for single homeless •Further build links with private landlords to increase supply of leased properties and landlords prepared to take direct referrals or referrals through the Deposit Guarantee scheme and to assist households to remain in PRS accommodation. •Review of incentive schemes in liaison with landlords to maximise take up of schemes to access prs accommodation •Maximise number of placements secured as prevention or discharge of accommodation. 	<p>Reduce the use of nightly paid accommodation as far as possible, unless required in the short term as an emergency housing solution. Increasing access to prs – target 300 assisted per year.</p>	<p>Housing Solutions /Housing initiatives and temporary accommodation teams</p>	<p>2012 -2014</p>
<p>Ensure an adequate supply of suitable temporary accommodation is available to meet need and minimise the use of nightly paid accommodation.</p>	<ul style="list-style-type: none"> •Embed the new leasing scheme contract to achieve target acquisitions. •Continue to explore options for commissioning cost effective forms of temporary accommodation to minimise the use of nightly paid accommodation, including potential use of existing empty stock, former 	<p>Zero use of shared nightly paid accommodation for families unless in an emergency & then for not more than 6 weeks. Minimise number of moves between temporary accommodation.</p>	<p>Housing solutions/Temporary accommodation</p>	<p>On going throughout life of the strategy. Annual targets to be reviewed</p>

	<p>PCT & residential units.</p> <ul style="list-style-type: none"> • Continue to undertake a programme of visit to all clients in temporary accommodation to maximise through flow through active bidding and pursual of alternative housing options. • Embed the private sector leasing scheme contract to ensure effective acquisition and operation in line with the SLA. • Work with housing association leasing scheme providers to ensure adequate supply, management and acquisition of temporary accommodation. 			
<p>Through our Allocations Scheme ensure best use of available social housing stock to prevent homelessness and meet the highest levels of housing need.</p>	<ul style="list-style-type: none"> • Implement the new allocations scheme and autobanding to better align priority banding numbers to available supply and strengthen the link to maximising homelessness prevention and alternative housing options. • Implement & achieve guideline targets within the lettings plan in relation to homelessness and homelessness prevention. • Continue to work closely with RSLs to maximise assistance in relation to overcrowding & undercupption to minimise homelessness and free up family sized accommodation for newly emerging demand to make best use of stock. • Ensure effective operation of quota queues such as care leavers, learning disabilities to minimise homelessness and ensure effective 	<p>Lettings against letting plan targets</p> <p>Reduced register numbers and increase early intervention</p>	<p>Housing Solutions</p>	<p>Implementation and review 2012</p>

	<p>move-on.</p> <ul style="list-style-type: none"> • Operate quota queues to directly assist in preventing homelessness for vulnerable people. 			
Maximise the use of Empty properties to address housing need	<ul style="list-style-type: none"> • Maximise the number of empty properties brought back into use and prioritise cases obtaining nomination rights for LBB to provide additional housing options accommodation supply. 	Bring 60 properties back into use per year	Home Improvement	

SUPPORTING VULNERABLE PEOPLE: Support vulnerable people through effective assessment & co-ordinated decision making offering more choice to independent living through suitable housing.

Commitment	Action/Milestones	Target: Outcome	Lead	Target Date
Provision of effective advice, support & tenancy sustainment to assist in move-on for vulnerable people	<ul style="list-style-type: none"> • Continue to operate specialist housing advice surgeries for vulnerable people to maximise level of early intervention work • Offer S&R service to all vulnerable clients to ensure effective move-on and minimise level of evictions, hospital readmissions etc. • Ensure a comprehensive support & resettlement service to minimise risk of future tenancy breakdown, hospital readmission etc. • Effective operation of the accommodation panels in relation to substance misuse, Mental health etc to ensure best use of accommodation to minimise homelessness • Continue to provide the dedicated housing support 	<p>Reduced levels of homelessness acceptances and associated placements into emergency & temporary accommodation</p> <p>Repeat homelessness minimised to less than 3%</p>	S&R	

	<p>worker within the ACT team to minimise the risk of tenancy breakdown for those clients.</p> <ul style="list-style-type: none"> Continue to provide supported housing with specialist programmes to assist in the rehabilitation of clients with drug and alcohol misuse problems 			
<p>Seek to minimise the level of homelessness for young people through effective intervention.</p>	<ul style="list-style-type: none"> Embed the 1 stop approach for young people to offer a comprehensive service to prevent homelessness, and offer support to address housing difficulties and gain independent living skills. Joint commissioning across SELHP through homelessness grant funding to expand emergency supported lodging scheme for young people Expand the LBB 'safepad' scheme as a move-on pathway to minimise B&B use Review the mediation services offer and pilot in-house mediation & negotiation to minimise homelessness as a result of parental exclusions Ensure successful operation of the sub-regional peer education scheme Offer effective support & resettlement service to prevent homelessness and maximise tenancy sustainment 	<p>Reduced levels of homelessness acceptances and associated placements into emergency & temporary accommodation</p> <p>Homelessness prevented/delayed in at least 60% of approaches. (at least 1000 per year households assisted in line with TA reduction plan)</p> <p>Zero use of shared facility nightly paid accommodation for under 18's unless in an emergency and then for not more than 6 weeks</p>	S&R YP	2012/13

	<ul style="list-style-type: none"> Operate joint panel for effective use of supported accommodation provision. 			
Prevent rough sleeping	<ul style="list-style-type: none"> Actively participate in the no second night out pilot to identify and address incidents of rough sleeping Ensure adequate cold weather provision Explore the potential to extend the winter shelter provision beyond just winter period Make best use of the sub-regional private rented sector scheme to assist former rough sleepers 	Reduce the level of rough sleeping to as near zero as possible.	HMT	Ongoing throughout the life of the strategy annual targets to be reviewed within local action plans
Ensure adequate support and advice for victims of domestic violence	<ul style="list-style-type: none"> Continue to work closely with women's refuges to ensure appropriate support and refuge provision. Monitor SELHP DV protocol and maximise the use of reciprocals to assist households feeling violence. Maximise take up of the Sanctuary scheme and review RSL participation to expand the level of support available. Actively participate in the MARAC panel to provide a partnership approach to tackling DV and preventing homelessness. 	Reduced level of homelessness as a result of domestic violence.	HMT	Ongoing throughout the life of the strategy annual targets to be reviewed within local action plans
Ensure appropriate advice	Continue to offer a dedicated	Reduced levels of homelessness	HAWK	Ongoing throughout the life of the strategy

<p>and support to ex-offenders to reduce homelessness and risk of re-offending</p>	<p>advice service via the HAWK worker situated across housing & probation</p> <p>Promote planned housing advice & options assistance prior to release</p> <p>Embed the new contracts for supported accommodation to ensure effective take up and through flow.</p> <p>Ensure take up of the agreed quota queues for RSLs and prs.</p> <ul style="list-style-type: none"> • Continue to ensure Resettlement programmes for ex offenders are in place that link housing, health and support services on prison discharge to prevent repeat homelessness and re-offending 	<p>and loss of tenancy as a result of re-offending.</p>		<p>annual targets to be reviewed within local action plans</p>
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Working in Partnership to tackle the wider causes of homelessness: Raising aspirations, tackling social exclusion and promoting independence.

Commitment	Action/Milestones	Action/Milestones	Lead	Target Date
<p>Further develop our strategic links and partnering arrangements with key stakeholders to deliver holistic services for clients.</p>	<ul style="list-style-type: none"> • Continued operation of the homelessness forum to promote partnership working to prevent homelessness and offer a range of housing solutions • Work with RSLs and Bromley Federation of Housing associations in relation to homelessness prevention and implementation • of the G15 homelessness pledge. • Support projects in schools that educate young people about the realities of homelessness and equip them with the knowledge and life skills to plan their 	<p>Improved co-ordination of services and shared understanding to reduce homelessness.</p>	<p>HMT</p>	<p>Homelessness forum to be reviewed and relaunched during 2012/13 to widen remit to consider comprehensive approach to housing across Bromley.</p>

	<p>future housing.</p> <ul style="list-style-type: none"> • Work to address financial exclusion through debt advice services and support for the Bromley Credit union. • Develop schemes with Credit Union to assist with savings, deposits and arrears with rent. • Further develop our relationship with Housing Associations and particularly the largest stockholders (in the G15 group) as part of their homelessness pledge to prevent homelessness by developing effective preventative housing management practices, especially in relation to the Sanctuary scheme (Domestic violence), Anti Social Behaviour and rent arrears • Work in partnership to promote opportunities & independence for people in housing need by improving access to childcare, health, education, training and employment 			
<p>Continue to work closely within SELHP to maximise the resources of homeless prevention in the borough and improve efficiencies.</p>	<ul style="list-style-type: none"> • Implement the homelessness & private rented sector action plans including joint commissioning opportunities in relation to single homelessness and rough sleepers. • Active representation of forums to share good practice, agree reciprocal working arrangements and maximise any opportunities for joint funding 	<p>Reduced levels of homelessness prevented or relieved.</p> <p>Increased access to the private rented sector</p>	HofHN	Commissioning to be completed during 2012/13
<p>Customer Contact: Ensure the provision of timely and accessible advice</p>	<ul style="list-style-type: none"> • Regular liaison and consultation with service users to directly feed into future service developments. 	<p>Improved customer satisfaction</p> <p>Increased number fo</p>	HofHN	On-going throughout the life of the strategy with annual targets and reviewed

	<ul style="list-style-type: none"> • Caller review – seeking to improve on-line and other information sources, promoting self-help and early intervention wherever possible to reduce avoidable contacts and maximise the effectiveness of homelessness prevention and housing option initiatives. • Develop the my-life portal to improve on the information and advice readily available on-line • Ensure all clients assisted into accommodation receive the information pack detailing local services, amenities, access routes etc. 	customers able to access information to affect self help.		
<p>Work in partnership to effectively manage risk in relation to homelessness prevention, sustainability & housing options</p>	<ul style="list-style-type: none"> • Active contribution & support of MAPPA work & seek better working co-operation form RSLs to contribute to preventing homelessness, reducing the risk of re-offending and effectively managing risk. • Ensure all staff receive regular training in safeguarding and all protocols are adhered to. 	<p>Reduced repeat homelessness Reduced loss of tenancy as a result of offending</p>	HofHN	<p>Yearly review of action plan covering span of the strategy</p>

Contact details:

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Report No.
ACS 12024

London Borough of Bromley

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

Date: **10th April 2012**

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

Title: **PROPOSED CHANGES TO FUNDING FOR EMPTY PROPERTY
GRANTS AND LOANS AND NOMINATION PERIODS.**

Contact Officer: Steve Habgood , Housing Improvement Team manager
Tel: 020 83134228 E-mail: steve.habgood@bromley.gov.uk

Chief Officer: Nigel Davies

Ward: All

1. Reason for report

1.1 To seek approval to amend the level of grant and loan funding available to owners of empty properties and to link them to variable nomination periods and to property size.

2. RECOMMENDATION(S)

2.1 The PDS committee is recommended to note and comment on the contents of the report and the recommendations to the Portfolio Holder

2.2 The Portfolio Holder is recommended to approve a change in the funding arrangements for empty property grants and loans and to link these to the size of the property and the period of nominations as set out in Appendix 1.

Corporate Policy

1. Policy Status: Existing policy.
 2. BBB Priority: Quality Environment.
-

Financial

1. Cost of proposal: Estimated cost £250k
 2. Ongoing costs: Non-recurring cost.
 3. Budget head/performance centre: Capital Programme
 4. Total current budget for this head: £721k
 5. Source of funding: South East London Housing partnership funding
-

Staff

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

Legal

1. Legal Requirement: Non-statutory - Government guidance.
 2. Call-in: Call-in is applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): 50
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 One of the work streams approved in the reports to ACS PDS and Portfolio meetings of September and November 2011 was to reduce use of and expenditure on bed & breakfast and was in relation to bringing empty homes back in to use.
- 3.2 This Report informs the Portfolio holder of the background of external funding received to facilitate empty homes work and a recommendation to offer variable nomination periods and tiered empty property grants and loan amounts, based on the property size. This is intended to maximise take up of funding, bring more empty properties back in to use and assist with the housing supply.
- 3.3 In recent years, through successful funding bids by the South East London Housing Partnership (SELHP) to the GLA, the Council has been successful in utilising significant funds for financial assistance to bring empty properties back in to use. The conditions attached by SELHP to the funding were that the maximum grant and loan available was capped at £15k for grant and £20k respectively for loans and that the properties had been empty for at least 6 months. All loan monies repaid return to LB Bromley for recycling back in to further empty homes projects. There is currently £270k of empty property loan funding registered against properties that is expected to be repaid over the next 5 years.
- 3.4 For 2012/13 there is approximately £250k available for LBB to use for empty properties. No further funding is available from SELHP for future years, although there may be external funding available from other sources.
- 3.5 From the outset of the funding stream additional conditions were attached to the funding by LBB in the form of 5 year nomination rights in order to improve the supply of temporary housing and assist with the growing bed and breakfast problem.
- 3.6 Previously, the level of grant offered made this funding stream attractive to some owners, but would have quickly utilised all of the available funds. It was therefore considered to be too generous and excessive. The level of grant being offered has been reduced over time to a maximum of £10k and subsequently to £5k to try to stretch the funds and maximise value for money. The aim was to try to increase the amount of loan take up rather than grants; the loans are repayable.
- 3.7 However, only a small number of owners have continued to accept the lower grant level, and it is proving to be very difficult to attract continuing interest in the scheme. Despite mail outs to and discussions with several hundred owners, only a handful have proceeded with this assistance and the owners of larger properties in particular have shown little interest in the scheme. Discussions with many owners have identified a wide variety of concerns including the following barriers:-
- the long nomination period;
 - lack of control over the tenant being placed;
 - concern that the tenants will damage the property;
 - non payment of rent; low rent levels and insufficient financial assistance.

For these reasons and because the numbers in bed & breakfast and the amount being spent on bed & breakfast, it is timely to review the financial elements of the scheme. The Council spend on B&B can change the value for money assessment considerably.

Proposed new financial limits

- 3.8 In order to make the offer more attractive, to address some of the owner's concerns and to demonstrate the financial benefit of the offer, a revised scheme has been developed and is proposed. This is based upon variable nomination periods, grant and loan size determined by property size and a comparison being made with the rent levels available from the Council's leasing partners against the rent levels available in the private sector.
- 3.9 The current offer from the leasing partners who enter into a lease agreement with owners of the empty property where funding is provided, is a maximum guaranteed rental income of 90% of the Housing

Benefit caps, plus the vacant property returned to the owner in fair condition upon completion of the lease.

- 3.10 It is anticipated that the choice of nomination periods linked to levels of funding will be more attractive to owners and allow an increased uptake of funding to lead to an increased supply of property for temporary housing and, thus, consequential reduction in use of and expenditure on B&B.
- 3.11 Appendix 1 sets out the proposed changes to grant and loan levels and variable nomination rights.
- 3.12 The portfolio holder is asked to agree to the variable nomination periods and funding levels set out in these tables, with the expectation that more properties will be obtained as a result which will help to provide additional accommodation, reduce bed and breakfast costs and reduce the number of long term empties in the Borough.
- 3.13 An additional benefit is that an annual reduction in the number of empty properties in the Borough results in an increased payment of the New Homes bonus money that the Council receives – currently £1,439 a year for 6 years per property.

