



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

TELEPHONE: 020 8464 3333

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

DIRECT LINE: 020 8313 4871

FAX: 020 8290 0608

DATE: 2 June 2011

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

Babul Ali, Bromley Federation of Housing Associations
Angela Clayton-Turner, Bromley Mental Health Forum
Leslie Marks, Bromley Council on Ageing
Keith Marshall, Disability Voice Bromley
Lynne Powrie, Carers Bromley

A meeting of the Adult and Community Policy Development and Scrutiny Committee
will be held at Civic Centre on **TUESDAY 14 JUNE 2011 AT 7.00 PM**

MARK BOWEN
Director of Resources

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

A G E N D A

PART 1 AGENDA

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

STANDARD ITEMS

- 1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS**
- 2 APPOINTMENT OF CO-OPTED MEMBERS TO THE ADULT AND COMMUNITY PDS COMMITTEE (Pages 5 - 8)**
- 3 DECLARATIONS OF INTEREST**

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

To hear questions to the Committee received in writing by the Legal, Democratic and Customer Services Department by 5pm on Wednesday 8th June 2011 and to respond.

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

To hear questions to the Adult and Community Portfolio Holder received in writing by the Legal, Democratic and Customer Services Department by 5pm on Wednesday 8th June 2011 and to respond.

6 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETING HELD ON 29 MARCH 2011 (Pages 9 - 24)

7 MATTERS ARISING FROM PREVIOUS MEETINGS (Pages 25 - 28)

HEALTH SCRUTINY ITEMS

8 STROKE SERVICES IN BROMLEY (Pages 29 - 34)

9 QUALITY, INNOVATION, PRODUCTIVITY AND PREVENTION (QIPP) PROGRAMME UPDATE

To follow

HOLDING THE PORTFOLIO HOLDER TO ACCOUNT

10 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING (Pages 35 - 38)

11 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 ADULT AND COMMUNITY PORTFOLIO PLAN (Pages 39 - 70)

b HOUSING RELATED SUPPORT FOR OLDER PEOPLE - TRANSITIONAL ARRANGEMENTS (Pages 71 - 78)

c SHORT BREAK SERVICE (RESPIRE) FOR PEOPLE WITH LEARNING DISABILITIES (Pages 79 - 88)

d HOUSING AND RESIDENTIAL SERVICES: 2010/11 PERFORMANCE REPORT (Pages 89 - 104)

POLICY DEVELOPMENT AND OTHER ITEMS

12 OUTTURN REPORT 2010/11 - ADULT & COMMUNITY SERVICES (Pages 105 - 114)

13 ANNUAL REPORT ON ADULT & COMMUNITY SERVICES COMPLAINTS RECEIVED APRIL 2010 TO MARCH 2011 (Pages 115 - 148)

- 14 **UPDATE FROM BROMLEY MOBILITY FORUM** (Pages 149 - 152)
- 15 **MOTION FROM COUNCIL: NHS REFORMS** (Pages 153 - 156)
- 16 **WORK PROGRAMME 2011/2012** (Pages 157 - 162)
- 17 **LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006 AND THE FREEDOM OF INFORMATION ACT 2000**

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

Items of Business

Schedule 12A Description

- 18 **PRE DECISION SCRUTINY OF PART 2 (EXEMPT) PORTFOLIO HOLDER REPORTS**
- 19 **AWARD OF CONTRACTS**

<ul style="list-style-type: none"> a CONTRACTUAL ARRANGEMENTS FOR SERVICES FOR PEOPLE WITH A LEARNING DISABILITY AT SWINGFIELD COURT, BROMLEY (Pages 163 - 166) b CONTRACT FOR SUPPLY OF COMMUNITY EQUIPMENT AND MINOR ADAPT IONS (Pages 167 - 170) 	<p>Information relating to the financial or business affairs of any particular person (including the authority holding that information)</p> <p>Information relating to the financial or business affairs of any particular person (including the authority holding that information)</p>
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Report No.
RES11042

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 14th June 2011

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

Title: **APPOINTMENT OF CO-OPTED MEMBERS TO THE A&C PDS COMMITTEE 2011/12**

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

Chief Officer: Mark Bowen, Director of Resources

Ward: N/A

1. Reason for report

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

2. RECOMMENDATION

2.1 That the following A&C PDS Co-opted Membership appointments be made to the A&C PDS Committee for 2011/12 without voting rights:

- Mr Bubul Ali as Bromley Housing Federation Representative
- Mrs Angela Clayton-Turner as Bromley Mental Health Forum Representative
- Mrs Leslie Marks as Bromley Council on Ageing Representative;
- Mr Keith Marshall as Disability Voice Bromley Representative;
- Mrs Lynn Powrie as Carers Bromley Representative and

Corporate Policy

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

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

Staff

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

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

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 Confirmation is currently being sought from Co-opted members and their alternates that they wish to continue to serve. Any developments will be reported at the meeting. It is proposed that the following Co-opted Members and alternates are appointed for 2011/12: -

Nominating Organisation	Co-opted member	Alternate co-opted member
Housing Bromley Federation of Housing Associations	Babul Ali A2Dominion Group	TBC
Physical Disability Disability Voice Bromley	Keith Marshall Disability Voice Bromley	Brebner Anderson Disability Voice Bromley
Older People Bromley Council on Ageing	Leslie Marks Bromley Council on Ageing	Maureen Falloon Age Concern, Bromley
Learning Disabilities	TBC	Vivienne Lester Advocacy for All
Carers Bromley Carers Forum	Lynne Powrie Carers Bromley	Maureen Falloon Age Concern, Bromley
Mental Health Bromley Mental Health Forum	Angela Clayton Turner Mental Health Forum	TBC

Role of Co-opted Members

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

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

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Agenda Item 6

ADULT AND COMMUNITY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.00 pm on 29 March 2011

Present:

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

Angela Clayton-Turner, Leslie Marks and Lynne Powrie

Also Present:

Councillor Graham Arthur and Councillor Catherine
Rideout

87 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS

Apologies were received from Mrs Gill Rose, Dr Angela Bhan, Mr Richard Lane and Mr Keith Marshall. Councillor William Huntington-Thresher submitted apologies for lateness.

88 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.

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

Questions were received from Mrs Sue Sulis and Mrs Jean Stout of the Community Care Protection Group and these are attached at **Appendix A**.

90 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETING HELD ON 25TH JANUARY 2011

RESOLVED that the minutes of the meeting held on 25th January 2011 be agreed.

91 MATTERS ARISING FROM PREVIOUS MEETINGS
Report LDCS11052

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

Referring to Item 80: Quality Monitoring in Care Homes from the minutes of the meeting on 25th January 2011, Mrs Clayton-Turner reported that she had not yet received the information regarding residential respite care for people with severe dementia.

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

92 UPDATE: THYME OUT AND BRANCHING OUT
Report DRR10/00125

The Committee considered a report providing an update on the 'Thyme Out' project which obtained external funding through the successful award of £308,320 from the Big Lottery's Reaching Communities Fund. The Manager of the Bromley Field Studies Centre outlined recent developments within the Thyme Out project and introduced Mark Reeves and his father. Mark had been a participant in the first cohort of the 'Thyme Out' project and had completed the project in October 2010. The second cohort of participants would complete the project in 2012.

The Scheme had won significant recognition. Positive feedback had been received from participants and their families, with many highlighting that they enjoyed being part of a team, and managers had been awarded Green Flag. The Scheme had also won a special innovation award.

The scheme was currently being approached by larger organisations to provide services and it appeared that there would be social enterprise opportunities. Officers were investigating the feasibility of undertaking further work for larger organisations.

The Chairman and the Committee congratulated Officers and the participants on the success of the scheme. The Chairman commented that the grounds at the Civic Centre had been transformed. Another Member underlined that the success of the scheme was a tribute to all those involved. The excellent attendance rate of 99% was highlighted and Members agreed that this was a great achievement. The Committee also noted the various award days that had been held to recognise and acknowledge the achievements of the participants.

The Portfolio Holder stressed that this was a celebration of excellence and that it was about valuing people according to their ability rather than judging them by their disability.

Mark Reeves told the Committee how much he had enjoyed participating in the scheme. He was now moving into another project and was involved in developing landscaped gardens at residential homes across the Borough. Mark's father reported that Mark had been apprehensive at the start of the programme but he had enjoyed the scheme and had always liked gardening work. The Thyme Out Scheme had supported Mark in becoming more independent. Mark's father reported that they were very pleased with everything that had been done for Mark.

The Manager of the Bromley Field Studies Centre confirmed that Officers would be putting in another bid for the Thyme Out scheme, but it was very competitive. The Council was also working with the Shaw Trust to secure future projects.

The Chairman thanked Mark and his father for attending the meeting and outlining their experiences.

Branching Out

The Manager of the Bromley Field Studies Centre introduced Mr Charlie Carpenter who was representing Bromley Mind.

The Committee were told that the first cohort of participants in the Branching Out scheme had over-achieved on qualifications. A series of approximately 19 community projects had been undertaken in conjunction with the Friends of Parks groups. Officers were now reviewing ways to fund the project into the future.

A Member asked whether participants would be monitored once they had left the programme. The Manager of Bromley Field Studies Centre confirmed that former participants would be invited back to 6-month celebration events.

The Chairman questioned whether additional mainstream funding could be secured, as there were clear benefits to continuing the programme. The Manager of Bromley Field Studies Centre commented that it would be interesting to see how GPs would commission services for people with mental health needs in the future.

Mr Carpenter reported that this had been a very exciting project. People who had been struggling with mental health issues were now blossoming and progressing well. Some participants in the scheme had managed to secure jobs and become more independent. The Manager of the Bromley Field Studies Centre stressed that the successes could not have been achieved without the support of key partners.

The Chairman thanked Mr Carpenter and the Manager of Bromley Field Studies Centre for attending the meeting and outlining the scheme.

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

No questions were received.