4. POLICY IMPLICATIONS

The proposal fits within the Empty property Strategy 2009/2011.

5. FINANCIAL IMPLICATIONS

- 5.1 The ACS PDS and Portfolio Holder received reports in September and November explaining the effects of the housing market along with household growth have resulted in a significant increase in the number of households approaching the homeless service for temporary accommodation.
- 5.2 High demand and a shortage of properties in which to place households has pushed up rents, and the caps on housing benefit rates payable mean that accommodation costs are increasing. The cost to the Council can be up to £170 per household per week. For the larger household this can be up to £250 per week above the HB cap.
- 5.3 By bringing more empty properties back into use with nomination rights, this will reduce the need to use more expensive accommodation provided by private landlords. Consequently average savings of between £50 and £130 per week in B&B costs would arise, which for 10 empty homes brought back into use, could amount to £26k to £67k per annum.
- 5.4 The Council would also benefit from the new homes bonus of £1.4k per property, subject to an annual reduction in numbers.
- 5.5 It is anticipated that an unspent balance of £323k will be carried forward in the capital programme to 2012/13, which together with additional funding of £398k from SELHP for 2012/13 provides funding of £721k. It is proposed that £250k of this amount be used for empty property grants and loans for 2012/13.
- 5.6 As the loan repayments will be recycled, it is hoped that this would help to produce an ongoing supply of properties.

6. LEGAL IMPLICATIONS

The Regulatory Reform Order 2002 gives the Authority the ability to provide housing assistance and set conditions.

Non-Applicable Sections:	PERSONNEL IMPLICATIONS
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Background Documents: (Access via Contact Officer)	Empty Property Strategy 2009/2011.
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Number of bed rooms	Grant amounts	Loan amounts (doubled grant amounts)	Maximum offer per property
1 bed property LHA level Jan 2011 675pcm	£1000 available for each year the owner is willing to lease the property to nominated tenants, this is for a maximum of 5 years. 1 year =£1,000 2years =£2,000 3years = £3,000 4 years= £4,000 5 years = £5,000	1 year = £2,000 2 years = £4,000 3 years = £6,000 4 years = £8,000 5 years = £10,000	1year = £3,000 2 years= £6,000 3 years=£9,000 4 years=£12,000 5 years=£15,000
2 bed property Jan 11 LHA level £824PCM	£1300 available for each year the owner is willing to lease the property to nominated tenants, this is for a maximum of 5 years. 1 year =£1,300 2years =£2,600 3years = £3,900 4 years= £5,200 5 years = £6,500	1year = £2,600 2 years = £5,200 3 years = £7,800 4 years = £10,400 5 years = £13,000	1year= £3,900 2 years= £7,800 3 years=£11,700 4 years=£15,600 5 years=£19,500
3 bed property Jan 11 LHA £995PCM	£1800 available for each year the owner is willing to lease the property to nominated tenants, this is for a maximum of 5 years. 1 year =£1,800 2years =£3,600 3years = £5,400 4 years= £7,200 5 years = £9,000	1year = £3,600 2 years = £7,200 3 years = £10,800 4 years = £14,400 5 years = £18,000	1year= £5,400 2 years=£10,800 3 years=£16,200 4 years=£21,600 5 years=£27,000
4 bed property Jan 11 LHA £1300pcm	£2100 available for each year the owner is willing to lease the property to nominated tenants, this is for a maximum of 5 years. 1 year = £2,100 2years =£4,200 3years = £6,600 4 years= £8,400 5 years = £10,500	1year = £4,200 2 years = £8,200 3 years = £ 13200 4 years = £16800 5 years = £21,000	1year= £6300 2 years=£12,400 3 years=£19,800 4 years=£25,200 5 years=£31,500

In addition to the grant scheme, where an interest free loan is offered, then there will be a saving to the owner in interest as opposed to a commercial rate loan.

Example:

Interest charges for a secured loan at commercial rates assuming 6% per annum

For example a loan for a three bedroom property over three years from LBB - we could offer a maximum of £10,800 with equal monthly repayment of £300 per month

On the open market a £10,800 loan over a three year period with an interest rate of 6% would equal to £328.56 monthly repayments.

Total amount repaid £11828.16

Total interest repaid on top of loan amount is **£1028.19** , meaning that the land lord will be paying an additional £28.56 per month in interest fees if he sourced a commercial loan.

Report No.
ACS12014

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: **Adult and Community Portfolio Holder**
For pre decision scrutiny by the Adult and Community Policy Development and Scrutiny Committee

Date: 10th April 2012

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

Title: **TAXICARD 2012/13 Budget**

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

Chief Officer: Lorna Blackwood, Assistant Director Commissioning and Partnerships, Adult and Community Services

Ward: Boroughwide

1. Reason for report

1.1 Following the agreed redistribution of Transport for London funding to the Taxicard Scheme, this report outlines the proposed 2012/13 Bromley Taxicard Budget and updates the Committee on scheme improvements coming into effect from 1st April 2012.

2. **RECOMMENDATIONS**

2.1 **For the Adult and Community Policy Development and Scrutiny Committee to:**

a) **comment on the proposed 2012/13 Taxicard Budget, as set out in para 5.2**

b) **comment on the proposal to allow users to rollover their allocation of unused trips as set out in para 5.3**

2.2 **For the Adult and Community Portfolio Holder to:**

a) **agree the proposed 2012/13 Bromley Taxicard Budget, as set out in 5.2**

b) **agree to allow rollover of any unused trips, as set out in 5.3**

Corporate Policy

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

Financial

1. Cost of proposal: Estimated cost ££81k
 2. Ongoing costs: Recurring cost. £81k
 3. Budget head/performance centre: Commissioning and Partnerships Division / TfL Taxicard funding
 4. Total current budget for this head: £LBB Budget £81k - TfL Allocation £226.3k
 5. Source of funding: ACS Portfolio / TfL Taxicard funding
-

Staff

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

Legal

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

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): As of January 2012 there were 1,457 Bromley Taxicard members
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The Taxicard scheme is a subsidised door-to-door transport service for Londoners with serious mobility impairments and to whom public transport is not usually accessible. Financed by 32 participating London Boroughs and Transport for London (TfL), the scheme increases independence and mobility of disabled and older people by providing subsidised trips in licensed taxis or private hire vehicles.
- 3.2 The scheme is administered by London Councils Transport and Environment Committee on behalf of the participating boroughs and an annual administration charge is payable to London Councils.
- 3.3 The Bromley Taxicard scheme has undergone a number of changes over the past financial years. Following a series of cost saving measures introduced to avert a considerable projected overspend in 2010/11, including a reduction in borough subsidy, increase in member contribution and ending of double swiping, the Adult and Community Portfolio Holder, supported by the policy Development and Scrutiny Committee, agreed to re-introduce double swiping effective from April 2011.
- 3.4 Following these changes, the current scheme parameters are as follows:
- Monthly trip allocation: 8 trips (unused trips cannot be carried forwards)
 - Maximum borough subsidy: £8.30
 - Minimum member contribution: £2.50
 - Double swiping is permitted
- 3.5 The London wide Taxicard contract was recently tendered, and as a result of this process, a number of scheme improvements will take effect from 1st April 2012:
- The proportion of Taxicard trips made using Private Hire Vehicles (PHV) is set to increase from the existing 12% to over 20% which will benefit users, as the pricing structure is lower compared to a black taxi
 - Taxicard holders will be able to book Taxicard trips from licensed PHV offices, although they will not be permitted to 'hail' a PHV from the street, as this remains illegal
 - The 'run in' will be reduced from the current maximum of £2.40 to £0. This is the maximum amount a taxi meter can show prior to the journey commencing (not applicable to PHV)
 - The cost to the borough of cancelled journeys will be reduced. The Taxicard user will still lose their trip allocation
 - Post Olympic Games, it is proposed that a fixed cost is introduced for black taxi journeys over 3 miles, allowing users to establish the cost prior to undertaking a longer journey.
- 3.6 Whilst it is difficult to predict what impact (if any) the Olympic Games will have on the Bromley Taxicard service, Computer Cab have advised there will be occasions where journey length and times are affected due to road closures and increased traffic. The costs, are therefore likely to be higher for journeys into and around London during this period, particularly in the vicinity of Olympic venues. Taxicard users will be advised both in advance and during the Olympic Games, when making a booking.
- 3.7 From April to January 11/12, a total of 13,732 trips have been made by Bromley members, a 3.5% reduction compared to the same period last year. This follows a similar pattern across other London boroughs where only 2 of the 32 boroughs have seen a growth in trips made. Of the remaining 30 boroughs, the reduction in trips ranged from 3.5% to 46%.

3.8 Based on the journey trends over the past 10 months, it is estimated that there will be an underspend in 11/12 of approximately £70k. As TfL did not agree to any sharing of underspends, the 11/12 underspend will be refunded to TfL, due to a historic arrangement whereby the borough budgets are spent prior to the TfL allocation being made available.

4. POLICY IMPLICATIONS

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

5. FINANCIAL IMPLICATIONS

5.1 The combined Council and TfL Taxicard budget was for 2011/12 was £221k

	2011/12
	£, 000
LBB Contribution	81
TfL Contribution	140
Expenditure	<u>151</u>
Variance Returned to TfL	<u>70</u>

The projected actual cost of the scheme is £151k leaving an underspend of £70k which will be returned to TfL

5.2 As previously advised, the TfL funding allocation awarded for Bromley Taxicard is set to rise over the coming years and for 2012/13, Bromley will receive an allocation of up to £225k. Given that TfL are unwilling to share any underspend, it is proposed to reduce the initial Council contribution, from £81k to £34.6k with the balance being held in the Council's contingency fund to cover any potential overspends or cost pressures in other ACS transport budgets. The proposed 2012/13 Taxicard Budget is set out below:

	2012/13
	£, 000
LBB Budget	34.6
TfL Maximum Allocation	226.3
London Councils Admin	-5.6
Total trip budget available	<u>255.3</u>
LBB Contingency fund	46.4

5.3 Given the 2012/13 trip budget is significantly higher than the total projected cost for the scheme in the current financial year, officers are confident that even the most significant growth can be contained within the available budget. In order to provide additional benefit to service users from the increased budget, it is proposed that to allow greater flexibility in managing individual trip allocations, rollover of unused trips into the following month be permitted. The financial impact of this will be minimal as Bromley Taxicard members take an average of 1.6 trips a month, and the maximum annual allocation will not exceed 96 trips.

6. LEGAL IMPLICATIONS

- 6.1 The Taxi Card Scheme arrangements are made between the Council and other boroughs and TFL under S240 of the Greater London Authority Act 1999 which enables local authorities to enter into agreements with Transport for London for concessionary travel. Unlike the Blue Badge Scheme and Freedom passes which are required to be provided by law, Taxicards are a discretionary service. The Council entered an agreement to participate in the scheme in 2007.
- 6.2 The Taxicard Scheme is managed by London Councils Transport and Environment Committee on behalf of the participating boroughs under the joint committee arrangements. However, the terms of the scheme, including matters relating to discretionary eligibility and number of trips remain a matter for the individual Boroughs.
- 6.3 Whilst the taxi-card service is discretionary the Council is required by virtue of s2 Chronically Sick and Disabled Person's Act 1970 ['CSDPA'] to provide home based services for disabled and ill people ordinarily resident in their area where 'it is necessary to meet the needs of that person'. These services extend to "travelling to and from his home for the purpose of participating in any services provided under s29 National Assistance Act 1948 and s2 CSDPA". However when assessing if it is necessary to provide transport for an individual the Council can take into account the availability of alternative transport provision. This includes access to concessionary schemes such as this one. As such this scheme can assist the Council to meet its statutory duty to those with community care needs.

Non-Applicable Sections:	Personnel Implications
Background Documents: (Access via Contact Officer)	Changes to the Taxicard Scheme and TfL Taxicard Funding Redistribution - Adult and Community Services Policy Development and Scrutiny Committee (02 November 2010) Taxicard Update – Current Position - Adult and Community Services Policy Development Committee (29 March 2011) Taxicard Update - Adult and Community Services Policy Development and Scrutiny Committee (30 November 2011)

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Report No.
ACS 12017

London Borough of Bromley

PART 1 - PUBLIC

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Decision Maker: **Adult and Community Portfolio Holder**
For pre decision scrutiny by the Adult and Community Policy Development and Scrutiny Committee

Date: 10th April 2012

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

Title: **ADMISSIONS AVOIDANCE SERVICE**

Contact Officer: Lorna Blackwood, Assistant Director Commissioning and Partnerships
Tel: 020 8313 4799 E-mail: lorna.blackwood@bromley.gov.uk

Chief Officer: Lorna Blackwood, Assistant Director Commissioning and Partnerships

Ward: N/A

1. Reason for report

The paper provides an update on the Admissions Avoidance service which has been jointly commissioned by Bromley Primary Care Trust (PCT) and the Council. The service has been delivered by Bromley Healthcare since December 2010. The cost of the service is £543k of which Adult and Community Services contributes £261k (£221k budget), the remainder by the PCT. The business case for the service was built on the basis of savings in hospital tariffs, with the risk and benefits being shared by the by the two organisations.

Although the activity levels for the service in 2011/12 have resulted in avoided admissions (and therefore notional reductions in cost), the PCT has experienced an overall increased spend on emergency acute activity this year and is not in a position to reimburse any funding to the Council.

As a result it is proposed that the Council should withdraw its funding for the service.

2. **RECOMMENDATION(S)**

The Policy Development and Scrutiny Committee is asked to :

a) Note and comment on the proposal to withdraw funding from the Admissions Avoidance service;

b) Note that consultation with staff and their representatives commenced on 23rd March;

c) Note that, subject to the comments of the Policy Development and Scrutiny Committee and the outcome of the consultation with staff and their representatives, the Portfolio Holder will decide on the future funding for the service; and

d) Note that, should the Portfolio Holder agree to withdraw funding from the service, the human resources implications will be agreed in consultation with the Chief Executive.

Corporate Policy

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

Financial

1. Cost of proposal: N/A The proposal is to cease funding the service
2. Ongoing costs: N/A.
3. Budget head/performance centre: Expenditure : 835-0180; 825-0100; Income : 825-8123
4. Total current budget for this head: £261,400 expenditure; £260,200 Income

Source of funding: ACS older peoples' budgets

Staff

1. Number of staff (current and additional): 7.6 FTE
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: Non-statutory - Government guidance.
 2. Call-in: Call-in is applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Approximately 500 people per annum
-

Ward Councillor Views

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

3. COMMENTARY

Background

- 3.1 The development of the Admissions Avoidance Service was agreed by the Adult and Community Portfolio Holder in November 2010 (report no ACS10066) and has been in operation since December 2010. The service was jointly commissioned with the PCT to be delivered by Bromley Healthcare. The objective was to focus on the groups of patients where admission can be avoided completely or where patients can be supported to return home from hospital within one day. The new service was designed to generate savings in the tariffs charged by the South London Healthcare Trust (SLHT) to the PCT.
- 3.2. The cost of the Admissions Avoidance Service is £543k. Adult and Community Services agreed to contribute £261k to cover the cost of 8 care workers (7.6 FTEs) and a care manager (1 FTE) in a new Admissions Avoidance team. The care workers are employed by the Council and seconded to Bromley Healthcare. The PCT contributes £282k which covers community therapists, district nurses and case finders.
- 3.3 The business case was built on the premise that savings to the PCT would be generated by achieving short-stay tariffs or avoiding admissions to hospital altogether. A risk/ benefits sharing arrangement was agreed between the PCT and the Council based on acute emergency activity. This would be compared to actual performance and the difference between the baseline number of hospital admissions and the actual position would be the available savings to be shared. The business case prepared by the PCT indicated that the service should at least be cost neutral.

Activity since December 2010

- 3.4 The service has been in operation since 1st December 2010. There were delays in recruiting the full complement of care staff and the service ran with 5.6 FTE care staff from December 2010 until June 2011, with 8 employees (7.6 FTEs) in post from July 2011. The agency worker covering the role of Care Manager has been in post since December 2010.
- 3.5 During 2011 the level of activity has steadily increased but has still not produced sufficient in the way of successful outcomes for the service to reach break even point. In addition the Director of Commissioning at the PCT has advised that overall emergency activity at South London Healthcare Trust has increased against the baseline this year, resulting in only a notional reduction in costs rather than real saving.
- 3.6 Although the Council had initially supported the PCT in testing the concept of the admissions avoidance service, the lack of the Council control over emergency activity at SLHT presents a significant risk to the Council's investment. Therefore it is proposed to withdraw fully the Council investment in the Admissions Avoidance Service.
- 3.7 The PCT has indicated that the health related elements of the service will continue for the present; the PCT will not be funding the social care element of the service. The relevant impact assessments have been undertaken to inform the proposal to withdraw LBB funding, including an equality impact assessment which demonstrated that changes to this service will not negatively impact on current service users. However, all aspects of caring for older people in the community and the services required to support this will be the focus of the joint health and social care PROMISE (Proactive Management and Integrated Services for the Elderly) programme which will be developed during the next 2 - 3 years for which funding has been set aside.

- 3.8 If the decision is made to withdraw funding, there would be a significant impact on the 8 employees (7.6 FTEs) employed by the Council who would either need to be redeployed or made redundant. The Care Manager in the Admissions Avoidance team is an agency worker and as such there are no redundancy implications for this individual. The staffing implications are set out in Section 7 below.

4. POLICY IMPLICATIONS

- 4.1 The service was designed to support the Council's objective to help people remain independent in the community.

5. FINANCIAL IMPLICATIONS

- 5.1 The 2012/13 budget assumed savings in admission avoidance of £75k increasing to £150k in 2013/14. The Council budget for this service is £221k relating to staffing costs. Income from the PCT of £146k was assumed within this budget to cover some of these costs, with the balance of £75 and £150k in a full year being met from savings in the services that the PCT would realise and share with the Council as outlined in section 3.3 of this report. Therefore, the net implications are summarised below:

	2012/13
	£ ,000
Cease funding 7.6 ftes	221
Loss of income from PCT	-146
Net saving	<u>75</u>

- 5.2 Employees currently working in the Admission Avoidance team are all redeployees that were redeployed into the team following previous restructures elsewhere within care services. Had these staff not moved into the Admission Avoidance team and if alternative redeployment had not been possible at that time, it is likely that the Council would have been liable for redundancy costs anyway.

6. LEGAL IMPLICATIONS

- 6.1 The funding agreement with the PCT enables the Council to terminate the agreement at any time should the service not be delivering the anticipated savings.

7. PERSONNEL IMPLICATIONS

- 7.1 As noted above, there are 8 care workers (7.6 FTEs) employed by the Council who would be directly affected by this proposal and at risk of redundancy. Informal discussions commenced with the staff and their representatives on 17th January 2012, once it became apparent that terminating the current arrangements for the joint service was a real possibility.
- 7.2 Formal consultation, for a period of 30 days commenced on 23 March 2012 and staff and their representatives were advised that a proposal would be put to the Portfolio Holder that funding be withdrawn. Subject to comments from the Policy Development and Scrutiny Committee and the outcome of the consultation with staff and their representatives, the Portfolio Holder will decide on the future funding of the service. Should the Portfolio Holder agree to withdraw funding from the service, the human resources implications will be agreed in consultation with the Chief Executive.

- 7.3 The Council has a policy of avoiding compulsory redundancies wherever possible and would manage staff matters in accordance with its HR policies and procedures for managing change in the workforce.

Non-Applicable Sections:	None
Background Documents: (Access via Contact Officer)	Report ACS10066 2 nd November 2010 Proposed developments in intermediate care services

Report No.
ACS 12019

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

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

Date: 10th April 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 January 2012 which forecasts an underspend of £780, 000. It also provides an update on the additional funding that has been received from the DCLG and DoH.

2. **RECOMMENDATION(S)**

2.1 **PDS committee are requested to note:**

- a. that a projected underspend of £780,000 is forecast, based on information as at January 2012.
- b. the funding received from health as outlined in section 6 of this report.

2.2 **The Portfolio Holder is requested to note that:**

- a. funding of £147,000 has been received from the DCLG for Preventing Repossessions, and ask the Executive to approve the draw down of the grant, which will be carried forward and spent in 2012/13.
- b. following a successful bid, £85,000 was received from the Department of Health from the Warmer Homes Healthy People Fund and ask the Executive to approve the draw down of this funding.

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): 659 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. Management Team Comments

3.1 Overall ACS budgets are projecting a £780,000 under spend in this financial year, some of which relate to early delivery of savings assumed in the budget for 2012/13. A number of ACS budgets are volatile and small changes in the number of people receiving services can have a significant impact on the budget, therefore continued tight monitoring is required in 2012/13 to contain cost pressures and demographic changes.

3.2 The main budget variations in 2011/12 are summarised in the table below :

	2011/12 Budget £' 000
Care Services	413
Commissioning & Partnerships	-1,285
Housing	352
Strategy & Performance	-260
ACS Total variations	<u>-780</u>

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 An explanation of the main budget variations are shown in the paragraphs below.

5.2 Care Services Division

There are continued pressures within the Care Services division which is forecast to overspend by £413,000 compared to the previously reported figure of £253,000. This is mainly due to pressures around domiciliary care and placements which is broken down as follows:-

	£'000
Domiciliary Care for Older People	190
Nursing, Residential & Respite for Older People	136
Residential and Domiciliary Care for people with Physical Disabilities	55
Total Care Services	<u>381</u>

The domiciliary care and placements budgets are volatile and changes in numbers can have a significant impact on the budget. The full year cost pressures of these budgets that follow through into 2012/13 is £320,000. It is anticipated that these cost pressures will be offset by savings from the reablement service and by maintaining tight eligibility criteria.

5.3 Commissioning & Partnerships Division

A net underspend of £1,285,000 is forecast in the Commissioning & Partnerships division as a result of savings from procurement being greater and achieved earlier than anticipated. The variation can be summarised as follows;

	£'000
Procurement & Contract Compliance - Contract Savings	-397
Negotiated contract uplifts lower than budgeted	-187
Mental Health Placements & Other	-323
Learning Disabilities Placements & Other	-396
Drugs & Alcohol Service	-43
Admissions Avoidance scheme overspend	147
Carers budget	-80
Other	-6
Projected underspend	<u><u>-1,285</u></u>

Expenditure on young adults with learning disabilities coming through Transition is lower than anticipated, based on activity to the end of January. This is due to revised estimates of the timing and anticipated costs of service packages for clients leaving college during 2011/12.

5.4 Housing Division

The projected overspend for placements in Bed and Breakfast and temporary accommodation is £325,000 and has remained steady over the last few months. However cost pressures are anticipated to be £770,000 in 2012/13, due to a continuing increase in the number of households presenting with housing needs, particularly those faced with imminent homelessness.

An investment of £170,000 is being made 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.

The DCLG recently allocated funding to Local Authorities to establish a Preventing Repossessions Fund to help homeowners at risk of mortgage repossession. Bromley has received £147,000 and the DCLG envisaged that the fund will be used to offer small interest-free loans or grants to households at Risk.

Following a successful bid, Bromley was awarded £85,000 in December from the Department of Health from the Warm Homes Healthy People Fund. It is unlikely all of this will be spent in 2011/12 and so this grant will need to be carried forward into 2012/13.

Officers in the Housing division will be working with partners to inform care workers and volunteers to identify and assist those at risk. Support will then be provided in the form of local loans, grants and immediate temporary heating.

5.5 **Strategic Support Services Division**

A projected underspend of £260,000 is anticipated for the division. This is due to the Director of ACS post being vacant generating a saving of £71,000 and savings from Learning and Development of £158,000 and other savings totalling £30,000.

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 provides analysis of the latest approved budget.

6. **Funding from Health**

6.1 **Funding from Bromley Primary Care Trust (PCT)**

At the time of writing this report Council are considering on 26th March to approve the setting aside of an earmarked reserve for £5m, funded from the PCT as part of a Section 256 agreement with the Council to implement the integration of health and social care services for children and adults across all client groups. The allocation of this sum has been included in the financial projections of this report.

6.2 **Social Care and Health Grant**

The Department of Health allocated funds for social care services which also support the NHS. This funding has been transferred to Bromley from the PCT as part of a section 256 agreement and amounts to £3.176m in 2011/12, with a further £3.042m to be transferred in 2012/13. The Shadow Health and Well-Being board endorsed a number of investment plans for priority areas, which were subsequently approved by the Executive. £1.6m has been drawn down to date and £200k was carried forward from 2010/11. Latest forecasts show that due to delays in some of the projects starting, expenditure and commitments are expected to be £1.3m by the 31st March. A request will be made to carry the £500k underspend into 2012/13.

6.3 **Winter Pressures £734k**

Bromley PCT was allocated £734k in January for immediate transfer to LBB, for investment in social care services which also benefit the health system. The Department of Health recognises that during the winter period, health services and particularly hospitals are experiencing significant pressure. The funding is to enable local services to discharge patients from hospital more quickly and provide effective ongoing support for people in their own homes. A section 256 agreement is being drawn up which will outline a spending plan for this funding, however no expenditure will be committed until the new financial year and so a carry forward request will be submitted at the year end.

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

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ACS 12019
Adults and Community Services Budget Monitoring Summary - January 2012

2010/11 Actuals £'000	Division Service Areas	2011/12 Original Budget £	2011/12 Latest Approved £	2011/12 Projection £	Variation £	Notes	Variation Last Reported £	Full Year Effect £
	Care Services							
-88	AIDS-HIV Grant	190	190	112	-78	1	-78	0
31,031	Assessment and Care Management	32,124	32,480	32,911	431	2	231	320
7,892	Direct Services	5,321	4,874	4,934	60	3	100	0
2,056	Learning Disabilities Care Management	2,230	2,380	2,380	0		0	0
2,036	Learning Disabilities Day Services	2,030	2,030	2,030	0		0	0
1,412	Learning Disabilities Housing & Support	1,317	1,328	1,328	0		0	0
44,339		43,212	43,282	43,695	413		253	320
	Commissioning and Partnerships - ACS Portfolio							
2,729	Commissioning and Partnerships	2,435,140	2,633	2,636	3	4	36	0
14,841	Learning Disabilities Services	16,193,530	15,906	15,510	-396	5	-152	-385
4,547	Mental Health Services	5,124,190	5,076	4,753	-323	6	-306	-100
5,267	Procurement & Contracts Compliance	5,185,190	4,879	4,353	-526	4	-696	0
275	Drugs and Alcohol	256,350	257	214	-43	7	-30	0
0	PCT Funding (Social Care & Health)	0	0	0	0	8	0	0
27,659		29,194,400	28,751	27,466	-1,285		-1,148	-485
	Housing and Residential Services							
1,587	Housing Needs	1,173	2,673	2,998	325	9	497	570
111	Housing Strategy & Development	92	753	767	14	10	14	0
1,311	Residential Services	998	46	46	0		0	0
-5	Enabling Activities	-18	-18	-5	13	10	13	0
-1,607	Housing Benefits	64	-455	-455	0		0	0
0	Private Sector Housing	0	0	0	0		0	0
1,397		2,309	2,999	3,351	352		524	570
	Strategic Support Services							
8,574	Concessionary Fares	8,776,320	8,776	8,763	-13	} 11	-11	0
728	Customer Services	542,200	509	495	-14		-7	0
1,300	Performance & Information	1,542,350	1,528	1,294	-234		-114	0
197	Quality Assurance	199,310	194	195	1		5	0
0	Transforming Social Care	0	0	0	0		0	0
10,799		11,060,180	11,007	10,747	-260		-127	0
84,194	TOTAL CONTROLLABLE FOR ADULTS AND COM	40,300,101	86,039	85,259	-780		-498	405
11,165	TOTAL NON CONTROLLABLE	1,381,340	6,857	6,821	-36	12	-3	0
9,773	TOTAL EXCLUDED RECHARGES	9,214,030	9,222	9,222	0		0	0
105,132	PORTFOLIO TOTAL	50,895,471	102,118	101,302	-816		-501	405

1. AIDS/HIV Grant - Cr £78k

It is 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. This budget will be reduced by £75k as part of the 2012/13 budget savings for the department.

2. Assessment & Care Management - £431k

The variation can be analysed as follows:-

	January	November
	£'000	£'000
a) Domiciliary care & direct payments for older people	190	305
b) Residential/Nursing care and respite for older people	136	(129)
c) Residential and domiciliary care for people with physical disabilities	55	55
d) Care management staffing	50	0
	<u>431</u>	<u>231</u>

- a) There has been a reduction of £115k in the forecast for domiciliary care based on activity to date, however the planned hours can vary significantly from month to month, particularly during the winter. The priority is to keep older people in their own homes rather than placed in residential care, especially following discharge from hospital, however this month there has been an increase in residential and nursing care placements. The projected overspend takes account of savings of £549k as a result of inflationary increases to providers being lower than anticipated.
- b) The budgets for residential, nursing and respite care for older people are now forecast to overspend by £136k, an increase of £265k. Activity to date shows a slight increase in numbers since November and a further increase is anticipated over the winter months.
- c) The variation for clients with physical disabilities comprises a projected overspend of £42k on residential and nursing care and £13k on domiciliary care. This is based on activity to the end of January, however costs can change significantly if complex cases arise.
- d) Turnover assumptions in the salary budgets for the assessment and care management teams have not been achieved this year and this has resulted in a projected overspend of £50k.

3. Direct Services - £60k

Latest monitoring of the Integrated Community Equipment Store (ICES) budget has shown increased activity over the past few months. With this rise and the 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.

The overspend on ICES is partially offset by an underspend of £40k for staffing costs in the Reablement team.

4. Commissioning & Partnerships - Dr £3k / Cr £526k

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	(58)	
Admissions avoidance overspend	147	
Carers budget	(80)	
Other	(6)	
	<u></u>	3
<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) and net of the virement to Housing Needs	(83)	
Negotiated contract price increases lower than budgeted	(187)	
	<u></u>	(526)

Contract savings from sheltered housing and supporting people services in 2011/12 will contribute towards the ACS budget savings needed from 2012/13.

5. Learning Disabilities Services - Cr £396k

Appendix 1 (b)

Budgets for learning disabilities placements, domiciliary care and direct payments are forecast to underspend by £396k, which can be analysed as follows;

	£'000
Residential/nursing & supported living - reduced costs	(348)
Staff vacancies, SLA's etc.	(48)
	<hr/> (396) <hr/>

Latest forecasts indicate that the underspend on residential, supported living and domiciliary care will continue into 2012/13 and will amount to around £385k. The savings are mainly as a result of commissioning cost efficient placements for some of the former PCT reprovision clients. As part of the 2012/13 budget process a saving of £200k from LD placements was identified and included in the 2012/13 budget, to help contribute towards the overall savings target of £15m needed by the Council in 2012/13.