94 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING

The Committee noted the decisions taken by the Portfolio Holder since the last meeting held on 25th January 2011.

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

The Committee noted the minutes of the Portfolio Holder meeting held on 18th March 2011.

96 PRE-DECISION SCRUTINY OF ADULT AND COMMUNITY PORTFOLIO REPORTS

The Portfolio Holder provided the Committee with an update of the events he had attended since the last meeting:

- The delayed CAB and Care Organisation Group (COG) AGM. The Portfolio Holder reported that attendance at the event had been disappointing and he hoped that in the future the event could be more widely publicised.
- The Thyme Out celebration.
- The opening of Shaw Trust's new offices.
- University of the Third Age. Discussions had surrounded the role of the older person in the community. There had also been a great deal of interest in the opportunities for volunteering which the Portfolio Holder felt was promising.
- The Third Sector Summit.
- The Special Portfolio Holder Meeting on 18th March. The Portfolio Holder reported that a review of charging policy was always difficult, but he was pleased at the strong response of partners and service users to the consultation, which had led the Local Authority to amend the policy.
- The Portfolio Holder stressed that the work of the Health and Wellbeing Board, which was now well established, should regularly be reviewed by the Adult and Community PDS Committee.
- The reintroduction of double-swiping for Taxicard had been a great success. The Portfolio Holder highlighted the work undertaken by Councillor Colin Smith on behalf of residents with Taxicards.

A) SUPPORTING INDEPENDENCE IN BROMLEY: PHASE 3
Report ACS11020

The Portfolio Holder introduced a report reviewing the progress made in delivering the transforming social care objectives and outlining the remaining benefits to be delivered during phase 3 of the Supporting Independence in Bromley (SIB) programme.

The Programme Manager, Supporting Independence in Bromley, outlined the key elements of the programme, highlighting the successes of the programme and explaining to Members how the key elements would be progressed in Phase 3 of the programme.

The Chairman thanked the Officers for a comprehensive report.

The Committee considered the number of people who had previously been on full care packages that were considering changing to direct payments as a result of the Supporting Independence in Bromley Programme. The Programme Manager explained that as client's care packages were reviewed, the direct payments process was explained. Around 550 clients were now utilising direct payments, which supported clients to have more choice and control over their care packages, and the Department had a target to increase this figure. The Director ACS noted that as the direct payment process had become more straight forward, more clients had developed the confidence to use them.

Lynne Powrie asked whether Officers had considered the role of carers and the Director ACS acknowledged that this had not been reviewed yet, but a review would be undertaken as part of the strategy. The Programme Manager suggested that it may be helpful to develop a factsheet for carers.

A Member asked about the 12 retailers who had recently been accredited as part of the Transforming Community Retail Stores. The Programme Manager explained that the retailers were mainly local pharmacies but that a couple of local specialist shops had been accredited. Information on accredited retailers would be made available through the Borough's web site.

The Director ACS reported that 40 former in-house care workers had become re-ablement facilitators. The appointments had been made through competitive interview and the new staff were very dedicated to the programme.

In conclusion, the Portfolio Holder highlighted that work still needed to be undertaken to provide support to carers and ensure that clients were adequately safeguarded. The Portfolio Holder suggested that at a future meeting it would be beneficial for the Committee to receive a presentation from a service user around how their lives had changed as a result of the Supporting Independence in Bromley Programme.

RESOLVED that the Portfolio Holder be recommended to endorse the arrangements for taking forward Phase 3 of the Supporting Independence in Bromley programme.

**B) TAXI CARD REPORT
Report ACS11017**

The Portfolio Holder introduce a report providing an update on recently agreed changes to the methodology for distributing Transport for London Taxicard funding and exploring the impact on the Bromley Taxicard scheme.

The Assistant Director (Commissioning and Partnerships) and the Commissioning Officer introduced the report and outlined to the Committee the new methodology to redistribute TfL's Taxicard contribution across all London boroughs. Three proxy measures had been used:

- The number of Borough residents 65 years of age and over;
- The number of Higher Rate Mobility Component of the Disability Living Allowance recipients in the Borough;
- The number of active Taxicard members in each Borough.

The Commissioning Officers reported that costs would need to be contained within budgets. However the cost saving measures taken to Committee in November 2010 had been successful and as a result of this it was possible to re-introduce double swiping.

A Member asked when users would be informed of the decision to re-introduce double swiping. The Assistant Director (Commissioning and Partnerships) reported that once the Portfolio Holder had taken his decision and the call-in period on the decision had expired, Officers would write to all Taxicard holders.

Another Member expressed concerns with the Dial-a-Ride service and reported that there was widespread dissatisfaction with the current booking system. The Commissioning Officer confirmed that London Councils was reviewing the whole transport strategy and that a review of Dial-a-Ride would form part of this. Mrs Leslie Marks, Chairman of the Mobility Forum, reported that the Forum would also be reviewing Dial-a-Ride later in the year.

The Committee considered ways in which Taxicard users could be encouraged to use their card responsibly in order to reduce pressure on the system.

The Director ACS reported that as long as the Local Authority monitored usage of the Taxicard, considered decisions could be taken in the future if it became clear that the financial pressures on the scheme were increasing.

RESOLVED that the Portfolio Holder be recommended to agree the reintroduction of double swiping from 1st April 2011 and to note that a review of trip numbers will be carried out after six months.

C) SUPPORT PLANNING AND BROKERAGE FOR PEOPLE WHO DO NOT MEET THE COUNCIL'S ELIGIBILITY CRITERIA FOR SOCIAL CARE
Report ACS11019

The Portfolio Holder introduced a report proposing to award a one year contract to continue to provide support to older people with moderate needs. The existing contract with Age Concern Bromley for provision of support planning and brokerage to older people who do not meet the Council's eligibility criteria for social care would expire on 31st March 2011.

The Joint Strategic Commissioning Manager (Older People and Adults with Complex Health and Social Care Needs) introduced the report and explained to the Committee that the service had been in place since 2007, and in 2009/10 over 3000 clients had accessed the service. The service had constantly met the targets that had been set and the Local Authority received positive feedback from service users.

The Chairman questioned why the contract was being extended for only one year and expressed concerns that a one year contract would not provide sufficient certainty for staff. The Director ACS reported that Officers had not felt that it was appropriate to ask for longer term funding due to the current financial situation. The Director ACS reported that once more information had been gathered, the option of a longer contract would be a consideration in the future. .

A Member highlighted the tight timescales as the Committee was considering the waiver two days before the contract expired. Following discussion it was agreed that the Committee would consider the next contract in January 2012, a couple of months before the waiver expired.

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

97 BUDGET MONITORING 2010/11
Report ACS11018

The Committee considered the budget monitoring position for the Adult and Community Portfolio based on expenditure and activity levels up to 31st January 2011.

The Portfolio Holder reported that for the past five years the Portfolio had remained within budget, and congratulated the Director ACS and Officers

within the Department for the work that had been undertaken to keep the Portfolio within budget.

The Director ACS highlighted that a number of short-term measures had been taken to balance the budget and without these there could have been a significant overspend due to the significant cost pressures facing the Portfolio.

The Chairman sought clarification surrounding the overspend on the Meals Service. The Head of ACS Finance reported that work was on-going to reduce the overspend and Officers believed that the budget would be contained in the future.

RESOLVED that the Portfolio Holder be recommended note that a projected underspend of £161,000 is forecast on the controllable budget for the Adult and Community Portfolio as at 31st January 2011.

**98 CAPITAL PROGRAMME 3RD QUARTER
Report DR11009**

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

RESOLVED that the Portfolio Holder be recommended to note the report.

99 HEALTH SUB-COMMITTEE VERBAL UPDATE

The Chairman tabled the draft Terms of Reference (attached at **Appendix B**) for the proposed Health Sub-Committee and reported that initial discussions with South London Healthcare Trusts had been positive. The Health Sub-Committee would enhance scrutiny of the health agenda.. Representatives of the Health Trusts operating in the Borough, including South London Healthcare Trusts, Oxleas, London Ambulance Service and the GP Commissioning Consortia would be invited to the meetings.

The Chairman thanked the Director of Legal, Democratic and Customer Services, the Assistant Director ACS (Strategy and Performance) and the Democratic Services Officer for the work they had undertaken developing the terms of reference for the Sub-Committee.

Membership of the Sub-Committee would include the Members of the Adult and Community PDS Committee as well as a representative from Bromley LINK and possibly a representative of another patient group. A Member

suggested that it would be helpful to have an older person's representative as there were a number of concerns surrounding end of life care.

The Committee considered how Children's Health would fit with this agenda and the Chairman suggested that it would be helpful if the Chairman of the CYP PDS Committee also sat on the Health Sub-Committee.

The Director ACS highlighted that it was also important that the Committee had a mechanism to respond to NHS consultations.

In response to a question, the Chairman confirmed that the next step would be to set up the first meeting of the Health Sub-Committee.

RESOLVED that the draft Terms of Reference be noted.

100 DRAFT PORTFOLIO PLAN 2011/2012
Report ACS11015

The Committee considered a report presenting Members with the most recent update on progress with the ACS Portfolio Priorities for 2010/11, and the Draft Portfolio Plan for 2011/2012 for consideration.

The Information Services Manager introduced the draft Portfolio Plan and reported that good progress had been made across the 2010/2011 Portfolio Plan.

A Member highlighted the importance of ongoing support and learning and development for staff. The Member also questioned whether the targets that were reported were national targets. The Information Services Manager confirmed that there were some national targets as well as local targets. The Director ACS reported that there had been a welcome shift away from measuring targets, but that Officers had been reviewing indicators in order to understand which targets were good proxy indicators of what residents would expect from services.

In considering the ways in which user satisfaction could be measured, the Committee heard that the Government had introduced an Adult Social care Survey for all social care users. The Director ACS confirmed that the Department would report the outcomes of the survey to the Committee in summer 2011.

Following a question from a Co-opted Member, the Director ACS suggested that it may be helpful for the Committee to review the dementia strategy in autumn 2011. It was agreed that the dementia strategy would be added to the Committee's work programme for September 2011.

The Portfolio Holder drew the Committee's attention to the success of the Mortgage Rescue Scheme which had received national recognition. The Portfolio Holder highlighted that housing pressures would continue across the borough. The benefits of the Portfolio Plan were highlighted and the Portfolio

Holder reported that he felt it was important to measure outcomes, especially as financial challenges increased.

RESOLVED that the performance against the actions in the 2010/2011 portfolio plan be noted.

**101 ANNUAL REPORT OF THE ADULT AND COMMUNITY PDS COMMITTEE
Report ACS11054**

The annual report on Policy, Development and Scrutiny activity was to be considered by the Executive and Resources PDS Committee on 30 March 2011, before submission to full Council on 11 April 2011. The Committee considered its annual report to reflect the 2010/11 Council Year.

The Chairman thanked the Committee for another year's commitment.

RESOLVED that the draft annual report, which reflects the work programme for the Adult and Community Policy Development and Scrutiny Committee over the 2010/11 Council Year, be approved for inclusion in the annual report on the Council's Policy Development and Scrutiny activity.

102 WORK PROGRAMME

The Committee considered its work programme for 2010/2011.

The Committee noted that items had been added to the Work Programme for the September 2011 and January 2012 meetings.

The Chairman highlighted the importance of reviewing larger contracts as they came up for renewal.

RESOLVED that the Work Programme be noted.

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

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

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

The Committee noted exempt decisions taken by the Portfolio Holder since the last meeting.

**105 EXEMPT MINUTES FROM THE PORTFOLIO HOLDER
MEETING ON 18 MARCH 2011**

The Committee noted the exempt minutes from the Portfolio Holder meeting held on 18th March 2011.

The Meeting ended at 9.30 pm

Chairman

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Minute Annex

Adult and Community PDS Committee: 29th March 2011

Questions to the Chairman of the A&C PDS Committee

From Susan Sulis, Secretary, Community Care Protection Group

CLOSURE OF BROMLEY MYTIME 'FRESH START' AND 'FRESH START PLUS' MEDICAL REFERRAL EXERCISE SESSIONS AT THE PRIORY, DARWIN, PAVILION, ERIC LIDDEL, & WEST WICKHAM LEISURE CENTRES.

1. Costings for the Current Scheme

What was the:

(a) total budget for, and

(b) income from, Fresh Start Programmes for 2008/09; 2009/10; 2010/11?

(c) income for 2010/11 for (i) Fresh Start members (ii) Fresh Start Plus members for each centre?

(d) breakdown of 2010/11 costs of running FS only sessions at each centre?

(e) additional 2010/11 costs for FSP at each centre?

2. Users

How many:

(a) users were registered in 2010/11 as (i) FS and (ii) FSP per centre?

(b) sessions are currently held at each centre?

(c) Fresh Start members are estimated will inducted in the shorter 12 week sessions at the Walnuts and the Spa, under the new 2011/12 scheme?

3. Fresh Start Plus Users

(a) What would be the hourly rate, and cost for each centre of retaining FSP sessions, using a 'coach', instead of a qualified 'fitness advisor'?

(b) Why have decisions to cut this valued scheme been taken at short notice, behind 'closed doors', without a report to the Council or Bromley PCT Board?

From Jean Stout, Chair, Community Care Protection Group

1. Equality Impact Assessment.

(a) Why has there been no public consultation with users and carers on the closure of these sessions?

(b) Why are local sessions in areas of the most deprivation ie Ramsden/the Crays; Mottingham: and most isolated ie Biggin Hill, being closed?

(c) Why has there been no EIA carried out?

2. Costings for the New 2011/12 Scheme

(a) PCT funding for the scheme has been greatly increased, so why are hours of fitness advisors are being cut, and trained, experienced and qualified staff lost?

(b) Will fewer people will be inducted, with a shorter programme?

(c) Will the additional funding be spent on administration? How much will this cost?

3. Future of Local Fresh Start and Fresh Start Plus Sessions.

(a) Will this Committee scrutinise this withdrawal of a successful scheme which penalises people with conditions and disabilities who can't exercise in the normal way, who are prepared to take responsibility for their health and invest time and money?

(b) Will the Committee investigate the feasibility of obtaining an alternative provider?

Your questions have been forwarded to Bromley PCT and Bromley MyTime as the organisations responsible for commissioning and providing these services. We are awaiting a detailed response to the questions and will forward the answers to you as soon as they are received. Answers to your questions will also be included as Matters Arising at the next meeting of the Committee in June.

In response to your final question regarding the scrutiny of any withdrawal of the scheme, the Committee is aware that in the answer to your question to the Portfolio Holder meeting on 18th March, the Director of Public Health advised the Portfolio Holder that the PCT would continue to fund the Fresh Start programme, with the an increase in the amount of funding available for 2011/2012 in order to pilot an extension of the scheme for patients identified through NHS checks. As you are aware, there is a requirement for any providers of NHS-funded services to consult the PDS Committee regarding any substantial variations in services. If it becomes apparent that there will be a substantial variation to the service in the future this Committee would expect to be consulted as a matter of course.

Thank you for bringing this issue to the Committee's attention.

Minute Annex

Adult and Community PDS Committee

Health Scrutiny Sub-Committee – Proposed Draft Terms of Reference

1. To be responsible for:
 - (i) the review and scrutiny of matters relating to the health service in the Borough, including NHS scrutiny, in accordance with the provisions of the Health and Social Care Act 2001 (with the exception of matters relating to Children's health which shall be within the remit of the Children and Young People Policy Development and Scrutiny Committee) as follows:
 - the review and scrutiny of local providers of NHS-funded services, in particular (but not limited to) any matter relating to the planning, provision and operation of health services in the Borough;
 - supporting the improvement of health services and the reduction of health inequalities for the people of Bromley;
 - considering and responding directly to consultations from the National Health Service on any proposals for a substantial development or substantial variation in the provision of health services in the Borough;
 - any other health matters within the remit of the Adult and Community PDS Committee that the Committee may wish to delegate to the Sub-Committee;
 - (ii) collaborative working with health agencies operating in the Borough;
 - (iii) the promotion of good health and the Council's specific initiatives to support this.
2. To provide a forum for questions to be asked of the Health Trusts.
3. To consider how the Adult and Community Policy Development and Scrutiny Committee can contribute to the assessment of performance against national and local health standards in Health Trusts operating within the Borough.
4. To consider what practices, processes, structures and relationships are needed to have an ongoing impact on local health services in future years.
5. To submit an annual Work Programme to the Adult and Community Policy Development and Scrutiny Committee for approval.
6. To report progress annually to the Adult and Community Policy Development and Scrutiny Committee.

Draft Rules of Procedure

1. The Sub-Committee will meet twice a year (June and November), during the day.
2. Once it has formed recommendations on proposals for development, the Sub-Committee will prepare a formal report and submit it to the Adult and Community Policy Development and Scrutiny Committee for consideration.
3. If a report is submitted to a Health Trust or any other responsible authority or co-operating body; a response must be received in writing (including email) and within 28 days from the date of the report or recommendations, or if this is not reasonably possible, as soon as reasonably possible thereafter.
4. Any public questions received by the Sub-Committee and directed to Health Trusts will be forwarded to the relevant member of staff in advance of the meeting. The expectation will be that answers to public questions are provided at the meeting. Where this is not possible a response from the Trust must be received in writing (including email) and within 20 days of the questions being sent.

Agenda Item 7

Report No.
RES11032

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 14th June 2011

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

Title: **MATTERS ARISING FROM PREVIOUS MEETINGS**

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

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

Ward: N/A

1. Reason for report

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

2. **RECOMMENDATION(S)**

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

Corporate Policy

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

Financial

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

Staff

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

Legal

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

Customer Impact

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

Ward Councillor Views

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

<u>Minute Number/Title</u>	<u>Decision</u>	<u>Update</u>	<u>Action</u>	<u>Completion Date</u>
29th March 2011				
89. Questions from Members of the Public Attending the Meeting.	That Bromley MyTime be asked to respond to the issues raised by Mrs Sulis.	<p>A response from Bromley MyTime to Mrs Sulis's questions was awaiting and would be forwarded as soon as it was received.</p> <p>An email has been sent to the Chief Executive of Bromley MyTime. No response had been received as of 2nd June 2011.</p>	Democratic Services Officer	
91. Matters Arising	Mrs Clayton-Turner reported that she had not yet received information regarding respite care for people with dementia.	This information was sent following the meeting.	Strategic Manager Procurement & Contracts	April 2011
96(A) Supporting Independence in Bromley	The Portfolio Holder suggested that it would be beneficial for the Committee to receive a presentation on a service user around how their lives had changed as a result of the Supporting Independence in Bromley Programme.			

Diary of Health Social Care and Housing Partnership Meetings

Adult and Community PDS Meeting: 2nd November 2010

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

Adult and Community PDS Meeting: 25th January 2011

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

Adult and Community PDS Meeting: 29th March 2011

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

Adult and Community PDS Meeting: 14th June 2011

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

Adult and Community PDS Meeting: 26th July 2011

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

Adult and Community PDS Meeting: 27th September 2011

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

Adult and Community PDS Meeting: 1st November 2011

4th November - Learning Disability Partnership Group
7th November - Health Social Care and Housing Partnership Board
21st November - Physical Disability Sensory Impairment Partnership Group
7th December - Mental Health Partnership Group
12th December - Older People Mental Health Partnership Group

Report No.
RES11041

London Borough of Bromley

PART 1 - PUBLIC

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

Date: **14th June 2011**

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

Title: **STROKE SERVICES IN BROMLEY**

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

Chief Officer: Mark Bowen, Director of Resources

Ward: N/A

1. Reason for report

- 1.1 This report attached at Appendix 1 provides an analysis of the results of 2010 CQC Review of Stroke Services in South East London. The review focused on the pathway of care from the point where stroke patients prepare to leave hospital through to long term care and support in the community. The report was compiled by the South London Cardiac and Stroke Network.