6. Mental Health Services - Cr £323k

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 £43k

The projected underspend of £43k comprises £5k on Young Peoples Substance Misuse and £38k on the main DAT budget, (including £15k on the residential budget).

In 2013/14 the Public Health budgets including the funding for substance misuse will transfer to the Local Authority. For substance misuse budgets, it is proposed that this transfer of responsibility is brought forward to 2012/13 and a S256 agreement with the PCT for a pooled budget for 2012/13 is put in place. This will ensure that the proposed reduction in grant funding for 12/13 can be managed within existing resources.

8. Social Care and Health Grant

The Department of Health allocated funds for social care services which also support the NHS. This funding has been transferred to Bromley from the PCT as part of a section 256 agreement and amounts to £3.176m in 2011/12, with a further £3.042m to be transferred in 2012/13.

The Shadow Health and Well-Being board endorsed a number of investment plans for priority areas, which were subsequently approved by the Executive.

£1.6m has been drawn down to date and latest forecasts show that due to delays in some of the projects starting, expenditure and commitments are expected to be £1.3m by the 31st March. A request will be made to carry the £500k underspend into 2012/13.

9. Housing Needs (Bed & Breakfast /Temporary Accommodation) - £325k

Budget Pressures in 2011/12 and future years

The forecast overspend of £325k is based on the latest client information and a full year effect of £770k is anticipated in 2012/13.

A virement was approved from the Commissioning and Partnerships division to fund an investment of £170k during 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.

Although the initiatives have started, it is unlikely that a significant amount will have been committed by the end of March and therefore a carry forward request will be made, so that the initiatives can be implemented during 2012/13.

Housing Grants

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 was received 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 rephased from April 2011 to January 2012. This, coupled with the difficulties in **Appendix 1 (b)** 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 rephased LHA reductions to take place after April 2012.

10. 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.

11. Strategic Support Services Cr £260k

The net underspend can be analysed as follows:

	£'000	£'000
Performance & Information		
- Director vacancy	(71)	
- Other staff vacancies	(5)	
- Learning & Development savings	(158)	
	<hr/>	(234)
Concessionary Fares		(13)
Quality Assurance		1
Customer Services		(14)
		<hr/>
		(260)

Learning and development savings of £75k have been approved as part of the 2012/13 budget setting.

Recent Funding Allocated to Bromley

Some new funding has been allocated to the Portfolio since the last budget monitoring report.

Preventing Repossession Grant £147k

Funding was allocated in February to enable local authorities to establish a Preventing Repossessions Fund to help homeowners at risk of mortgage repossession. It is envisaged that the fund would be used to offer small interest-free loans or grants to at risk households.

A key feature of a Preventing Repossessions Fund is the recyclable nature which will enable a local authority to develop sustainable support over a longer period than one financial year.

said that "although the grant is not ring fenced, and can be used on wider preventing repossession activity, the intentions of the grant are to provide as many loans as possible to avoid repossession".

The Executive will be requested to approve the draw down of this grant, however due to the lateness of the funding allocation, it will not be possible for schemes and processes to be put in place until 2012/13. Therefore a request will be made at the year end to carry forward the funding into 2012/13.

Warmer Homes - £85k

Following a successful bid to the Department of Health, Bromley was awarded £85k from the Warm Homes Healthy People Fund on the 21st December. The purpose is to work with partners to inform over 5000 existing volunteers and Care workers to identify and assist those at risk and to provide support in the form of local loans and grants and immediate temporary heating and if necessary, a winter warmth pack and thermometer.

The referral team based at Age UK (Bromley) forward on cases from other interventions, including a shopping service and the hospital discharge after care service and will focus on additional checks on properties of vulnerable patients being released from hospital, with specific insulation and heating checks.

The proposals include training for DIY time bank volunteers on refilling combination boilers, setting time clocks and energy efficiency advice plus identification and engagement of marginalised minority groups and promotion of vaccinations and other protective interventions.

The Executive will be asked to approve the draw down of this funding, which in accordance with the funding conditions must be fully spent by the 31st March.

12. Non-Controllable budgets Cr £36k

Appendix 1 (b)

For information here, the variation mainly relates to a net underspend in landlord building maintenance budgets across the department. The Property division within the Renewal & Recreation Department are accountable for these variations.

Waiver of Financial Regulations

Since the last report to the Executive, waivers were approved for the extension of 13 contracts with values of between £5k and £100k. Most of them were extended until 31.3.13.

In addition there was one waiver for £53k as a result of a fee increase for a current residential placement.

Virements approved under Director's delegated powers

Details of virements actioned by Chief Officers under delegated authority under the Financial Regulations "Scheme of Virement" will be included in financial monitoring reports to the Portfolio Holder. Since the last report to the Executive, the following virement has been actioned

Contribution to Housing Community Development Worker from MH	£
To - Housing Community Development worker	20,000
From - Mental Health Services running expenses	(20,000)

ACS 12019

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		Cr 794
Total Carry forwards		15
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		5,900
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:	Cr	168
Total Variations		5,747
2011/12 Latest Approved Budget		102,118

Decision Maker: ADULT AND COMMUNITY PDS COMMITTEE

Date: 10th April 2012

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

Title: ADULT AND COMMUNITY PORTFOLIO PLAN
PERFORMANCE REPORT 2011/12

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

Chief Officer: Anne Watts, Assisstant Director, Strategy & Performance Adult and
Community Services

Ward: N/A

1. Reason for report

- 1.1 This report presents PDS committee with the most recent update on progress with the ACS Portfolio Priorities (Appendix 1 and 2) and the draft Portfolio Plan Priorities for 2012/13 (Appendix 3) for consideration and comment.
- 1.2 The report highlights that at the end of the third quarter of this year, good progress has been made towards achieving most of the portfolio priority areas agreed at the beginning of the year. It also highlights that as reported previously to ACS PDS, avoiding the use of temporary accommodation where possible has been the most significant challenge within the Portfolio. More family units than planned have been placed in temporary accommodation and performance this year will not achieve the aim of reducing the need for temporary accommodation as has been the case in previous years.
- 1.3 The report also presents the portfolio priorities for the coming year and the timescales for finalising the portfolio plans within the Education and Care Services department.
-

2. RECOMMENDATION(S)

2.1 The PDS Committee is asked to;

- a) Note the progress that has been made against the actions in the 2011/12 Portfolio Plan.
- b) Comment on the draft Portfolio Plan priorities and aims for 2012/13 and the timescales for finalising.

Corporate Policy

1. Policy Status: Existing policy. Building a Better Bromley - 2020 Vision, theme Independence and Health.
 2. BBB Priority: Supporting Independence.
-

Financial

1. Cost of proposal: No cost No additional cost arises from this plan, which is based on the current budget.
 2. Ongoing costs: Non-recurring cost.
 3. Budget head/performance centre: Adult and Community Services
 4. Total current budget for this head: £96.3m (2011/12 Budget)
 5. Source of funding: Current budget
-

Staff

1. Number of staff (current and additional): 700 full time equivalent posts (as per 2011/12 budget) FTE in Portfolio
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: Statutory requirement. Both Adult Social Care and Housing Needs Service is governed by legislation (NHS Community Care Act 1990 and Housing Act 1996 and Homelessness Act 2002)
 2. Call-in: Call-in is not applicable.
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Approx 8,000 receiving services in social care with approximately 8000 people on the Housing Register across the Portfolio.
-

Ward Councillor Views

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

3. COMMENTARY

3.1 Progress on the 2011/12 Plan:

3.2 The priorities within the Adult and Community Services Portfolio Plan 2011/12 are aimed at improving the quality of life of the most vulnerable members of our community, underpinning the Building a Better Bromley – 2020 Vision theme of 'Independence & Health'.

3.3 The priority outcomes for 11/12 are:

- Outcome 1: Enhancing quality of life for people with care and support needs.
- Outcome 2: Delaying and reducing the need for care and support.
- Outcome 3: Ensuring that people have a positive experience of care and support.
- Outcome 4: Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.

3.4 The attached summary report (Appendix 1) highlights the key areas of progress this year. Appendix B provides current performance in key indicators as at the end of February 2012. The key areas where there has been progress are:

Outcome 1: Enhancing quality of life for people with care and support needs.

- Accreditation scheme for personal assistants is now in place. 20 Personal Assistants have now been accredited and several are now included on the MyLife web site in order to facilitate easy contact by prospective employers.
- All service users are provided with a support plan and are offered a Direct Payment rather than a commissioned service at the end of their assessment process. At the end of February 2012, 77.5% of eligible service users have a personal budget (3631/4686) and 411 (24%) of eligible service users have a direct payment.
- The new Integrated drug and alcohol services on offer from Bromley Drug and Alcohol Service was launched on 20th February 2012.
- Through continues commissioning of the Mencap Job Match and Job Carve programmes, 133 Bromley candidates are sustaining employment in a variety of positions including Asda and Sainsbury's. A new Job Carve opportunity was created with Waitrose following the redevelopment of its Bromley store.

Outcome 2: Delaying and reducing the need for care and support.

- The number of empty properties recorded in the borough dropped by 83 resulting in a New Homes Bonus payment of around £120K for this year and the next five years.
- 26 under occupiers have been successfully moved freeing up family sized accommodation.
- No placements have been made into shared Bed and Breakfast accommodation.
- The dedicated mortgage prevention officer and debt advice surgeries have directly prevented repossession for 105 households.

Outcome 3: Ensuring that people have a positive experience of care and support.

- Since its commencement, the travel training project for people with learning disabilities has led to 41 participants receiving theory sessions, with 20 progressing to practical travel training and 16 now undertaking independent journeys.
- The Experts by Experience user led organisation has obtained funding from a number of sources enabling it to become a Community Interest Company independent of the Council from January 2012.

Outcome 4: Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.

- 33 additional staff have been trained in managing complex safeguarding investigations.
- The number of safeguarding strategy meetings held within 5 days continues to meet the annual target of 90%.
- At the end of January 2012, 100% of investigations were completed by qualified staff.

3.5 There are some areas that have not or are unlikely to meet the end of year targets (more details on the 5 areas is provided in Appendix 1), all have been subject of report to this PDS and the Executive during 2011/12, these include:

Outcome 1: Enhancing quality of life for people with care and support needs.

- The final supported living scheme for people moving from PCT residential services has been delayed; the 7 service users are likely to move into their new homes later this month.

Outcome 2: Delaying and reducing the need for care and support.

- There has been a sustained increase in the use of temporary accommodation with 607 people in such accommodation as at the end of February.
- There has been a marked decrease in supply of private rented accommodation. To date 122 households have been assisted to secure accommodation in the private rented sector compared to 267 in the previous year.

Outcome 3: Ensuring that people have a positive experience of care and support.

- Work is under way to increase the number of carers routinely offered a carers' assessment.
- Work to set up the new Health Watch arrangements has been delayed due to the Social Care not yet being finalised. This area will be progressed during 2012/13.

- 3.6 **Monitoring and Reporting Systems.** All Portfolio Priorities will continue to be monitored and a final report will be presented to PDS in June 2012 in conjunction with the draft plan for 2012/13. Development of the 2012/13 Portfolio Plan has commenced, the intention is to have a plan that covers the Education and Care Services department. The plan will combine the two current outcome frameworks (which cover the existing Adult & Community and Children and Young People's Portfolios) and include an overarching priority that brings together the commissioning and managing resources aims for the overall department.
- 3.7 Appendix 3 provides an overview of the priorities, aims and objectives that are being developed for the 2012/13 plan. These will be shared with key stakeholders between March and May with a final plan being presented to the relevant PDS committees in June 2012.

4. POLICY IMPLICATIONS

The plan reflects the priorities of 'Building a Better Bromley – 2020 Vision'. Other policy implications are included within the substance of the plan.

5. FINANCIAL IMPLICATIONS

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

6. LEGAL IMPLICATIONS

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

Non-Applicable Sections:	Personnel Implications
Background Documents: (Access via Contact Officer)	Portfolio Priorities and Performance Framework for 2011 – 2012 – January 2011

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Portfolio Plan Update 2011/12 February 2012			ACS 12016 Appendix 1
Priority	Aim		Update
Priority Outcome 1	Enhancing quality of life for people with care and support needs.		
Aim 1a	Locally relevant quality information and advice about care and support need is easily available to enable control and inform choice.		
Aim 1a1	Maximise the use of technology to enable people to access up to date information and advice on a range of services and support options through Bromley MyLife web portal.	Green	The MyLife Website was launched during National Get On Line Week in October. A range of events were held and included learning sessions in the main libraries and outreach centres, a market stall in central Bromley and visiting providers. Please see aim 1a 2 below for more detail.
Aim 1a2	Using the Information, Advice & Guidance strategy, develop the MyLife web portal to provide access to quality assured information, advice and guidance, ensuring that it is available and accessible to all through different formats and channels and meets the needs of all people in the community.	Green	5,600 users have accessed information from My Life since it went live. New information included during the last quarter includes Public Health and Housing.
Aim 1a3	Launch the self assessment access on Bromley MyLife web portal.	Green	Work has continued on the development of the information available on the web and this will go live during quarter four.
Aim 1a4	Evaluate the learning from the Age Concern Bromley and Mencap Brokerage services to determine a model of brokerage across all user groups for people who do not meet the criteria for social care funding or who self fund, and need help to plan their lives and access support and services.	Green	A report to December Executive and PDS Committees on IAG outlined that the contracts for these services would be reviewed in order to align them with the Council's Strategic intentions on IAG and Third Sector support to people outside of the FACS criteria. Age Concern are exploring how the current support planning and brokerage service will be sustained in the future. This includes looking at introducing a charge for some elements of the service (PDS Nov 2011). The Mencap brokerage service was subject to a fuller review as part of the AIG review that was presented to PDS in January 2012.
Aim 1a5	Continue working with partners to improve the accessibility of universal services e.g. leisure, adult education, transport, employment, healthy living and health improvement along with housing and supported living options.	Green	133 Bromley candidates are sustaining employment through the Jobmatch/carve schemes. Local engagement with Age Concern and Bromley College is being developed at the central Bromley Extra Care Housing Scheme with the focus on social interaction between young and older people.