2. **RECOMMENDATION**

- 2.1 To note the report and progress made since the CQC review was carried out
- 2.2 To support further local work on reviewing all aspects of stroke and stroke services in Bromley, from primary and secondary prevention to management and rehabilitation. This work will enable clarification of priorities for further action.

Corporate Policy

1. Policy Status: N/A.
 2. BBB Priority: N/A.
-

Financial

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

Staff

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

Legal

1. Legal Requirement: Statutory requirement. See Paragraph 3.1 below
 2. Call-in: Call-in is not applicable. PDS Report
-

Customer Impact

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

Ward Councillor Views

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

3. LEGAL IMPLICATIONS

- 3.1 NHS Health Trusts have a duty under section 11 of the Health and Social Care Act 2001 to consult and involve patients and the public. Section 7 of the same Act requires Trusts to consult with health scrutiny committees where there are substantial developments or variations to services. There is no definition of what constitutes a substantial variation in the legislation, but Department of Health Guidance suggests that relevant factors will include changes to accessibility of services, impact of the proposals on the wider community, patients affected and methods of service delivery. Ultimately, if a health scrutiny committee is not satisfied with the consultation arrangements or it considers that the proposals are not in the interests of the health service in its area, it can refer the matter to the Secretary of State for Health. Department of Health Guidance states that the power of referral should not be used lightly and that local resolution of issues is always preferable.

Non-Applicable Sections:	Policy, Financial, and Personnel
Background Documents: (Access via Contact Officer)	Please see Appendix 1 .

**LONDON BOROUGH OF BROMLEY
AND BROMLEY PRIMARY CARE TRUST**

SHADOW HEALTH AND WELL-BEING BOARD

DATE: 12th May 2011

SUBJECT: Stroke Services in Bromley

CONTACT OFFICER: Dr Nada Lemic, Director of Public Health
Rebecca Jarvis, Joint Strategic Commissioning

CONTACT DETAILS: Rebecca.jarvis@bromley.gov.uk
Tel: 0208 313 4198

1. SUMMARY

This report provides an analysis of the results of 2010 CQC Review of Stroke Services in South East London. The review focused on the pathway of care from the point where stroke patients prepare to leave hospital through to long term care and support in the community. The report was compiled by the South London Cardiac and Stroke Network.

2. INTRODUCTION AND CONTEXT

Stroke is a vascular disease caused by a disturbance of the blood supply to the brain. There are two main types of stroke: ischaemic stroke caused by a clot blocking or narrowing blood vessels or haemorrhagic stroke caused by a bursting of blood vessels.

2.1. Epidemiology of stroke in Bromley

Although stroke is still one of the three most common causes of death in Bromley, the directly standardised mortality rate for stroke has fallen by half since 1993. The mortality in Bromley is significantly lower than for London and England.

The prevalence of stroke is lower locally than in England but higher than in London. It has fallen in the last year. However, the absolute number of people with stroke is high due to the higher proportion of older people in Bromley (5184 on GP registers in 2009-10)

2.2. Stroke services

The new London system for acute stroke services started in 2010. All stroke patients are now taken directly to one of eight hyper acute stroke units (HASU) for emergency treatment, before being transferred to a local stroke unit to commence their rehabilitation.

The acute stroke unit at Princess Royal Hospital commenced a phased opening in January 2011 and is expected to be fully operational by October 2011.

3. THE CQC REVIEW OF STROKE SERVICES (2010)

3.1. Summary of the scored indicators

The review used quality markers from the National Stroke Strategy to develop 15 scored indicators:

- Early supported discharge

- Community based services
- Secondary prevention
- TIA care and support
- Support for participation in community life
- Long-term outcomes of care
- Services for carers
- Meeting individuals' needs
- Range of information provided
- Sign-posting, coordination and personalisation
- End of life care
- Involvement in planning and monitoring
- Management of transfer home
- Reviews and assessments after transfer home
- Working together

The analysis of the above indicators for 6 PCTs in SE London is presented in the report.

4. RECOMMENDATIONS

- 4.1. To note the report and progress made since the CQC review was carried out
- 4.2. To support further local work on reviewing all aspects of stroke and stroke services in Bromley, from primary and secondary prevention to management and rehabilitation. This work will enable clarification of priorities for further action.

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LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

SUPPORTING INDEPENDENCE IN BROMLEY: PHASE 3

Reference Report:

SUPPORTING INDEPENDENCE IN BROMLEY: PHASE 3

Decision:

That the arrangements for taking forward Phase 3 of the SIB programme be endorsed.

Reasons:

A recent Programme Assurance report identified that significant progress had been made over the two years of the programme. However, it was acknowledged that there are a number of work streams where progress is still being made and the full benefits have yet to be achieved. These include; personal budgets, community equipment and assistive technology, market development and Information, Advice & Guidance. In these areas it was agreed that further focussed input is required to ensure that return on investments are realised, new work processes fully embedded, and maximum choice and control for residents is being delivered.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 29th March 2011 and the Committee supported the proposal.

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

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

Date of Decision: 1 Apr 2011
Implementation Date (subject to call-in): 8 Apr 2011
Decision Reference: ACS11011

LONDON BOROUGH OF BROMLEY
STATEMENT OF EXECUTIVE DECISION

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

TAXI CARD REPORT

Reference Report:
TAXI CARD REPORT

Decision:

That the reintroduction of double swiping from 1st April 2011 be agreed.

That it be noted that a review of trip number will be carried out after six months.

Reasons:

The decision supports the Council's Building a Better Bromley 2020 Vision of Supporting independence; whereby people, particularly older people and vulnerable adults, are supported to lead active, health and independent lives.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 29th March 2011 and the Committee supported the proposal.

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

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

Date of Decision: 1 Apr 2011
Implementation Date (subject to call-in): 8 Apr 2011
Decision Reference: ACS11012

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

SUPPORT PLANNING AND BROKERAGE FOR PEOPLE WHO DO NOT MEET THE COUNCIL'S ELIGIBILITY CRITERIA FOR SOCIAL CARES

Reference Report:

SUPPORT PLANNING AND BROKERAGE FOR PEOPLE WHO DO NOT MEET THE COUNCIL'S ELIGIBILITY CRITERIA FOR SOCIAL CARES

Decision:

That the requirements for competitive bids pursuant to Contract Procedure Rule 13.1 be waived.

That the proposal to negotiate a new contract with the current provider for the provision of support planning and brokerage services to older people for a period of one year from 1st April 2011 to 31st March 2012 be approved.

Reasons:

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

The proposed decision was scrutinised by the Adult and Community PDS Committee on 29th March 2011 and the Committee supported the proposal.

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

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

Date of Decision: 1 Apr 2011
Implementation Date (subject to call-in): 8 Apr 2011
Decision Reference: ACS11013

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

BUDGET MONITORING 2010/11

Reference Report:

BUDGET MONITORING 2010/11

Decision:

That the projected underspend of £161,000 forecast on the controllable budget for the Adult and Community Portfolio as at 31st January 2011 be noted.

Reasons:

The four year financial forecast report highlights the financial pressures facing the Council. It remains imperative that strict budgetary control continues to be exercised in 2010/11 to minimise the risk of compounding financial pressures in future years. 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.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 29th March 2011 and the Committee supported the proposal.

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

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

Date of Decision: 1 Apr 2011
Implementation Date (subject to call-in): 8 Apr 2011
Decision Reference: ACS11014

Report No.
ACS11030

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: ADULT AND COMMUNITY PORTFOLIO HOLDER

Date: For Pre-Decision Scrutiny by the A&C PDS Committee on 14th June 2011

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

Title: ADULT AND COMMUNITY PORTFOLIO PLAN 2011/12

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

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

Ward: N/A

1. Reason for report

This report presents the Adult and Community Portfolio Plan for 2011/12 for final approval (attached as Appendix 1). Adult & Community PDS provided their comments to the plan on the 29th March 2011. The Portfolio Plan circulated for consultation has been updated to reflect comments received. A list of the sections updated is provided in Appendix 2.

2. **RECOMMENDATION(S)**

The Portfolio Holder is asked to agree this as the final Portfolio Plan for 2011/12.

Corporate Policy

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

Financial

1. Cost of proposal: No cost No additional cost arises from this plan, which is based on the current budget.
 2. Ongoing costs: Non-recurring cost.
 3. Budget head/performance centre: Adult and Community Services
 4. Total current budget for this head: £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 2010/11 budget) FTE in Portfolio
 2. If from existing staff resources, number of staff hours: 700 FTE
-

Legal

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

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Approx 8,000 receiving services in social care with approximately 7,600 people on the Housing Register across the Portfolio. Housing Advice Options work with in excess of 4,000 households each year who are experiencing a variety of household difficulties.
-

Ward Councillor Views

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

3. COMMENTARY

Consultation on this plan began at the Conference in November 2010, followed by circulation to all stakeholders and the wider community in March 2011. As part of this exercise, easy read and sensory impairment formats were developed to achieve maximum participation. The plan has been circulated to over 100 stakeholders and representatives from all the partnership groups and boards.

The plan, which supports the 'Building a Better Bromley 2020 vision' aim of 'Independence and Health', was presented to the Adult and Community Service PDS Committee on 29th March 2011.

The consultation period closed at the end of April 2011. Feedback has been received from a high proportion of representatives and all comments have been considered. Where the feedback falls outside the remit of the plan, it has been forwarded to the appropriate Lead Commissioner for consideration in the wider service delivery plans.

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

As in previous years, an update on progress made against the plan in the first half of the 2011/12 financial year will be brought back to PDS in November 2011.

4. POLICY IMPLICATIONS

The plan reflects the priorities of 'Building a Better Bromley' as they relate to this portfolio. Other policy implications are included within the substance of the plan.

5. FINANCIAL IMPLICATIONS

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

6. LEGAL IMPLICATIONS

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

Non-Applicable Sections:	Personnel Implications
Background Documents: (Access via Contact Officer)	Portfolio Plan 2010/11 – main plan and six month update

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Adult and Community Services

Portfolio Plan 2011/12

Promoting the aims of personalisation and Supporting Independence



Foreword

There is little doubt that 2011/12 and beyond will be financially very challenging. This Portfolio Plan has been developed against such a backdrop whilst delivering increased personalisation and choice. It focuses on shaping adult social care and housing provision in a tighter financial situation with the key theme of promoting people's independence by supporting them to make informed choices about their lives.

Despite the challenges, I want to build on the positive progress the service has made over the last eight years to support our 'Building a Better Bromley' vision of 'Independence and Health'. At the same time we need to address the unavoidable pressures on our services as the number of people aged over 85 in Bromley increases – during the past year the department faced increasing demands for assessments and investigations of safeguarding alerts. We must also face pressures from supporting more young disabled people reaching adulthood with significant care needs and the increasing uncertainty for housing needs and impact of the current financial climate on homelessness – particularly as a result of mortgage repossessions and changes to Housing Benefit entitlement.

To address these issues and inform us as we developed this 2011/12 Portfolio Plan. For the eighth year running over one hundred representatives from the statutory, private and voluntary organisations were brought together at a Portfolio Conference in November 2010 to help formulate this plan.



The Plan focuses on how we maximise the opportunities for maintaining people's independence whatever their needs. It addresses how we minimise the need to use residential and nursing home placements by helping more people to remain safely at home, to choose support that fits in with their lives and to take control of that support through direct payments, domiciliary care packages and our new re-ablement service. The Plan is also aligned with the four outcomes of the Department of Health Adult Social Care Framework* and the seven principles of the Department of Health's 'Vision for Adult Social Care'.**

It also reflects the value Bromley places on the part everyone plays in our community and recognises the essential role of the voluntary sector and carers in delivering essential services across the borough

Yes, we are having to make unprecedented savings but I am confident that through this 2011/12 Portfolio Plan we can continue 'Building a Better Bromley' through personalisation and continuing to support independence to give people more choice and control over their lives whatever their needs.

Cllr Robert Evans
Portfolio Holder for
Adult and Community.

Robert Evans



* see page 3 for full definition of the four outcomes

** see page 4 for full definition of the seven principles

Contents and Definitions

1. **Priority Outcome 1** Page 5
Enhancing quality of life for people with care and support needs.
2. **Priority Outcome 2** Page 10
Delaying and reducing the need for care and support.
3. **Priority Outcome 3** Page 17
Ensuring that people have a positive experience of care and support.
4. **Priority Outcome 4** Page 21
Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.
5. **Abbreviations and glossary** Page 25

The Department of Health's new 'Vision for Adult Social Care' is underpinned by Seven Principles:-

Prevention: empowered people and strong communities will work together to maintain independence. Where the state is needed, it supports communities and helps people to retain and regain independence.

Personalisation: individuals not institutions take control of their care. Personal budgets, preferably as direct payments, are provided to all eligible people. Information about care and support is available for all local people, regardless of whether or not they fund their own care.

Partnership: care and support delivered in a partnership between individuals, communities, the voluntary and private sectors, the NHS and councils—including wider support services, such as housing.

Plurality: the variety of people's needs is matched by diverse service provision, with a broad market of high quality service providers.

Protection: there are sensible safeguards against the risk of abuse or neglect. Risk is no longer an excuse to limit people's freedom.

Productivity: greater local accountability will drive improvements and innovation to deliver higher productivity and high quality care and support services. A focus on publishing information about agreed quality outcomes will support transparency and accountability.

People: we can draw on a workforce who can provide care and support with skill, compassion and imagination, and who are given the freedom and support to do so. We need the whole workforce, including care workers, nurses, occupational therapists, physiotherapists, alongside carers and the people who use services, to lead the changes set out here.

Outcome 1

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

Adult Social Care Outcome Statements:

- People live their own lives to the full and can maintain their independence by accessing and receiving high quality support when they need it.
- Carers can balance their caring roles and maintain their desired quality of life.
- People have control and manage their own support so that they can design what, how and when support is delivered to match their needs.
- People engage socially as much as they wish to avoid loneliness or isolation.



Outcome 1

Principles of a modern system of Adult Social Care:

- Personalisation—individuals not institutions take control of their care. Personal budgets, preferably as direct payments, are provided to all eligible people. Information about care and support is available for all local people, regardless of whether or not they fund their own care.
- Productivity—greater local accountability will drive improvements and innovation to deliver higher productivity and high quality care and support services. A focus on publishing information about agreed quality outcomes will support transparency and accountability.

Adult and Community Services Excellence Standards:

- In Bromley, residents are offered effective choice and control over the services they receive to maintain their independence.



Crown Meadow Court Bromley, Extra Care Housing

Outcome 1

aims and targets

Aim 1a	Locally relevant quality information and advice about care and support need is easily available to enable control and inform choice.		
What we are doing (Actions)	Lead Service	Resources	
1. Maximise the use of technology to enable people to access up to date information and advice on a range of services and support options through Bromley MyLife web portal.	ACS	Existing Resources	
2. Using the Information, Advice & Guidance strategy, develop the MyLife web portal to provide access to quality assured information, advice and guidance, ensuring that it is available and accessible to all through different formats and channels and meets the needs of all people in the community.	ACS	Existing Resources	
3. Launch the self assessment access on Bromley MyLife web portal.	ACS	Existing Resources	
4. Evaluate the learning from the Age Concern Bromley and Mencap Brokerage services to determine a model of brokerage across all user groups for people who do not meet the criteria for social care funding or who self fund, and need help to plan their lives and access support and services.	ACS	Existing Resources	
5. Continue working with partners to improve the accessibility of universal services e.g. leisure, adult education, transport, employment, healthy living and health improvement along with housing and supported living options.	ACS	Existing Resources	
Aim 1b	Have a diverse and high quality market in care and support services to offer real choice and control to service users and their carers.		
What we are doing (Actions)	Lead Service	Resources	
1. Ensure commissioning decisions enable service users to exercise choice to secure good quality services.	ACS	Existing Resources	
2. Agree and implement outcomes of the review of respite care for Older People, People with Learning Disabilities, and their carers.	ACS	Existing Resources	
3. Secure support for people in specialist supported living schemes (including ECH) which enable people to exercise choice and control in how they secure elements of their support and care.	ACS	Existing Resources	
4. Develop an accreditation scheme for personal assistants so that people can access safe services and support with particular focus on support for young adults.	ACS	Existing Resources	

Outcome 1

aims and targets

Aim 1c	Provide choice and control over how support needs are met.		
What we are doing (Actions)	Lead Service	Resources	
1. Ensure all service users have control over their care by continuing to offer personal budgets to all service users and carers when they have eligible needs requiring LBB funding.	ACS	Existing Resources	
Aim 1d	Develop support services for older people with mental health needs.		
What we are doing (Actions)	Lead Service	Resources	
1. Ensure that there are appropriate and effective day opportunities for people with dementia and their carers.	ACS	Existing Resources	
2. Continue to provide targeted training for staff in extra care housing schemes to increase access for older people with dementia to ECH schemes and prevent moves into residential care.	ACS	Existing Resources	
Aim 1e	Develop alternatives to residential care within the borough to promote independence.		
What we are doing (Actions)	Lead Service	Resources	
1. Enable people with a learning disability who are living away from Bromley to return to supported living placements within the borough.	ACS	Existing Resources	
2. Complete the move of the remaining people with learning disabilities from campus accommodation into supported living during 2011/12.	ACS PCT	LD Campus Closure Programme Revenue Grant	
3. Develop a wider range of housing options for people with mental health needs to ensure that move on opportunities exist and an appropriate level of support is provided to prevent and reduce the need for residential care.	ACS	Existing Resources	
4. Secure alternatives to residential care for older people through: - The completion of the Crown Meadow Court Extra Care Housing Scheme—60 homes. - The provision of further Extra Care Housing places, including completion of another 50 apartment scheme in the north of the borough and a second 60 apartment scheme at Bromley Common.	ACS	Existing Resources	

Outcome 1

aims and targets

Aim 1f	Services effectively enable service users to live their lives to the full and maintain independence.		
What we are doing (Actions)	Lead Service	Resources	
1. Evaluate the effectiveness of the Drug Treatment Programme and its impact on obtaining and retaining employment and access to housing and meaningful activities.	ACS	Existing Resources	
2. Work with Children and Young People service to ensure an effective transition with the ambition of all young people living in the community once they become adults.	ACS/CYP	Existing Resources	
3. Agree and publish the autism strategy for the borough in line with national guidance.	ACS	Existing Resources	

Aim 1g	With partners develop more work based opportunities (paid/unpaid) for people with learning disabilities or recovering from mental illness.		
What we are doing (Actions)	Lead Service	Resources	
1. Increase the number of vulnerable service users (PDSI, MH) who are accessing work (paid/unpaid).	ACS Oxleas	Existing Resources	
2. Increase the number of people with learning disabilities in paid work in the borough through social businesses and through Jobmatch and Job Carve.	ACS	Existing Resources	

Key national and local indicators	10/11 Target	10/11 Actual	11/12 Target	12/13 Target	13/14 Target
1. Proportion of eligible people supported by a Personal Budget or Direct Payment	30%	Not yet available	90%	95%	100%
2. % of eligible people with a Personal Budget who have a Direct Payment	40%	Not yet available	40%	45%	50%
3. Proportion of adults with learning disabilities in paid employment	18%	17.31%	18%	19%	20%
4. Proportion of adults with physical disabilities who live in their own home or with the family.	New	New	TBC	TBC	TBC

Outcome 2

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



Adult Social Care Outcome Statements:

- Everybody has the opportunity to have optimum health throughout their life and proactively manage their health and care needs with support and information.
- Earlier diagnosis and intervention means that people are less dependent on intensive services.
- When people become ill, recovery takes place in the most appropriate place, and enables people to regain their health and wellbeing and independence.