Priority	Aim		Update
Aim 1b	Locally relevant quality information and advice about care and support need is easily available to enable control and inform choice.		
Aim 1b1	Ensure commissioning decisions enable service users to exercise choice to secure good quality services.	Green	Currently retendering the following contracts:- 'Inspire' Direct Payment: (for those employing Personal Assistants). The process has included service user involvement and is specifically seeking an organisation which has service user involvement in its management. Respite at Home: with the intention of giving carers greater choice of service provision.
Aim 1b2	Agree and implement outcomes of the review of respite care for Older People, People with Learning Disabilities, and their carers.	Green	Learning Disabilities: Plans are progressing to replace the two existing learning disability respite facilities with a single, larger facility in central, Bromley. This follows consultation with carers and staff and the requirement to vacate the existing premises in Farnborough. Work continues with purchasing and reconfiguring the new property with handover expected during late summer 2012. Residential and Nursing Care: Tendering to commence shortly for provision of new care home respite care.
Aim 1b3	Secure support for people in specialist supported living schemes (including ECH) which enable people to exercise choice and control in how they secure elements of their support and care.	Green	ECH: A Call off from the Framework is currently being undertaken for the two schemes currently in progress. These will be presented for award at the Executive in April. Supported Living: Four service users have moved into a new scheme in Petts Wood and a further 6 to a scheme in Bromley. Further developments are under way in Chislehurst, Orpington, Beckenham and Bromley.
Aim 1b4	Develop an accreditation scheme for personal assistants so that people can access safe services and support with particular focus on support for young adults.	Green	Scheme developed and handed over to Inspire Community Trust to run as part of the ongoing direct payments contract. 20 PAs accredited. Several PAs are now included on My Life website in order to facilitate easy contact by prospective employers.
Aim 1c	Provide choice and control over how support needs are met.		
Aim 1c1	Ensure all service users have control over their care by continuing to offer personal budgets to all service users and carers when they have eligible needs requiring LBB funding.	Green	All services users are provided with a support plan and are offered a Direct Payment rather than a commissioned service at the end of the assessment process. At the end of February 77.5% of eligible service users have a personal budget (3631/4686).

Priority	Aim		Update
Aim 1d Develop support services for older people with mental health needs.			
Aim 1d1	Ensure that there are appropriate and effective day opportunities for people with dementia and their carers.	Green	The dementia needs assessment has formed the basis of the Health and Wellbeing Strategy Priority which is currently under development and will be ratified by the HWB Board in March 2012. The OP Partnership Group will oversee the planned actions.
Aim 1d2	Continue to provide targeted training for staff in extra care housing schemes to increase access for older people with dementia to ECH schemes and prevent moves into residential care.	Green	Bromley Mind training has been rolled out to the In House ECH schemes to all staff. Feedback has been positive.
Aim 1e Develop alternatives to residential care within the borough to promote independence.			
Aim 1e1	Enable people with a learning disability who are living away from Bromley to return to supported living placements within the borough.	Green	The borough is currently in negotiation with other local authorities over the transfer of 12 service users to those authorities together with funding responsibility for those cases. Of these 12, 4 have so far been fully transferred with the other Local Authorities accepting responsibility.
Aim 1e2	Complete the move of the remaining people with learning disabilities from campus accommodation into supported living during 2011/12.	Amber	There are 7 clients remaining at the Bassetts campus. They will shortly be moving to central Bromley. The care provision for these 7 people transferred to an external provider in July 2011. The scheme has faced delays throughout its build and is now complete except for detailed finishing and cleaning. The final issue preventing handover is rectification of an electricity connection issue which has resulted in the move of the remaining clients being delayed until early April.
Aim 1e3	Develop a wider range of housing options for people with mental health needs to ensure that move on opportunities exist and an appropriate level of support is provided to prevent and reduce the need for residential care.	Green	The strategy for the reconfiguration of mental health residential and supported living services was agreed by Mental Health Executive In February 2012. The detailed plan is currently being drawn up.

Priority	Aim		Update
Aim 1e4	Secure alternatives to residential care for older people through: - The completion of the Crown Meadow Court Extra Care Housing Scheme—60 homes. - The provision of further Extra Care Housing places, including completion of another 50 apartment scheme in the north of the borough and a second 60 apartment scheme at Bromley Common.	Green	Dates have now been confirmed for the completion of the two new ECH schemes. Both schemes will provide an integrated care and support service for people with a physical/learning disability and those with varying levels of dementia. With the closure of Bellegrove Residential Care Home, we have identified a number of residents who have potential to move to the new ECH schemes rather than to another Care Home. Assistive Technology and reablement programmes will be part of the assessment process to ensure we are actively promoting independence. Local engagement with Age Concern and Bromley College is also being developed at the central Bromley ECH scheme with the focus on social interaction between young and older people.
Aim 1f	Services effectively enable service users to live their lives to the full and maintain independence.		
Aim 1f1	Evaluate the effectiveness of the Drug Treatment Programme and its impact on obtaining and retaining employment and access to housing and meaningful activities.	Green	New contracts are now in place with positive feedback being received from the service users. The official launch took place on 22nd February 2012.
Aim 1f2	Work with Children and Young People service to ensure an effective transition with the ambition of all young people living in the community once they become adults.	Green	The transition booklet was completed in January 2012, followed by the parents' workshop on the 09/02/2012. The aim of the workshop was to provide parents with more information about the transition process. The Transition Steering Group driving forward this agenda has now co-opted 4 parents on to the group to ensure its focus remains on track.
Aim 1f2	Work with Children and Young People service to ensure an effective transition with the ambition of all young people living in the community once they become adults.	Green	As reported in Q2 all young people with a physical disability who are in need of services are assessed by Care Management teams between the ages of 16 and 18 yrs. The links with Education, Children With Disabilities Team, Colleges and Universities continue to ensure adapted environments are available for young people to continue their education.
Aim 1f3	Agree and publish the autism strategy for the borough in line with national guidance.	Green	The consultation period for the strategy has ended and submissions were received from BAT, Mencap and Bromley Parents Voice on behalf of their members. The finalised plan will be presented to ACS and CYP PDS Committees after May in conjunction with the Transition Strategy.
Aim 1g	With partners, develop more work based opportunities (paid/unpaid) for people with learning disabilities or recovering from mental illness.		

Priority	Aim		Update
Aim 1g1	Increase the number of vulnerable service users (PDSI, MH) who are accessing work (paid/unpaid).	Green	Physical Disability: As in Q2 work continues with the Community Involvement Advisor in providing working age adults with a physical disability with activities and volunteering opportunities to build confidence and gain valuable experience in preparation for employment. Deaf Access are also commissioned to provide support, advice and guidance and build confidence for working age adults to help them find voluntary and paid work. Mental Health: New model of service provision agreed by Mental Health Executive Feb 2012. Funding has been identified to support this project.
Aim 1g2	Increase the number of people with learning disabilities in paid work in the borough through social businesses and through Jobmatch and Job Carve.	Green	Jobmatch/Carve: 133 Bromley candidates are sustaining employment in a variety of positions with, amongst others, Asda, Sainsbury's, Training Company. A Job Carve opportunity was created with Waitrose following the redevelopment of its Bromley store. Other initiatives include the setting up of a new Micro Enterprise and the demand for the service as a whole remains high with a waiting list of 92 people. Supported Employment: Shaw Trust are scheduled to take over the running of the Community Cafe in Feb/March 2012 which increased the number of places offered to 60. They are also in discussions over running the TrEE Centre which would add another 8 places.
Priority Outcome 2	Enhancing quality of life for people with care and support needs.		
Aim 2a	Reduce health inequalities for the most vulnerable within Bromley.		
Aim 2a1	Update Joint Strategic Needs Assessment to reflect the main areas of need to inform the planning process for health and wellbeing including specific focus on people with physical disabilities, dementia and on end of life care needs.	Green	Following the presentation of the Joint Strategic Needs Assessment at the Health and Wellbeing Board on 17th November 2011, the priorities for April 2012 are Dementia and support to Carers. These have been included in the draft HWB strategy which will be in place by April 2012.
Aim 2b	Improve energy efficiency in homes and return vacant homes to use.		
Aim 2b1	Carry out work, offer grants and loans or take action (e.g. EDMO) to bring 30 private sector dwellings back into use.	Green	The number of empty properties recorded in the borough dropped by 83 as at the end of Q3 resulting in a New Homes Bonus payment of around £120K for this year and the next five years. Target of 20 for 2011/12 has therefore been exceeded.

Priority	Aim		Update
Aim 2b2	Bid to HCA for funding to bring 50 empty homes back into use.	Green	The Bid submitted to HCA was successful subject to contract and LBB obtaining investment partner status. Bid reduced to 27 properties by HCA with funding of just under £450,000 over three years secured for capital works.
Aim 2b3	Bid for any available funding and initiatives to improve energy efficiency.	Green	The RE:NEW programme commenced in Bromley in late October and so far over 300 visits (approx 18% of target) have been made to the RE:NEW area (Chatterton Village and Southborough). There has been slow take up across the whole of London but it is hoped that a big push will enable the GLA's ambitious targets to be met by the end of March. LBB were successful in their bid for funding (awarded £85K) from a £20M pot of money from the Department of Health (Warm Homes, Healthy People fund) for the projects to run this winter.
Aim 2c	Support service users to stay independent for as long as possible.		
Aim 2c1	Maximise the usage of tele-care and tele-health equipment across Care Services.	Green	There are currently 125 service users supported by Assistive Technology. Of these, 69 are Older people, 45 have Learning disabilities and 11 have Physical disabilities. The Learning Disability figure includes 21 people who have moved into 6 new LD schemes. A third of the 67 people receiving equipment since April 2011 have one piece of equipment (most commonly a smoke detector or a falls detector) and three people are supported by five pieces of equipment.
Aim 2c2	Implement revised Intermediate Care arrangements to maximise the rehabilitation potential of people to support them to remain in their own homes.	Green	The service has exceeded the target and achieved 83% for those who are still at home 90 days following discharge from the service. The PCT have implemented their new Single Point of Entry to the service and are reporting an increase in direct referrals by a 1/3.
Aim 2c3	Develop, as part of the Community Equipment Retail model, a prescription service for the future provision of selected small items of daily living.	Green	Report was submitted to 7th March 2012 Executive and approval given.

Priority	Aim		Update
Aim 2c4	Assist 500 eligible service users to remain in their own homes through the provision of advice, handyperson services and loans, to carry out small works, repairs and adaptations where appropriate.	Green	Handyman and hospital discharge services are no longer run by ICES and are now contracted directly with Environmental Services. Since the transfer there has been a delay in receiving data , but confirmed year to date 863 (excludes Q4 figures) have been supported by the handy man scheme including 90 hospital discharges in October alone. Current total for works completed in 11/12 will exceed 1000 customers supported.
Aim 2c5	Work with the PCT to develop an integrated Care Management and District Nursing service focussing resources on those most in need. The most appropriate health or social care professional will hold case responsibility improving the user experience by reducing the number of people with whom the service user must communicate whilst assuring a quality service from a team of specialist workers.	Green	Initial scoping work has been undertaken to identify potential phasing of the integrated team. This has included looking at teams already working closely together to provide services. This is a long term project which is likely to be achieved over a 2 year period. Dementia services have been identified as the priority area and a pilot is being put in place in April 2012 using the NHS Social Care funds (Sept 2011 Exec).
Aim 2d	Focus on preventing homelessness by working in partnership to pursue new initiatives, maximise and make the best use of the supply and range of affordable housing.		
Aim 2d1	Continue to avoid the use of temporary accommodation where possible. (Planned reduction since March 2006 from 1013 to 429 in March 2011)	Red	As reported to PDS in the mid-year report, like nearly all London Boroughs we have seen a sustained increase (of around 153% in LBB) in presentations from those in housing need facing potential imminent homelessness. At the same time lettings are significantly less than in preceding years and access to the private rented sector has slowed markedly in the main due to LHA changes and stiff competition from higher income households who are looking to the private rented sector as opposed to home ownership. This has meant that the pressure on temporary accommodation has continued to rise totalling 607 at the end of February.
Aim 2d2	No 16 or 17 year olds will be housed in Bed and Breakfast accommodation unless an emergency placement. Expand the number of alternative placements through the 'Nightstop' short term supported lodging service.	Green	Zero placements into shared B&B has continued to be sustained. Nightstop and Safepad schemes are fully operational. Procurement work is also currently underway to seek to expand the crashpad schemes to cover the whole of the sub region to maximise the number of suitable placements and should be operational during the first half 2012/13.

Priority	Aim		Update
Aim 2d3	Through effective use of Mortgage Rescue funds and debt management advice, reduce the number of people made homeless through repossession.	Green	Work continues to focus on the prevention of homelessness as a result of debt and mortgage arrears, with all notifications of potential homelessness being offered advice and assistance through the dedicated mortgage prevention officer and debt advice surgeries. Repossession has been directly prevented for 105 households. There are currently 6 referrals being progressed through the Mortgage rescue scheme.
Aim 2d4	Deliver an early intervention home visiting service to reduce homeless presentations.	Green	Home visiting is firmly established within the prevention and homelessness assessment process. In addition, increased audits are in place to monitor the rising number of temporary placements and ensure occupation. There is also a dedicated visiting and outreach service in place to respond to the number of households at risk of homelessness due to the recent LHA changes. This work has assisted in the level of prevention work achieved so far this year which now totals in excess of 1,600 households.
Aim 2d5	Continue to pursue social housing tenancy fraud and regain possession of all properties where identified.	Green	The Social Tenancy Fraud Initiative with Affinity Sutton has progressed well with the planned block inspections now completed leading to 56 inspections to regain possession. In addition, Affinity Sutton have undertaken a level of visiting to longer term temporary accommodation to assist in fraud identification and verification work and will be undertaking training and assistance to smaller local housing associations during Q4 to assist them in developing similar protocols and practices.
Aim 2e	Develop the range of Housing Options available within Bromley.		
Aim 2e1	Work with additional Housing Associations to encourage them to open up their property registers to Bromley Homeseekers increasing available property.	Green	The next housing association to fully join is Hyde, where 100% of their properties will be advertised on the CBL system. This is being progressed during the current Q4 and will be taken forward into Q1 of 12/13 following the launch of the autobanding allocations scheme which is currently under way.
Aim 2e2	House at least 300 households in the Private Rented sector.	Amber	There has been a marked decrease in the supply of private rented accommodation across the whole of London with an increasing number of rents above LHA rates. Officers continue to work closely with private landlords to maximise access to accommodation and to review all schemes to encourage acquisition - the review has been completed and an enhanced offer to landlords implemented. During Q3, 122 households have been assisted into the private rented sector.

Priority	Aim		Update
Aim 2e3	Work closely with Housing Associations to identify overcrowded households and to address under occupancy.	Green	Housing continue to work closely with all housing association partners to tackle overcrowding and maximise the number of under occupier moves to free up much needed family sized accommodation. The dedicated officer has worked successfully to move 26 under occupiers freeing up family sized accommodation. Due to the closure of the housing register during Q3 and the current ongoing re-registration process the production of data for overcrowding moves has been delayed, but will be produced as part of the full year end process.
Aim 2e4	Work with Housing Associations and developers to provide a level of Affordable Housing to at least meet statutory and high priority needs and enable temporary accommodation reductions/overcrowding, special needs (e.g. ECH, LD) targets to be met.	Green	119 affordable properties were completed in quarter 3. This figure comprises 89 units for social rent and 30 units for intermediate housing. Of these units, 9 are social rented units for 15 people with learning disabilities and 29 houses are for rent and shared ownership as part of the first phase of Affinity Sutton's current Ramsden Estate Regeneration scheme. Work continues at the two extra care housing schemes currently under construction and are due to complete in June-July 2012.
Aim 2e5	Implement the London wide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.	Green	This work continues to progress as the housing associations undertake the programmed inspections and work to designate accommodation and populate the register. Once housing associations are satisfied with the level of information obtained, we will look to include on the live system. This is likely to be Summer 2012 based upon Housing Association Progress.
Aim 2e6	Review processes around and information available for visitors to housing services to reduce numbers and facilitate more self help.	Green	New ways of working are being implemented including:- - Appointment only contacts - Greater use of telephone assessments - Identification of contacts that will be diverted to the customer contact centre.
Priority Outcome 3	Ensuring that people have a positive experience of care and support.		
Aim 3a	Develop a 'Promoting Independence' model that encourages community participation and increases access to services.		
Aim 3a1	Ensure that all carers are routinely offered carers' assessments.	Amber	Work is underway to improve performance in this area and to ensure carers assessments are recorded. Care Management had an information stand at an event held by Carers Bromley during Carers Rights week and staff were available during the day to give information, advice and guidance.

Priority	Aim		Update
Aim 3a2	Review and implement advocacy arrangements for all groups within the community.	Green	The Gateway review was presented to November ACS PDS (Part 2 item). The tender process for a generic advocacy support contract for children, adults, people with learning disabilities and older people is due to commence shortly.
Aim 3b	Service users are carers contribute to service planning and delivery of council services/projects; their views are heard and incorporated.		
Aim 3b1	Complete and evaluate the transport review travel training for people with learning disabilities.	Green	Following the first stage review of the project, the pilot was extended however, due to the departure of the travel trainer, it was ended prematurely in January 2012. A project review is currently underway to determine whether the programme should continue and in what capacity. Since commencing in November 2010, 41 participants received theory sessions, with 20 progressing to practical travel training, of which 16 are now undertaking independent journeys. Feedback from participants, parents/carers and partner agencies has been extremely positive and it is anticipated that subject to appropriate funding being identified, a new programme will be established.
Aim 3c	There are effective partnerships with people using services, carers and other local citizens.		
Aim 3c1	Strengthen the voice of users within existing organisation and support development of a user led organisation that will contribute to policy and service design and development in the future.	Green	The Experts by Experience user led organisation was officially launched in December. During the last 6 months they have been able to obtain funding from a number of sources meaning that from January 2012 they are a Community Interest Company independent of the Council.
Aim 3c2	Agree arrangements for the setting up of Health Watch.	Amber	Initial workshop held with key partners on 24th October 2011 resulting in very positive feedback and some consensus on way forward. ACS PDS briefed on progress 30th November 2011. Health and Social Care Bill not yet finalised and time frame likely to be further delayed. Further development meetings planned for Q4.
Aim 3d	Provide better access to community support and improve health outcomes through working with NHS partners and the voluntary and independent sectors.		
Aim 3d1	Increase joint commissioning with health partners to focus more effectively on prevention.	Green	Tendering for Domiciliary Care Services is under way. A Section 256 agreement with PCT is being drafted which includes spend on Stroke support.

Priority	Aim		Update
Aim 3d2	Explore the potential for Adult & Community Services and Bromley healthcare to provide a single point of contact for access to community and social care support.	Green	It was agreed that at the current time this would concentrate on the areas highlighted in aim 2c 5 (Work with the PCT to develop an integrated Care Management and District Nursing service focussing resources on those most in need. The most appropriate health or social care professional will hold case responsibility improving the user experience by reducing the number of people with whom the service user must communicate whilst assuring a quality service from a team of specialist workers).
Priority Outcome 4	Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.		
Aim 4a Social Care workforce has capacity, skills and expertise in Safeguarding.			
Aim 4a1	Implement the Bromley Safeguarding Adults Board annual training plan.	Green	The annual training needs analysis of partners and the lead agency has been collated and the proposals are progressing through the BSAB training sub group. The Safeguarding manager continues to attend the PCT induction for new staff and in this quarter has reaffirmed the principles of safeguarding and staff obligations to report concerns. The speech and language therapist team benefited from a safeguarding training session to improve their knowledge and use this in their daily practice to manage risks. In this quarter, 390 delegates have been trained and achieved a level of competence as defined by the course outline. Financial abuse, decision making and accountability and the provider managers role in safeguarding courses have been delivered to a range of professionals. The outcomes for people who use services are improved because of the skills and knowledge of professionals working with them.

Priority	Aim		Update
Aim 4a2	Ensure ACS care staff are trained in safeguarding practice and meet the standards of the BSAB competency framework.	Green	100% of investigations were carried out by trained staff in Q3. The following training has been delivered:- level 5 in decision making & accountability, and level 4 communicating with service users. The majority of the SAMs (Safeguarding Adults Manager) have been trained to level 5 and therefore ensure competence through the seven stages of the safeguarding process. 33 staff were also trained in managing complex investigations. The MCA (Mental Capacity Act) co-ordinator has delivered two days' training in the Deprivation of Liberty Safeguards and the Mental Capacity Act. The training provides an overview of the main provisions of the Act and awareness of safeguarding. The CLP's continue with group supervisions, at least three in each quarter; one CLP shadowed children services and safeguarding. A young carers assessment resulted in a referral to care services and a CLP looked at the MASH (Multi Agency Safeguarding Hub) arrangements for screening Merlins.
Aim 4a3	Work in partnership with Oxleas to implement the dementia support to care homes project.	Green	The pilot project is being delivered to provide specialist nursing support to care homes to support the management of challenging behaviour continues.
Aim 4b Our workforce effectively delivers modernised services.			

Priority	Aim		Update
Aim 4b1	Continue successfully engaging with endorsed providers to ensure services are developed that meet the current and future needs of vulnerable adults.	Green	Commissioning continue their programme of visits to care homes and to service users purchasing domiciliary care. 8 compliance meetings in Q3 have identified areas of concern relating to care planning; the frequency of review; residents involvement in their care needs, activities and stimulation. In Q3, peer learning was shared by a care home which achieved a national award, at the Care Home Forum to improve service user involvement. The Training Consortium has promoted the course 'Providers Role in Safeguarding', reducing safeguarding risks to individuals. Specialist training delivered by the MCA Co-ordinator, 'Introduction to Mental Capacity Act' is supporting the learning needs of care home providers. 22 residential care homes were invited to participate in a Deprivation of Liberty and Mental Capacity Act audit using a self assessment tool with the aim to benchmark organisational understanding. The findings report compliance with the MCA and good knowledge of the Act, furthermore providers have identified training to understand the Court of Protection role and the Mental Health Act.
Aim 4b2	Continue to deliver the training and awareness around deprivation of liberty safeguards in Care Homes.	Green	As in Q2, the training programme for social care staff and others continues to be delivered. An audit is being carried out on a range of care homes and hospitals to look at compliance and awareness.
Aim 4c Promote excellent customer service through effective complaint handling.			
Aim 4c1	Encourage customers to share their experience of our complaints handling in order to learn and improve the service provided.	Green	Findings from this quarter's customer feedback forms (survey) confirm the quality of responses has improved considerably.

Priority	Aim		Update
Aim 4c2	Improve complaint resolution through effective investigation and implement lessons learnt to improve the outcomes for individuals using our services.	Green	Additional procedures were introduced following further complaints received regarding charging. Complainants stated they were not told of the charges they would be liable for and the Ombudsman upheld a number of these complaints. A charging letter must now be signed by the recipient confirming their liability to meet the costs of care. Senior managers continue to receive weekly performance information and the care management teams have achieved excellent response timescales of 86%. New process of 'lessons learnt forms' for investigator has been introduced in this quarter for cases upheld. The benefit to complainants is seeing improvements proposed and implemented as a result of the their concerns.
Aim 4d	Improve quality assurance of services and safe practices.		
Aim 4d1	Implement the lessons learnt from safeguarding investigations and improve service delivery.	Green	Lessons learnt and case work are discussed at group supervisions facilitated by the Consultant Lead Practitioners. Two safeguarding cases regarding domestic violence were considered this quarter and the learning involved an explanation as to how the protocol of informing the police had been applied.
Aim 4d2	Continue to improve the reliability of Domiciliary Care providers.	Green	Annual Domiciliary Care Report was presented to ACS PDS on 30th November 2011. Reduction in number of complaints noted. Specification for new dom care contracts includes the requirement to use call monitoring system which will have positive impact on issues of reliability.

Priority	Aim		Update
Aim 4d2	Continue to improve the reliability of Domiciliary Care providers.	Green	2 formal complaints were received regarding domiciliary care agencies which continues the downward trend . Overall the end of year projection is a reduction of complaints by 45%. Lessons learnt have resulted in the introduction of a new procedure and process for new care packages and medications. Informal complaints regarding Red spot and a number of missed calls resulted in a safeguarding alert. Enactment of the BSAB procedure has enabled an immediate response and collaboration with care management and contracts to improve reliability the service. The annual 'Update on Quality of Domiciliary Care' report was presented to ACS PDS in November 2011 in which the reduction in the number of complaints was noted. The specification for the new dom care contracts includes the requirement to use a call monitoring system which will have a positive impact on all issues of reliability.
Aim 4e Vulnerable adults are protected through the engagement, contributions and commitment of partner agencies, including the voluntary sector, towards the work of the Safeguarding Board.			
Aim 4e1	Empower vulnerable adults to express their wishes and to exercise control over their lives by maximising their choices and supporting them in the management of risks.	Green	Oversight and editorial of MyLife Web Portal to ensure service users are informed of risks associated with purchasing their own care.
Aim 4e2	Promote the roles of the NHS, Police, Fire Brigade, Community safety and the community in safeguarding vulnerable adults to minimise the risks faced by people in ongoing vulnerability.	Green	Significant volume of communication to promote the roles of the multi-agency professionals to each other continued throughout Q3. The BSAB newsletter informs the professional community and voluntary sectors of the initiatives to support them with vulnerable adults .Trading standards advice regarding rogue traders activity in relation to digital television switch over is current with advice to manage unwanted callers. Bromley Social Service Direct continue to promote LFB home safety checks to callers and ask specific questions to evaluate potential vulnerability; in this quarter 42 referrals were made to LFB.
Aim 4e3	Promote wider involvement and action within the Council and in partnership with other agencies to improve community safety and reduce risks from harassment. - Minimise the risks faced by people who live in situations of ongoing vulnerability. - Personalisation risk assessment.	Green	The publication 'Hidden in plain sight - an enquiry into disability related harassment' was discussed with members of the BSAB at the November Board meeting. The seven core recommendations will be considered by the board with a view to a local implementation plan. The PPS priority (1.5) to introduce Matrix Assessment Tool for anti-social behaviour referrals to identify vulnerable victims, was introduced.

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Adult and Community Services Portfolio Plan 2011-12
February 2012 - Quarter Four Summary Update Report

Outcome 1: Enhancing quality of life for people with care and support needs.

Key national and local indicators:	10/11 Actual	11/12 Quarter 2	11/12 Feb Quarter 4	11/12 Target	12/13 Target	13/14 Target
1. Number of eligible people supported by a Personal Budget .(Denominator from 10/11)	31% 1498	69% 3204	77.5% 3631	90%	95%	100%
2. Of the people who are eligible for a direct payment; the percentage who did receive a direct payment.	NEW	21% 349	24% 411	40%	45%	50%
3. Proportion of adults with learning disabilities in paid employment.	17% 165	Annual	Annual	18%	19%	20%
4. Proportion of adults with physical disabilities who live in their own home or with the family. ** baseline being established in 2011/12	NEW	Annual	Annual	New**	New**	New**

Outcome 2: Delaying and reducing the need for care and support.

Key national and local indicators:	10/11 Actual	11/12 Quarter 2	11/12 Feb Quarter 4	11/12 Target	12/13 Target	13/14 Target
1. Number of households living in temporary accommodation	427	553	607	400 or less	400 or less	400 or less
2. Homeless households approaching LA housing advice services for whom housing advice casework intervention resolved the situation per 1,000 households. (Total number of households is 135,246) * annual equivalent	15.69 per 1,000 2112	16.1 per 1,000* 517	15.7 per 1,000* 1591 Q3 figure	10 per 1,000	60% (new definition)	65%
3. Proportion of households accepted as homeless who were previously accepted as homeless.	0.88%	1/158 0.6%	1/186 0.53% Q3 figure	2% or less	2% or less	2% or less
4. Proportion of older people (65 plus) who were still at home 91 days after discharge from hospital into re-ablement/rehabilitation	79.5% 221	83.38%	82.9% provisional first cut Q3 figure	80%	80%	80%
5. Delayed transfers of care from hospital and those which are attributable to adult social care to be kept below 5.	4.2	3.56	3.47 Q3 figure	5	5	5
6. % of people leaving re-ablement having no ongoing care package ** baseline being established in 2011/12	NEW	71% 244/342	67% 417/620	New**	New**	New**

Outcome 3: Ensuring that people have a positive experience of care and support.

Key national and local indicators:	10/11 Actual	11/12 Quarter 2	11/12 Feb Quarter 4	11/12 Target	12/13 Target	13/14 Target
1. % of people who make contact with Adult Social Care who have their service confirmed within 10 working days.	NEW	69% 689/993	70% 908/1294	80%	80%	80%
2. Carers receiving needs assessment or review and a specific carers service, or advice and information.	31.6%	27.66% 951	26% 1776	30%	30%	30%
3. The proportion of people who use services and carers who find it easy to find information about support.	54%	Annual	Annual	56%	58%	60%
4. Proportion of reviews completed.	87.4% 7225	98.9% 4085	94.8% 7175	95%	95%	95%
5. Total number of visitors to the Bromley MyLife Web Portal. ** baseline being established in 2011/12	NEW	2523	9872	New**	New**	New**
6. Total number of unique visitors to the Bromley MyLife Web Portal. ** baseline being established in 2011/12	NEW	1481	5474	New**	New**	New**

Outcome 4: Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.

Key national and local indicators:	10/11 Actual	11/12 Quarter 2	11/12 Feb Quarter 4	11/12 Target	12/13 Target	13/14 Target
1. Proportion of safeguarding strategy meetings/discussions held within 5 working days of alert.	87%	92% 61	90% 9/10	90%	*	*
2. Percentage of safeguarding cases completed within 40 working days of acceptance of a referral. ** baseline being established in 2011/12	NEW	N/A	N/A	New**	New**	New**
3. Percentage of safeguarding investigations completed by trained and qualified staff.	NEW	100% 54	100% 12	100%	100%	100%
4. Proportion of people who use services who feel safe.	68%	Annual	Annual	68%	70%	72%

Report No.
ACS 12021

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 10 April 2012

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

Title: **PERSONAL BUDGETS AND CONTRIBUTIONS
POLICY UPDATE - IMPACT OF DAY CENTRE CHARGES**

Contact Officer: Claudine Douglas-Brown, Exchequer Manager
Tricia Wennell, Head of Assessment and Care Management, Care Services
Angela Buchanan, Programme Manager
Tel: 020 8313 4199 E-mail: angela.buchanan@bromley.gov.uk

Chief Officer: Lesley Moore, Deputy Director of Finance, Resources Department
David Roberts, Assistant Director, Care Services

Ward: Borough wide

1. Reason for report

- 1.1 This report provides the Adult and Community PDS committee with the second update on the 2011 – 12 revised Personal Budgets and Contributions Policy which introduced for the first time a charge for attending a day centre. This report also provides an overview of the impact of introducing these charges on service users, family carers, day centre providers and the income targets for the department.
 - 1.2 The charges introduced have been accepted by the majority of the 867 people attending day centres. Over 60% of day centre users now contribute towards the cost of their services following a financial assessment of their income. There have been a small number of people who were unhappy with the introduction of these charges (section 3.9 – 3.10 of this report).
 - 1.3 Day centre providers have also reported changes to their services since the introduction of the charges a summary of these changes is covered in section 3.8 of this report.
-

2. RECOMMENDATIONS

2.1 The PDS committee is recommended to:-

- a) Consider the contents of this report.
- b) Note the contribution that these charges make towards the overall income targets.