Outcome 2

Principles of a modern system of Adult Social Care:

- Prevention—empowered people and strong communities will work together to maintain independence. Where the state is needed, it supports communities and helps people to retain and regain independence.

Adult and Community Services Excellence Standards:

- In Bromley, people experiencing housing difficulties are assisted with advice and support aimed at securing or maintaining a home and avoiding crisis.



Regency Court Bromley, Extra Care Housing

Housing and Residential Services Mission Statement:

- To prevent and reduce homelessness, offering timely advice and solutions that reduce the number of households residing in temporary accommodation.
- To support vulnerable people in housing need, promoting choice and independence through suitable housing options and empowering people to resolve their own housing needs where they can.
- To ensure that there is an adequate supply of good quality affordable housing that is strategically allocated to best meet identified housing need.
- To improve the condition and energy efficiency of private sector housing, and to encourage the reuse of empty homes.
- To work efficiently, innovatively and in-partnership with our stakeholders to achieve our vision.



Regency Court Bromley, Extra Care Housing

Outcome 2

aims and targets

Aim 2a	Reduce health inequalities for the most vulnerable within Bromley.		
What we are doing (Actions)		Lead Service	Resources
1. 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.		ACS	Existing Resources
Aim 2b	Improve energy efficiency in homes and return vacant houses to use.		
What we are doing (Actions)		Lead Service	Resources
1. Carry out work, offer grants and loans or take action (e.g. EDMO) to bring 30 private sector dwellings back into use.		ACS	Sub regional housing funding and existing resources
2. Bid to HCA for funding to bring 50 empty homes back into use.		ACS	HCA
3. Bid for any available funding and initiatives to improve energy efficiency.		ACS	Existing Resources
Aim 2c	Support service users to stay independent for as long as possible.		
What we are doing (Actions)		Lead Service	Resources
1. Maximise the usage of tele-care and tele-health equipment across Care Services.		ACS	Existing Resources
2. Implement revised Intermediate Care arrangements to maximise the rehabilitation potential of people to support them to remain in their own homes.		ACS	Existing Resources

Outcome 2

aims and targets

Aim 2c	Support service users to stay independent for as long as possible.		
What we are doing (Actions)	Lead Service	Resources	
3. Develop, as part of the Community Equipment Retail model, a prescription service for the future provision of selected small items of daily living.	ACS	Existing Resources	
4. Assist 500 eligible service users to remain in their own homes through the provision of advice, handyman services and loans, to carry out small works, repairs and adaptations where appropriate.	ACS	Existing Resources and Government Grant	
5. Work with the PCT to develop an integrated Care Management and District Nursing service focussing resources on those most in need. The most appropriate health or social care professional will hold case responsibility improving the user experience by reducing the number of people with whom the service user must communicate whilst assuring a quality service from a team of specialist workers.	ACS	Existing Resources	

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.		
What we are doing (Actions)	Lead Service	Resources	
1. Continue to avoid the use of temporary accommodation where possible. (Planned reduction since March 2006 from 1013 to 429 in March 2011)	ACS	Existing Resources CLG Grant	
2. No 16 or 17 year olds will be housed in Bed and Breakfast accommodation unless an emergency placement. Expand the number of alternative placements through the 'Nightstop' short term supported lodging service.	ACS PCT Oxleas	Existing Resources	
3. Through effective use of Mortgage Rescue funds and debt management advice, reduce the number of people made homeless through repossession.	ACS	Existing Resources CLG Grant Supporting People grant	
4. Deliver an early intervention home visiting service to reduce homeless presentations.	ACS	Supporting People grant and CLG grant	
5. Continue to pursue social housing tenancy fraud and regain possession of all properties where identified.	ACS	Existing Resources CLG Grant HCA Partners	

Outcome 2

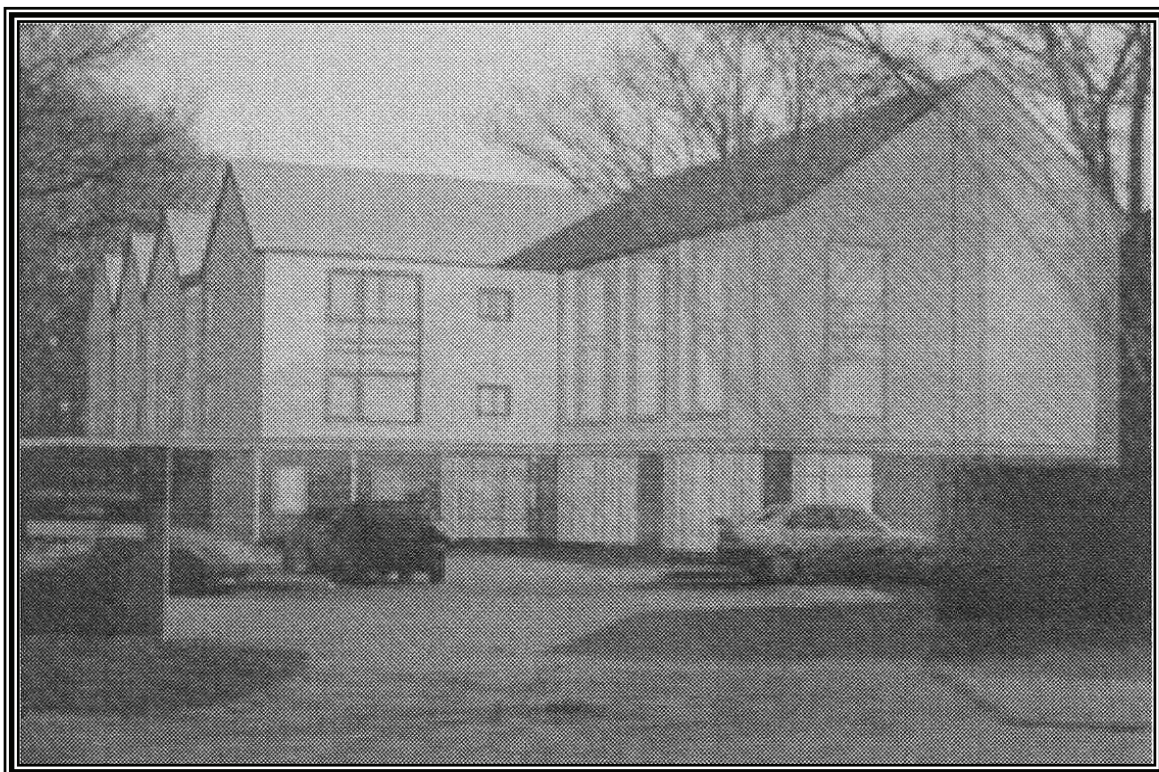
aims and targets

Aim 2e	Develop the range of Housing Options available within Bromley.		
What we are doing (Actions)	Lead Service	Resources	
1. Work with additional Housing Associations to encourage them to open up their property registers to Bromley Homeseekers increasing available property.	ACS	Existing Resources	
2. House at least 300 households in the Private Rented sector.	ACS	Existing Resources and CLG Grant	
3. Work closely with Housing Associations to identify overcrowded households and to address under occupancy.	ACS HC	Existing Resources. CLG Grant for overcrowding	
4. Work with Housing Associations and developers to provide a level of Affordable Housing to at least meet statutory and high priority needs and enable temporary accommodation reductions/overcrowding, special needs (e.g. ECH, LD) targets to be met.	ACS HC	Existing Resources	
5. Implement the London wide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.	ACS	Existing Resources and CLG Grant	
6. Review processes around and information available for visitors to housing services to reduce numbers and facilitate more self help.	ACS	Existing Resources	

Key national and local indicators	10/11 Target	10/11 Actual	11/12 Target	12/13 Target	13/14 Target
1. Number of households living in temporary accommodation NB No households should be in shared Bed and Breakfast unless in the event of an emergency and then for no longer than 6 weeks.	394	429	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	10 (per 1,000)	15.69 (2,112 households)	10 (per 1,000)	60% (Change in 11/12)	65% (Change in 11/12)
3. Proportion of households accepted as homeless who were previously accepted as homeless	<2%	0.88%	2%	2%	2%

Outcome 2 aims and targets

Key national and local indicators	10/11 Target	10/11 Actual	11/12 Target	12/13 Target	13/14 Target
4. Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into re-ablement/rehabilitation	80%	79.5%	D of H definition changed TBC	D of H definition changed TBC	D of H definition changed TBC
5. Delayed transfers of care from hospital and those which are attributable to adult social care to be kept below 5.	5	Not yet available	4	4	4
6. % of people leaving re-ablement having no ongoing care package	NEW	N/A	TBC	TBC	TBC



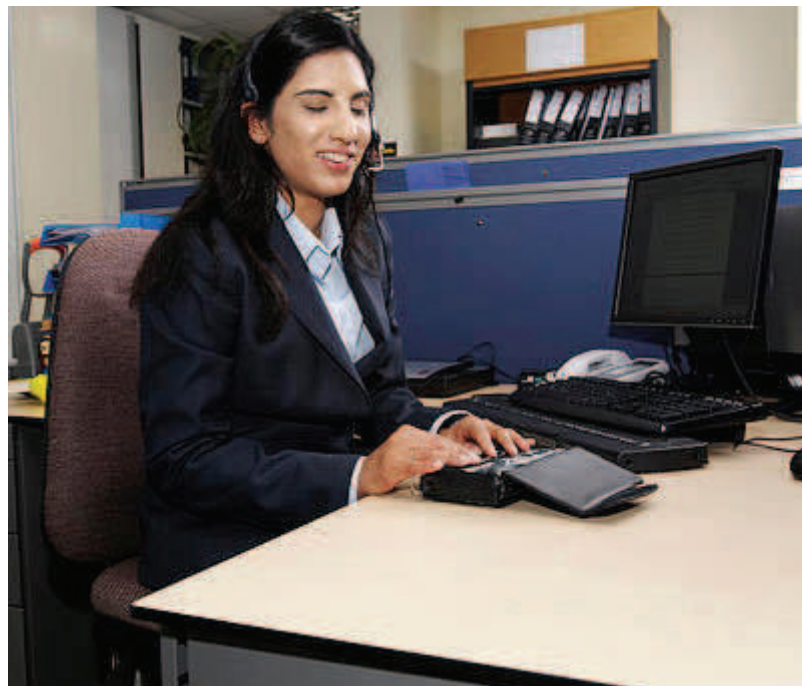
Sutherland Court Penge, Extra Care Housing

Outcome 3

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

Adult Social Care Outcome Statements:

- Social Care users and carers are satisfied with their experience of care and support services.
- Carers feel that they are respected as equal partners throughout the care process.
- People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.
- People, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual.