Corporate Policy

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

Financial

1. Cost of proposal: No cost Managed within existing resources
 2. Ongoing costs: N/A. Managed within existing resources
 3. Budget head/performance centre: ACS Social Care Services Revenue Budgets 824 301 - 306 and 822 001 - 004
 4. Total current budget for this head: £2.7 m
 - c)Source of funding: N/A
-

Staff

1. Number of staff (current and additional): The fairer charging team have 4 visiting officers who undertake the financial assessments and benefit checks for people using no residential services.
 - d) If from existing staff resources, number of staff hours:
-

Legal

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

Customer Impact

- f) Estimated number of users/beneficiaries (current and projected): Over 800 service users attend day centres and are subject to the Personal Budgets and Contributions Policy. Of these, over 60% make a financial contribution towards the cost of their services.
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 In November 2011 the PDS committee received a report on the impact of the changes to the Personal Budget and Contributions Policy which was implemented on 16th May 2011. At that time the overall impact was positive for the majority of service users. More income was being collected and more service users were contributing to their care costs. The day centre charges were introduced from September 2011 with the first statements received just prior to the November meeting.
- 3.2 The PDS committee agreed that a further report specifically on the impact of the day centre charges be presented at a future meeting.
- 3.3 **Policy change** - introduced a £15 daily charge for all **eligible service users** (information on the council's eligibility criteria can be viewed on the council website http://www.bromley.gov.uk/info/200050/help_for_adults/117/adult_social_services_support/2). The implementation of this charge commenced in June 2011 with community care assessments/reviews followed by financial assessments. Service users (following a financial assessment) started to pay towards the cost of their day centre places from 5th September 2011 (people can only be charged from the date of the financial assessment, charges cannot be back dated).
- 3.4 **Policy change - non eligible users** - there are 1, 500 older people's day centres places commissioned per week provided by 7 organisations in 9 centres. All providers have implemented charges for people not meeting the council's eligibility criteria.
- 3.5 **Profile information** – at the end February 2012 there were 867 eligible people attending day centres in Bromley; with 75% (652) attending older people's day centres.

The older adults age profile attending a day centre is similar to that of other community based services as illustrated in the table below:

	AGE 65 - 74	AGE 75 - 84	AGE 85+
Day Care Services	12%	38%	50%
All Community Based Service (inc day care)	13%	37%	50%
RH/NH Placements	13%	32%	55%
All Services	13%	36%	51%

The table below shows that 42% attend a day centre one day per week. A small number of people attend day centres at the weekends, as one of the specialist centres is open on a Sunday. The average number of days that people attend is 2.33 days per week, with older adults attending on average 1.97 days less per week (older adults = 1.87 days per week, younger adults = 3.84 days per week). 62% of younger adults attend 4 or more days per week.

No Days per week	1	2	3	4	5	6	7
Younger Adults	41	19	21	50	83	0	1
Older Adults	318	218	80	16	15	4	1
Total	359	237	101	66	98	4	2

There is a small number (27) of older adults who attend more than one day centre each week to meet their needs; all attend a combination of a mainstream and specialist dementia day centre. Due to the complex nature of their needs they attend on average 3 days per week which is higher than the older adults average (at 1.87 days per week).

No Days per week	2	3	4	5	6
2 centres	10	7	6	3	0
3 centres	0	0	0	0	1

Since October 2011 (after the introduction of the day centre charges) 67 older adults and 5 younger adults have started attending a day centre.

3.6 Levels of contribution

Full cost payer

Where a person has savings and/or income above the set levels used within the financial assessment they are required to pay the full cost of their day centre attendances (£15 per day attending). 30% of people attending have been assessed as paying the full cost of their services. The range of charges being paid for day care only is £15 - £60 per week. However, for some service users this is only a small element of a larger package.

There are 37 people who pay more than £60 per week for their complete support package (including day centre attendance) the table below shows the distribution of these packages.

Range	People		£			Other Services in package
	No	ave	min	max		
£61 - 99	10	70	61	93	10 single handed homecare packages	
£100 - 149	8	133	106	148	8 home care packages inc 1 double handed	
£150 - 200	9	182	156	199	8 single handed homecare packages and 1 ECH	
over £200	10	308	212	544	8 intensive homecare packages inc 2 double handed and 2 ECH	

70% (9) of the older adults who attend more than one centre each week (see section 3.5) pay the full cost of their service.

Assessed contribution

Where a person is assessed as having income above the set levels, they are expected to pay towards the cost of their non residential care support. 36% of people attending a day centre have been assessed to make a contributions ranging from £2.63 to £75 per week and the average is £29.24 per week although these contributions include all the services received not just attendance at a day centre.

	Contribution to total package per week		
	£2.63 - £15	£15.10 - £50	£50.10 - £75
Ave Days per week	2.9	2.36	1.95
Ave £ per week	9.66	27.63	61.33

Assessed nil contribution

Over a third of people (34%) attending a day centre has been assessed as a nil contributor. This means that they are not required to pay towards the cost of their care. On average they attend the day centre 2.6 days per week.

- § 30% attend only 1 day per week;
- § 52% attend between 2 – 4 days per week and
- § 18% attend 5 or more days per week.

3.7 Feedback from service users & carers

At the November PDS meeting, we reported concerns from service users that people felt that they would stop attending a day centre as they did not want to have a financial assessment or that they have to pay for day centre places when unable to attend. Whilst a small number of people in the sample agree with these concerns many are attending and paying towards the cost of their service.

So far this financial year 492 people have stopped attending a day centre (comparisons with previous years are unavailable as prior to the introduction of the charges this information was not routinely collected). A sample of 126 (26%) cases was reviewed to identify the reasons. The table below provides a breakdown of the reasons for people stopping this service.

Reason for stopping	No	%age
Deceased	30	24%
Long term care	30	24%
Ill health	20	16%
SU not wanting to attend	16	13%
Service no longer needed	10	8%
Introduction of charges	7	6%
No reason given	5	4%
Moved out of borough	3	2%
Wants to do something different	3	2%
Services ended as planned	1	1%
Day Centre not meeting needs	1	1%
Total	126	100%

The concern was that the introduction of the charges may be leading to people no longer attending. However, over 60% of all stoppages were due to admission to long term care, service users dying or deteriorating health. Interestingly, 19 (15%) people decided they did not want to attend with 3 of them actively stating they wanted to do something different. This is also backed up anecdotally from information from BSSD who are increasingly signposting people to alternative options.

For seven people the introduction of the charges was given as the reason for stopping. In all cases the care manager and centre staff have ensured that the risks of not attending have been assessed and recorded. Where there is a family carer the care managers have also looked at the potential impact on them (carers assessment) and have provided advice on alternative support that is available.

Family carers have complained that as well as the new charge of £15 per day there are charges for refreshments, activities and personal care tasks (bathing, nail cutting). Carers Bromley report that due to this a number of carers have either decided not to continue to use the day centre or have reduced the amount of days that the cared for attends. This means not only does the service user miss out on vital social contact, but the carer also loses some much needed respite. This is leading to the carers feeling more stressed as they do not have time to themselves and they say it is a constant strain and worry for them.

3.8 Feedback from providers and partners

In January, the main day centre providers met with the Portfolio Holder to discuss the future direction for older people's day centres. Whilst the purpose of this meeting was not specifically to look at the impact of day centre charges, providers were encouraged to share issues that were affecting them currently.

Overall, all the mainstream providers reported lower levels of referrals from adult social care; some were seeing an increase in self funders wanting to attend. The centres attracting self funders are applying a range of charges. Only 1 mainstream centre specifically mentioned the £15 charge being a barrier to people accepting places at their centre.

Both the specialist centres outlined how they were looking at introducing more flexibility and choice to the activities and services they provide.

A couple of day centre providers mentioned that they had experienced delays in being able to restart service users who had stopped their place due to ill health, so that they would not be required to pay for non attendance as per the policy. The process for restating day centre places has been clarified to reduce delays.

At the February, Council of Ageing meeting on the proposed changes to day centres, concern was expressed that people were facing not just one charge for their day care, but several charges, and it is the accumulation of all these charges which has a significant impact.

As highlighted in previous reports to this committee, people assessed as full cost payers have seen an increase in the amount they are required to pay for the services they receive. In section 3.6 of this report we have identified 37 people who are paying more than £60 per week for their complete package with 19 of them paying more than £150 per week. For some who have been assessed to make a contribution towards their care package they are already paying the maximum that they can afford and will therefore not be required to pay more.

Concern was raised at the length of time community care and/or financial assessments have been taking. The service has confirmed that there were two periods this year where people did wait between 4 and 6 weeks for a community care assessment.

The current waiting time is 7 days and there are 8 people waiting to be assessed. New financial assessments should be undertaken within five days of request. However, the actual time is dependent on the availability of the relevant participants (service user or person who manages their finances). A service user is only required to pay their contribution from the date that they are notified of the charge following the financial assessment.

3.9 **Complaints** – since September 2011, 3 complaints have been received in relation to the introduction of day centre charges. The main themes within the complaints were in relation to:-

- § The principle of charging for attending a day centre and the cost (£75 per week);
 - Service user continues to attend the day centre and pay the full cost
- § Lack of clarity about having to pay for days of non attendance;
 - Situation clarified and charges recalculated for correct period.
- § Not being able to attend the centre due to complexity of needs;
 - Service user's health needs have deteriorated and is now moving into long term care.

All 3 complaints have been resolved at stage 1 of the complaints process. The policy has been clarified for staff, service users and their family carers in relation to payment for days of non attendance.

- 3.10 **Appeals** - from June 2011 to February 2012 there were 30 first stage and 7 second stage appeals against charges for non residential care received. This compares to 22 first stage and 3 second stage appeals for the same period last year representing an overall 48% increase. Whilst the number of appeals has risen it should be noted that they represent just over 1% of the people supported by non residential services.

11 (37%) stage one appeals were upheld and charges were reduced by a total of £204.76 per week (ranging from £2.87 to £54.90). 2 of these appeals included people attending a day centre.

1 (14%) stage two appeal (the person attends a day centre) was upheld and charges were reduced by a total of £6.44 per week.

This means that the all 3 day centre service users have reduced their contributions and 1 person has become a nil payer.

- 3.11 **Member Enquiries** – there have been no new enquiries since the last report which reported 2 enquiries in relation to the introduction of day centre charges. Additional information has been produced for both service users and staff clarifying when the charges will be applied and what the service user needs to do if they are unable to attend for a long period of time.

3.12 **What next?**

- § We continue to work with the day centres to promote their services on the MyLife website. Bromley Social Services Direct (BSSD) signpost callers to local centres and where appropriate pass on their details to the relevant day centre.
- § Public and service user information is being updated to ensure it clearly explains the Personal Budgets and Contributions Policy in relation to the day centre charges.
- § The process for people restarting a day centre after a period of absence will be simplified to avoid unnecessary delays.
- § All staff working within the assessment and care management teams have access to clear information about how the Personal Budgets and Contributions Policy works.

4. **POLICY IMPLICATIONS**

- 4.1 Personal budgets are central to Supporting Independence in Bromley which is a key priority within both the Adult & Community Portfolio Plan and Building a Better Bromley priority of Promoting Independence. The Fairer Charging Policy has been revised to reflect the agreed changes and is available on the Bromley website at http://www.bromley.gov.uk/downloads/file/152/domiciliary_care_charging_policy .

5. **FINANCIAL IMPLICATIONS**

- 5.1 The changes to the personal budgets and contributions policy addressed the need to provide an actual cost against all service elements contained within personal budgets and also increased, where feasible the contributions levied through charges from service users towards the costs of their care services.

- 5.2 This was necessary as adult social care is now required by Government to change the way the cost of social care support is calculated. A core element of this new approach is that the calculation is based not on the particular packages of services that the person receives but rather on the monetary value of the services they receive, subject to their ability to pay. How we assess people's ability to pay was not changed. The table below shows the financial impact of these policy changes:

	Budget 2012/13 £'000	Revised 2012/13 £'000
<u>Additional Income</u>		
Charging for Day Care & Transport	-35	-135 *
	<u>-35</u>	<u>-135</u>
<u>Full Cost Recovery</u>		
Day care charge for non eligible users	-50	-50
	<u>-50</u>	<u>-50</u>
TOTAL ESTIMATED SAVINGS	<u>-85</u>	<u>-185</u>

* The additional charging income of £50k has been assumed in the budget for 2012/13

6. LEGAL IMPLICATIONS

- 6.1 Fairer Charging Contributions Guidance is issued under Section 7 of the Local Authority Social Services Act 1970. This document provides guidance on how both the chargeable amount of a personal budget, and the actual contribution made by the personal budget holder, might be calculated. The chargeable amount is the maximum possible contribution a person can be asked to make to their personal budget, subject to their available income and savings. The calculation of the actual amount to be paid begins with a means test which determines the income and savings available to make a contribution. This part of the process is covered in the original Fairer Charging guidance and remains unchanged. Thus this guidance does not introduce any changes to the way councils undertake financial assessments, or how they treat the income or savings of personal budget holders.
- 6.2 The Department of Health's latest guidance on Direct Payments states that: "*the direct payments legislation provides that it must be equivalent to the council's estimate of the reasonable cost of securing the provision of the service concerned, subject to any contribution from the recipient*" Thus the system for determining the amount of service required to meet social care needs should not be different for Direct Payments to that used for Personal Budgets.
- 6.3 In the DOH 2010 guidance "Prioritising need in the context of Putting People First: a whole system approach to eligibility for social care" Councils are enjoined to use the eligibility framework set out in the guidance to specify their own eligibility criteria and in setting these to take account of their own resources, local expectations and local costs. These criteria may be reviewed in line with the Council's usual budget cycle and reviews may be brought forward if there are major or unexpected changes including those with significant resource consequences. The guidance draws a distinction between "presenting needs" and "eligible needs". Eligibility criteria therefore describe the full range of eligible needs that will be met by the Council.

Non-Applicable Sections: Personnel

Background documents	<p>Council's eligibility criteria http://www.bromley.gov.uk/info/200050/help_for_adults/117/adult_social_services_support/2</p> <p>Personal Budget and Contributions Policy http://www.bromley.gov.uk/downloads/file/152/domiciliary_care_charging_policy</p> <p>Adult and Community PDS committee report ACS 11062 http://sharepoint.bromley.gov.uk/mgConvert2PDF.aspx?ID=3953&T=10</p> <p>Adult and Community Portfolio Holder report ACS 11016 http://sharepoint.bromley.gov.uk/mgConvert2PDF.aspx?ID=3638&T=10</p> <p>Guidance on direct payments for community care, services for carers and children's services: England 2009 http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_104840</p>
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Report No.
ACS 12018

London Borough of Bromley

Agenda
Item No. **XX**

PART 1 - PUBLIC

<Please select>

Decision Maker: **Adult and Community Policy Development and Scrutiny Committee** Date: 10 Apr 2012

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

TITLE: SCRUTINY OF BUDGET AREA : MENTAL HEALTH SERVICES

Contact Officer: Claire Lynn, Strategic Commissioner, Mental Health and Substance Misuse
Tel: 020 8313 4034 E-mail: claire.lynn@bromley.gov.uk

Chief Officer: Lorna Blackwood, Assistant Director Commissioning and Partnerships

Ward: N/A

Reason for report

This report outlines the services funded through the mental health budgets in adult and community services in line with the Policy Development and Scrutiny Committees objective to scrutinise the main areas of spend within Adult and Community Services.