Outcome 3

Principles of a modern system of Adult Social Care:

- Partnership—Care and Support delivered in a partnership between individuals, communities, the voluntary and private sectors, the NHS and Councils—including wider support services such as housing.
- Plurality—the variety of people’s needs is matched by diverse service provision, with a broad market of good quality service providers.

Adult and Community Services Excellence Standards:

- In Bromley, residents seeking help from social care receive advice, guidance and services to assist them to maintain their independence, swiftly.
- In Bromley, social care services are regularly reviewed to ensure they deliver a quality service and continue to maintain service users’ independence.



Outcome 3

aims and targets

Aim 3a	Develop a 'promoting independence' model that encourages community participation and increases access to services.		
What we are doing (Actions)	Lead Service	Resources	
1. Ensure that all carers are routinely offered carers' assessments.	ACS	Existing Resources	
2. Review and implement advocacy arrangements for all groups within the community.	ACS	Existing Resources	
Aim 3b	Service users and carers contribute to service planning and delivery of council services/projects; their views are heard and incorporated.		
What we are doing (Actions)	Lead Service	Resources	
1. Complete and evaluate the transport review travel training for people with learning disabilities.	ACS	Existing Resources	
Aim 3c	There are effective partnerships with people using services, carers and other local citizens.		
What we are doing (Actions)	Lead Service	Resources	
1. Strengthen the voice of users within existing organisation and support development of a user led organisation that will contribute to policy and service design and development in the future.	ACS	Existing Resources	
2. Agree arrangements for the setting up of Health Watch.	ACS	Existing Resources	
Aim 3d	Provide better access to community support and improve health outcomes through working with NHS partners and the voluntary and independent sectors.		
What we are doing (Actions)	Lead Service	Resources	
1. Increase joint commissioning with health partners to focus more effectively on prevention.	ACS	Existing Resources	
2. 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.	ACS	Existing Resources	

Outcome 3 aims and targets

Key national and local indicators	10/11 Target	10/11 Actual	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 5 working days.	NEW	N/A	80%	80%	80%
2. Carers receiving needs assessment or review and a specific carers service, or advice and information	25%	Not yet available	30%	30%	30%
3. The proportion of people who use services and carers who find it easy to find information about support	NEW	N/A	56%	58%	60%
4. Number of reviews completed.	95%	90% (tbc)	95%	95%	95%
5. Total number of new visitors to the Bromley MyLife Web Portal	NEW	N/A	Baseline not available	Baseline not available	Baseline not available

* to be confirmed



Outcome 4

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

Adult Social Care Outcome Statements:

- Everyone enjoys physical safety and feels secure. People are free from physical and emotional abuse, harassment, neglect and self harm.
- People are protected as far as possible from avoidable deaths, disease and injuries.

Principles of a modern system of Adult Social Care:

- Protection—There are sensible safeguards against the risk of abuse or neglect. Risk is no longer an excuse to limit people's freedom.
- People—We can draw on a workforce who can provide care and support with skill, compassion and imagination and who are given the freedom and support to do so. We need the whole workforce, including care workers, nurses, occupational therapists, physiotherapists and social workers, alongside carers and the people who use services to lead the changes.

Adult and Community Services Excellence Standards:

- In Bromley, instances of abuse of vulnerable adults are promptly and effectively investigated.
- In Bromley, people's views and experience of our services are positively gathered and help to inform service developments, and any concerns are responded to quickly and effectively.

Outcome 4

aims and targets

Aim 4a	Social Care workforce has capacity, skills and expertise in Safe-guarding.		
What we are doing (Actions)	Lead Service	Resources	
1. Implement the Bromley Safeguarding Adults Board annual training plan.	ACS	Existing Resources	
2. Ensure ACS care staff are trained in safeguarding practice and meet the standards of the BSAB competency framework.	ACS	Existing Resources	
3. Work in partnership with Oxleas to implement the dementia support to care homes project.	ACS	Existing Resources	

Aim 4b	Our workforce effectively delivers modernised services.		
What we are doing (Actions)	Lead Service	Resources	
1. Continue successfully engaging with endorsed providers to ensure services are developed that meet the current and future needs of vulnerable adults.	ACS	Existing Resources	
2. Continue to deliver the training and awareness around deprivation of liberty safeguards in Care Homes.	ACS	Training Grant	

Aim 4c	Promote excellent customer service through effective complaint handling.		
What we are doing (Actions)	Lead Service	Resources	
1. Encourage customers to share their experience of our complaints handling in order to learn and improve the service provided.	ACS	Existing Resources	
2. Improve complaint resolution through effective investigation and implement lessons learnt to improve the outcomes for individuals using our services.	ACS	Existing Resources	

Outcome 4

aims and targets

Aim 4d	Improve quality assurance of services and safe practices.		
What we are doing (Actions)	Lead Service	Resources	
1. Implement the lessons Learnt from safeguarding investigations and improve service delivery.	ACS	Existing Resources	
2. Continue to improve the reliability of Domiciliary Care providers.	ACS	Existing Resources	

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.		
What we are doing (Actions)	Lead Service	Resources	
1. Empower vulnerable adults to express their wishes and to exercise control over their lives by maximising their choices and supporting them in the management of risks.	ACS	Existing Resources	
2. Promote the roles of the NHS, Police, Fire Brigade, Community safety and the community in safeguarding vulnerable adults to minimise the risks faced by people in ongoing vulnerability.	ACS	Existing Resources	
3. Promote wider involvement and action within the Council and in partnership with other agencies to improve community safety and reduce risks from harassment. - Minimise the risks faced by people who live in situations of ongoing vulnerability. - Personalisation risk assessment.	ACS	Existing Resources	

Outcome 4 aims and targets

Key national and local indicators	10/11 Target	10/11 Actual	11/12 Target	12/13 Target	13/14 Target
1. Proportion of safeguarding strategy meetings/discussions held within 5 working days of alert	90%	87%	90%	*	*
2. Percentage of safeguarding cases completed within 40 working days of acceptance of a referral	NEW	N/A	**	**	**
3. Percentage of safeguarding investigations completed by trained and qualified staff	NEW	96%	100%	100%	100%
4. Proportion of people who use services who feel safe	NEW	N/A	68%	70%	72%

* To be confirmed by Safeguarding Board

** To be confirmed



Abbreviations and Glossary

ACS – Adult & Community Services

CLG – Communities & Local Government

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

ECH – Extra Care Housing

EDMO – Empty Dwelling Management Order

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

HC – Housing Corporation

HCA—Homes and Communities Agency

JSNA—Joint Strategic Needs Assessment

LD – People with Learning Disabilities

LBB – London Borough of Bromley

MH - Mental Health

Oxleas – Oxleas NHS Trust

PWLD – People with a Learning Disability

PDSI – Physical Disability & Sensory Impairment

PCT – (Bromley) Primary Care Trust.

X by X— See ‘Expert By Experience’

Monitoring reports are available from the ACS Performance and Information Team.

<u>Portfolio Plan – Consultation Comments</u>	
<u>Comment raised</u>	<u>LBB response</u>
Aim 1a (4)	Amended to read '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'.
Aim 1b (2)	Amended to read 'Agree and implement outcomes of the review of respite care for Older people, people with Learning Disabilities, and their carers'.
Aim 1b (4)	Amended to read 'Develop an accreditation scheme for personal assistants so that people can access safe services and support, with particular focus on support for young adults'.
Aim 1d (1)	Amended to read 'Ensure that there are appropriate and effective day opportunities for people with dementia and their carers'.
Aim 1e (4)	Amended to read 'Secure alternatives to residential care for Older People through:- <ul style="list-style-type: none"> - 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.
Aim 2a (1) (amended numbering)	Amended to read ' Update JSNA to reflect the main areas of need to inform the planning process for health and wellbeing including specific focus on people with physical disabilities, dementia and on end of life care needs'.
Aim 2c (2)	Amended to read 'Implement revised intermediate care arrangements to maximise the rehabilitation potential of people to support them to remain in their own homes'.
Aim 3c (2) (aim added)	Agree arrangements for the setting up of Health Watch'.
Aim 4e	Amended to read 'Vulnerable adults are protected through the engagement, contributions and commitment of partner agencies, including the Voluntary sector, towards the work of the safeguarding board'.

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Report No.
ACS 11025

London Borough of Bromley

PART 1 - PUBLIC

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

Date: **For Pre-decision Scrutiny by A&C PDS - 14th June 201**

Decision Type: Non-Urgent Executive Key

Title: **HOUSING RELATED SUPPORT FOR OLDER PEOPLE - TRANSITIONAL ARRANGEMENTS**

Contact Officer: Andy Crawford, Commissioning Manager, tel: 020 8461-7446- email: andy.crawford@bromley.gov.uk ,
Sara Bowrey, Head of Housing Needs,
Tel: 020 8313-4013 E-mail: sara.bowrey@bromley.gov.uk

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

Ward: Borough-wide

1. Reason for report

This report advises Members of the developments since the report to PDS in November 2009 and the work undertaken in relation to the transition away from block accommodation based contracts for sheltered housing in favour of targeted floating support for those older clients with an assessed need for housing related support.