RECOMMENDATION

- 1. The Policy Development and Scrutiny Committee is asked to consider the area covered by this report with particular emphasis on the continued shift from residential to flexible support to enable people to remain independent and deliver budget savings of £700k from 2008/09.**

Corporate Policy

Existing policy: Building a Better Bromley priority to support people to live independently in the community

Financial

1. No cost
 2. <please select>
 3. Budget head <Mental Health Budget Code 821900
 4. Total budget for this head £5,124,190
-

Staff

1. Number of staff (current and additional) -34 FTE
 2. If from existing staff resources, number of staff hours -N/A
-

Legal

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

Customer Impact

Estimated number of users/beneficiaries (current and projected) - 2646 individuals using secondary mental health services with an additional 560 known to Primary care using universal services

3. COMMENTARY

3.1 Background

3.1.1 At any one time, one adult in six suffers from mental health problems of varying severity. One person in four will experience some kind of mental health problem in the course of a year. 60-70% of adults will at some time in their lives experience depression or worry of sufficient severity to influence their daily activities. It is suggested that more than half of those who attend their general practice may have some symptoms of depression. Mental health problems affect a large proportion of the population, with approximately 158 people per 1,000 of the Bromley population aged 16 to 74 years suffering from a mild to moderate disorder (ie anxiety and/or depression) which equates to about 36,000. At the more severe end of the spectrum, over 2,500 people in Bromley (1% of the adult population) have been identified by GPs as suffering from serious mental illness.

The breakdown below gives an overview of what treatment those who experience mental health problems are likely to seek and get:

- Around 300 people out of 1000 will experience mental health problems every year in Britain
- 230 of these will visit a GP
- 102 of these will be diagnosed as having a mental health problem
- 24 of these will be referred to a specialist psychiatric service
- 6 will become inpatients in psychiatric hospitals.

3.1.2 Services for adults with mental ill-health in Bromley range from services for people who require support with a short term mental health problem to services to people who have serious and enduring mental ill health. Bromley Primary Care Trust (PCT) fund the majority of services, through Primary Care, specialist secondary mental health services provided through Oxleas NHS Trust and tertiary services provided by South London and Maudsley Trust. The PCT also fund individual health placements and fund a number of other services jointly with the Council.

3.1.3 Mental Health services support the Portfolio's strategic vision of promoting independence, giving greater choice and control to service users and their families, enabling people to participate in their community, and promoting improved quality of life for all service users. The draft revised Mental Wellbeing Strategy groups services into the following areas:

- Universal services providing access to mainstream services such as housing, leisure and education
- Specific supports and interventions providing services targeted to people with specific eligible needs
- Self directed support enabling people to exercise more choice in how their needs are met.

3.2 Resources

There are a total of 34 fte council staff delivering mental health services:

- 1 fte strategic commissioner, (50% funded by Bromley PCT).
- 33 fte social care staff seconded to Oxleas NHS Trust under a Section 75 Agreement of which two posts are funded by Oxleas NHS Trust and the remainder by the Council

The total controllable mental health budget is £5.1m which is allocated as follows:

Universal Services	403
Oxleas NHS Trust	1,554
Specific support and initiatives	973
Residential services	2,330
Self directed support	67
Staffing contribution to health and housing	341
Total gross budget	<u>5668</u>
Income (client contributions/ third party payments)	-544
Total net budget	<u>5124</u>

3.3 Universal services

3.3.1 Universal services for people with mental ill health are funded jointly with the Bromley NHS to provide a range of services to both people eligible for social care and those who are not, the percentage of funding from each commissioning organisation reflecting this. The services provide a range of interventions which include:

- Advice and guidance services including signposting to other services
- Open access sessions for peer support
- Support to employment
- Coping with Life classes
- Individual support and planning
- Advocacy, both community and Mental Health Act advocacy
- Benefit advice and support
- Involvement of users in services

3.3.2 These services were tendered in 2010 -11 realising savings of £ 8,417 to the PCT and £27,940 to the Council. A further efficiency of £75,000 has been identified in relation to Community Well-being services for 2012-13, which is subject to a separate paper to this Committee.

3.3.3 There are approximately 1280 individuals who use universal services with approximately 560 of those being supported through Primary Care. These are approximate numbers as some individuals will access a number of services at any one time.

3.4 Oxleas NHS Trust

3.4.1 Oxleas NHS Trust provides secondary mental health services for adults over 18 years including in patient provision provided primarily at Green Park House. Bromley NHS funds these services with the Council contributing £1.5 m through a Section 75 agreement to community services. In 2012/13 an efficiency saving of £75,000 will be made with a similar amount in the following year on this budget. The Council employs 33 FTE staff who work within the integrated mental health community teams and contributes to Oxleas NHS Trust

management costs. Through the Section 75 Agreement the local authority duties for assessing need are delegated to Oxleas NHS Trust and to members of the integrated teams.

3.4.2 The social workers within the teams are Approved Mental Health Professionals and discharge the Authority’s statutory responsibility for assessments under the Mental Health Act for individuals of all ages. The Emergency Duty Team is funded to carry out this function out of hours. On average for both Oxleas and Emergency Duty Team there are 93 assessments per month resulting in 39 hospital admissions. When an individual is sectioned into hospital under the Mental Health Act the Authority is obliged to meet the costs of storage, kennelling of animals etc there is also funding for the provision within the Section 75 Agreement.

3.4.3 Under the Section 75 Agreement the Council has effectively “outsourced” assessment and support planning for people with mental ill-health to Oxleas NHS Trust. Benchmarking information on caseloads, the total of which may be around 2600 at any one time, confirms that the Oxleas service demonstrates value for money and delivers good outcomes for individuals. The continuing work with Oxleas on support planning and through the demand management panel in embedding personalisation within mental health services is being recognised nationally as an effective model for delivering improved outcomes for individuals as well as efficiencies.

Team	Service provided	Ave no. referrals in last 12 months
Liaison intake team	Team assesses & triages referrals for all adult (18-65 years) mental health services.	2214
Short term intervention team	Work with individuals (18-65 years) who require short term support and intervention of up to a year	936
Complex care teams	Work with individuals (Over 18 with a functional mental health problem) who require support and intervention on a longer term basis	137
Rehabilitation support team	Work with individuals (over 18 with a functional mental health problem) who require intensive long term work to enable them to regain skills in living independently	18
Assertive Community Treatment team	Work with hard to engage individuals (Over 18 with a functional mental health problem) who often have mental ill health and misuse substances	21
Home treatment team	Crisis team who support people of any age to remain at home where possible	2347
Early Intervention in Psychosis Team	Specialist team working with younger people in the first episode of psychosis to prevent individuals becoming long term service users	63
Older peoples Service	Working with people of any age with dementia and people who are over 65 presenting with a functional illness	352

NB. This is not the number of individuals, as an individual may be known to several teams at any one time

3.5 Specific support and interventions

3.5.1 Oxleas NHS Trust provides secondary care services to people with mental ill health. Staff undertake assessments of individuals needs both in terms of their mental health and social care needs. If social care services are required they are identified and discussed with the individual and referred on to the mental health panel. The panel identifies a personal budget where appropriate and then reviews the service a minimum of every six months (this may be more regularly if an individual is moving on or is experiencing a period of illness). This model of demand management is being adopted by other authorities in London, including Greenwich and Bexley.

3.5.2 In line with the Portfolio vision of promoting independence, reliance on residential services continues to reduce by enabling individuals to move into their own accommodation with individual support. Use of in borough residential care places has remained relatively static over the last three years at 40 places for which the Council fund one third of the total placement costs with the remainder being funded by the PCT. There has however been a focus on reducing the use of out of borough residential placements been a steady reduction in the use of high cost out of borough residential placements over the same period as demonstrated below with a consequential saving of approximately £700k from 2008/09 as illustrated in the table below.

Year	2008/09	2009/10	2010/11	2011/12 (as of Feb 2012)
Number of individuals in out of borough placements	53	55	31	27
Savings on residential budget including monies transferred into other budgets	£200,000	£47,000	£206,000	£257,000

3.5.3 Some of the savings delivered from the residential budget have been realigned into other budgets to reflect the need to expand flexible support services to support people in their own homes. Funding (£50k from 2008/09) was also allocated to Appointee and Deputyship which provides a service managing individual's monies enabling them to be supported to live in their own home. Again this service has been recognised nationally as an example of good practice. £100,000 was also realigned to the direct payments budget in recognition of the shift in focus to increased choice and control.

3.5.4 For individuals who live in mental health supported accommodation the service is supplied on the basis of individual need enabling service to be reduced as individuals are able to become more independent. It also enables more support to be a delivered if an individual has a period when they become unwell. There are two exceptions to this model of service. Edward Road is a 24 hour supported living service for 11 people part funded by the PCT for individuals who require a higher level of support and Queens Road is a shared house for older people who moved from long stay hospitals.

3.5.5 In order to support people in their own homes to gain independence, flexible support can be provided from a variety of providers depending on individual need - this ranges from 21 hours per week to 5 hours per week. It is usual that the more intensive provision is for individuals leaving hospital or moving from residential provision, mirroring the reablement model of service in older people's services. The use of this service has increased as the use of residential services has decreased resulting in improved outcomes for individuals and increased value for money. On average a mental health residential placement costs £1000 per week whereas the average support package to an individual is £208 per week.

3.5.6 A tenancy support service funded through Supporting People provides support to people who require low level support of less than 5 hours per week – this service supports up to 50 people.

3.5.7 ACS Mental Health budgets also contribute to funding the Housing Support and Resettlement team to enable people to move into their own tenancies from hospital or residential services.

3.6 Self directed support

3.6.1 There is a small take up of Direct Payments within the mental health service, for most it is an option that they do not choose as managing their day to day lives is often a significant challenge and with which they need support. Where it is taken up it is usually by individuals whose needs are longer term and is used for live-in carers or establishing a programme of support to meet their specialist circumstances.

3.7 Future demand

3.7.1 Whilst the number of people using mental health services is expected to remain reasonably static over the next five years this will be due to improvements in early identification of ill-health and early intervention rather than a reduction in absolute numbers. Budget pressures arising from the cost of individual services will continue to be managed by the joint health and social care mental health panel.

3.8 Summary of achievements 2011-12

- Continued reduction in the use of out of borough residential placements
- Continued increase in the use of individual flexible support to enable individuals to increase their independence
- Integration of social care staff into the Older Peoples Complex Teams within Oxleas NHS Trust

3.9 Priorities for 2012-13

- Tendering of flexible support and tenancy support services as one service providing increased value for money and delivering savings required from Supporting People funding.
- Publication of the revised Mental Wellbeing Strategy which is currently the subject of consultation.
- Reconfiguration of in borough residential and supported living provision on behalf of the Bromley PCT to provide enhanced services and value for money.
- Continue to manage service demands through the mental health panel and to ensure that individuals move to greater independence

4. POLICY IMPLICATIONS

4.1 Mental health services activity supports the Council's objectives in respect of independence and delivering excellence.

Non-Applicable Sections:	LEGAL, FINANCIAL, PERSONNEL IMPLICATIONS
Background Documents:	None

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Draft Annual PDS report to Council 2011/12

5. Report from Adult and Community PDS Committee

Chairman: Cllr. Judi Ellis
Vice-Chairman: Cllr. Roger Charsley

Health Scrutiny Meetings of the Adult and Community PDS Committee

- 5.1 The changes to health care provision have led to a complex agenda, and holding separate meetings has given the Committee the opportunity to undertake in depth scrutiny; enabled closer working with Bromley Link and the opportunity for national and local changes to be fully reported and communicated to residents.
- 5.2 The first meeting in July 2011 was taken up with a statement from and questions to the Chief Executive of the South London Healthcare NHS Trust about the new trust and future plans.
- 5.3 The second meeting in November 2011 discussed -
- The proposed changes to Orpington Hospital and the Orpington Needs Assessment;
 - An update from Oxleas Foundation Trust including provision of older people's mental health in patient care;
 - A proposed model of care for cancer services;
 - A report from Bromley Link on discharge from the PRUH; and
 - An update from the Chief Executive of the South London Healthcare NHS Trust.
- 5.4 The third meeting in February 2012 covered –
- the Stroke Service provision at the PRUH;
 - the Dementia Needs assessment;
 - the action plan (following Bromley Link report) on discharge from the PRUH;
 - NHS, South East London – Bromley Intermediate Care Consultation; and
 - An update on the Orpington Health Services project.

Adult and Community PDS Committee

- 5.5 We held seven meetings throughout the year looking at -

Housing issues -

- The Annual and mid year Housing and Residential Services Report on Social Housing;
- Housing related support for older people;
- Homelessness/Housing Need;
- Empty Properties;
- Private rental sector;
- Review of Registration on the Housing register; and
- GLA Pan London mobility scheme.

Learning disabilities

- Short break services;
- Day Activities;
- Direct payments;
- Supported Living; and
- Integrated transition strategy.

Older People Strategies

- Residential/Nursing Home Respite Care;
- Blue Badges – Criteria, process and complaints; and
- Provision of in-patient services [Oxleas];

Strategy Updates

- Dementia;
- Transition;
- Adults with Autism;
- The impact of revised personal budgets and charging policy; and
- Safeguarding.

Budget Issues

5.6 Each meeting of the Committee looked at a budget area in depth and this has been closely linked to commissioning issues.

5.7 The commissioning issues scrutinised were -

- Advocacy – providing a voice and signposting for people who have difficulties speaking for themselves;
- Brokerage – Services for people who do not meet the Council's criteria for social care;
- Information advice and guidance Services;
- Community Links Bromley – support for the third sector;
- Substance Misuse;
- Visual impairment – provision of equipment and books; and
- Services for people with physical disabilities.

Complaints

5.8 This is an important report as it is an excellent scrutiny indicator.

Questions from the Public

5.9 We have had a large number of questions from the public this year and would like to thank the questioners for their continued interest in and support for the work of the Committee.

Briefing papers

5.10 Briefing papers have replaced Items for Information and are to help Members increase their background knowledge of items on the agenda or to update Members following a report redrafted to reflect their comments.

Conclusion

5.11 My thanks go to all Elected and Co-opted Members for their dedication and commitment to Bromley in the last year. This has been another challenging year, and detailed information had to be absorbed and assimilated. This was needed to

ensure that the targeted savings could be made without the loss of quality control and clearly communicated.

- 5.12 All Members understand the economic climate and the need to scrutinise proposed savings to ensure that they do not have serious long term financial implications or severely damage the support given to the most vulnerable residents in the Borough.
- 5.13 The Committee has been directly supported by Anne Watts, Assistant Director, Strategic Development for the first half of the year and replaced following reorganisation by Angela Buchanan for the second.
- 5.14 Philippa Stone was the Democratic Services Officer for the first half of the year and then seamlessly replaced by Helen Long for the second. The Committee continues to receive good quality and timely reports and this has been appreciated by the Members of the Committee. Our thanks go to the supporting officers and to all the officers who write the reports and attend the meetings.

Cllr. Judi Ellis
Chairman, Adult and Community PDS Committee

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Agenda Item 15

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Agenda Item 16

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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