2. **RECOMMENDATION(S)**

PDS Committee is asked to:

- i. Note the transitional arrangements put in place for accommodation based support for older people and the approaches to minimise the impact on individuals.
- ii. Support the establishment of a needs based approach delivered through floating support.

The Portfolio Holder is recommended to:

- i. Consider comments from the PDS Committee.
- ii. Approve the expansion of the existing floating support service in 2011/12 to cover the requirements in sheltered housing and to inform the demands of future commissioning.

Corporate Policy

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

Financial

1. Cost of proposal: Estimated cost £279,671 in 2011/12
 2. Ongoing costs: <please select>.
 3. Budget head/performance centre: Supporting People
 4. Total current budget for this head: £1.026m
 5. Source of funding: Supporting People Grant
-

Staff

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

Legal

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

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Approx 65
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 Until March 31st 2011, the Council had contracts with 19 providers for 56 sheltered housing schemes on the basis of 'block contracts' with a total value of £1.026m per annum to deliver housing related support in sheltered accommodation.
- 3.2 Following reports to A+C Policy Development and Scrutiny Committee and Council Executive in November & December 2009 interim contracts were negotiated with all existing providers for one year up until April 2010, with the option to extend for up to a further year, to allow time for a review of sheltered housing to be undertaken in order to establish a more flexible and targeted approach.
- 3.3 The funding for the service has historically come from the Supporting People Grant, which until recently was a ring fenced specific grant. It is now included in the Formula Grant and not identified separately. This, coupled with the changes in the Local Government financial settlement, means that it is crucial to consider housing related support within the overall priorities of meeting the highest level of needs, directing support at those who would otherwise fall into critical or substantial eligibility criteria for services.
- 3.4 Based upon the work undertaken it was agreed not to enter into any new agreements for universal accommodation based support, but instead to commission a service which offers a floating housing related support service, directed at those older people who have been assessed as requiring this type of support, including tenants of sheltered housing.
- 3.5 The main rationale for this decision, as previously detailed in the report to PDS of November 2009, is as follows:
- Accommodation based support is currently provided as a "universal" service to people living in sheltered accommodation regardless of any assessed need of the tenant
 - Surveys show that many people moving into sheltered housing have low or no support needs. More than 50% of new tenants are under 65 years old. Most were in low housing needs bands.
 - Current schemes vary greatly in terms of cost and quality. Some schemes are unpopular providing outmoded accommodation
 - Research suggests there are alternative effective ways of providing housing related support to older people – through targeted "floating support" schemes which serve to promote independence and are flexible in responding to changing needs
 - In times of financial constraint funding for care and support needs to be directed towards people with the highest needs.
- 3.6 Between December 2010 and March 2011, Council officers met formally with each of the nineteen sheltered housing providers to discuss the ending of contracts for the delivery of accommodation based support and the options which may be available once the contract ends.
- 3.7 Within these discussions, all providers were encouraged to consider a full range of options and consult with their tenants so that their chosen response reflects the tenant's preferred option
- 3.8 Providers have also been encouraged to ensure that their tenants are receiving their full entitlement to benefits so that any financial impacts of changes upon individuals are minimised.

- 3.9 Responses ranged from:
- The intention to provide only basic housing management, with any support needs to be met by floating support,
 - through a remodelling of the service to establish an enhanced housing management/concierge service with costs transferable to Housing Benefit plus various levels of support provision with costs being either absorbed by the provider or passed on to the tenants
 - to a stated intention not to change, with all support costs being transferred to tenants.
- 3.10 It was recognised that in some cases full implementation of any proposed changes would not be possible by the end of March 2011. As such, transitional arrangements were discussed with providers where there was a clearly established need for additional time in order to consult properly and implement any changes.
- 3.11 Transitional arrangements are within the allocated budget and have been facilitated via short-term extensions to existing contracts.
- 3.12 The existing floating support contract with Affinity Sutton enables us to respond promptly and flexibly to the emerging demand, which is anticipated to fluctuate significantly in the early month, rather than commissioning a completely new provider at this stage.
- 3.13 Where substantial change is proposed, tenants are identified as having high support needs, or it is requested for specific reasons, individual assessments of future support needs are being carried out by care managers in order to ensure floating support is targeted towards greatest needs. It also ensures that there are no unmet care needs that should best be delivered through a package of care.
- 3.14 The spreadsheet contained in Appendix A summarises the providers' proposals and future service provision, together with any agreed transitional arrangements.

4 POLICY IMPLICATIONS

- 4.1 Housing related support services are designed to meet the Council's objective to support independence, particularly for vulnerable people, and to avoid people having to move into residential care.

5 FINANCIAL IMPLICATIONS

- 5.1 The 2011/12 budget for sheltered housing services is £1,026m.
- 5.2 Tendering the service to move away from universal accommodation based support to a floating housing related support service has delivered savings in 2011/12 of £746,000 broken down as follows:-

	Budget 2011/12 £'000	Full Year 2012/13 £'000
Floating Support *	65	150
Assessments	15	0
Transitional Arrangements	200	0
	<hr/>	<hr/>
	280	150
Less 2011/12 Budget	1,026	1,026
	<hr/>	<hr/>
Net Saving	-746	-876

* The cost for floating support in 11/12 is a part year cost. The ongoing cost in future years will be dependent on the level of assessed need and the number of support hours required. Provision has therefore been estimated for 12/13.

5.3 A saving of £500,000 was assumed in the 2011/12 budget for sheltered housing increasing to £800,000 from 2012/13 onwards. The savings identified above will ensure that the full year savings of £800,000 p.a. will all be delivered and potentially generate additional £76k.

Non-Applicable Sections:	Personnel
Background Documents: (Access via Contact Officer)	A&CS PDS report of 17 th November 2009: Review of housing and support for older people progress report. Executive report of 9 th December 2009: Housing & Support for Older People

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ACS 11025 Appendix 1

Provider	Scheme Locations	Number of Schemes	Transitional Funding approved	Floating Support	Future approach
A2 Dominion	Bromley Orpington Beckenham	4	Yes	0	Concierge service
Abbeyfield Beckenham	Beckenham	1	N/A	0	No change
Abbeyfield Bromley	Bromley	1	Yes	0	No change
Abbeyfield Orpington	Orpington	1	N/A	0	No change
Abbeyfield Polish	Penge	1	N/A	0	No change
Affinity Sutton	Boroughwide	29	Yes	TBA	Concierge/intensive housing management
Anchor	Penge	1	N/A	0	No change
Cedarmore	Chislehurst Bromley Bickley	3	N/A	0	No change
Chislehurst & Sidcup	Chislehurst Mottingham	3	N/A	0	No change
ECHG	Bromley Beckenham	3	Yes	11	Housing management
Glebe	West Wickham	1	Yes	0	No change initially.
Guinness	Beckenham	1	N/A	0	No change (alarm only)
In Touch	Chislehurst Beckenham Farnborough	3	Yes	12	Intensive housing management
Keniston	Farnborough	1	Yes	0	No change in 11/12. Will consult with tenants
Moat	Bromley	1	N/A	17	Concierge service.
Radcliffe	Bromley	1	Yes	0	No change in 11/12. Will consult with tenants
Raglan	Bickley	1	Yes	19	Concierge/intensive housing management
Sanctuary	Bromley Beckenham Elmers End Shortlands	4	Yes	6	Housing management service

ACS 11025 Appendix 1

Viridian (Servite)	Penge Beckenham Bromley	4	No	0	Concierge/intensive housing management
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Report No.
ACS 11029

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: Adult and Community Portfolio Holder

Date: For Pre-Decision Scrutiny by the A&C PDS Committee on
14th June 2011

Decision Type: Non-Urgent Executive Non-Key

Title: **SHORT BREAK SERVICE (RESPITE) FOR PEOPLE WITH
LEARNING DISABILITIES**

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

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

Ward: N/a

1. Reason for report

The report sets out proposals for a new integrated short break (respite) service for adults with learning disabilities to be located at 118 Widmore Road Bromley. The proposal involves the transfer of ownership of 118 Widmore Road from Bromley PCT to the Council and the allocation of funds from the learning disability re-provision capital programme for the purchase and refurbishment of 118 Widmore Road. The report seeks the Portfolio Holder's agreement to the proposals for recommendation to the Council's Executive.

2. **RECOMMENDATION(S)**

The Portfolio Holder is asked to:

- a. agree the proposals for the integrated short break service for people with learning disabilities;
- b. agree to recommend to the Council's Executive the transfer of ownership of 118 Widmore Road from Bromley PCT to London Borough of Bromley subject to confirmation of the PCT; and
- c. agree to recommend to the Council's Executive the allocation of £1m from the learning disability capital fund towards the purchase and refurbishment of 118 Widmore Road.

Corporate Policy

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

Financial

1. Cost of proposal: Estimated cost Capital cost £1.885m : £1m from LD re-provision capital funds; £885k from NHS Bromley; Revenue cost £539,780 : LBB £260,370 from learning disability pooled budget; ££279,410 transferred to Council in Learning Disability and Health Revenue Grant from NHS ;
 2. Ongoing costs: Recurring cost. Revenue cost of £539,780
 3. Budget head/performance centre:
 4. Total current budget for this head: £
 5. Source of funding:
-

Staff

1. Number of staff (current and additional): 15
 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): Approximatey 86 people with learning disabilities
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 Building based short break (respite) services for adult with learning disabilities are currently provided from two locations – 3 Tugmutton Close, Farnborough (located on Bassetts site and owned by Bromley PCT) and 44 Bromley Road, Beckenham (owned by Affinity Sutton Housing Association and leased to London Borough of Bromley).
- 3.2 Both services were funded via the learning disability pooled budget (now part of the learning disability budget transferred from the NHS to the local authority) and managed by the Council under a Section 75 agreement.
- 3.3 Staff employed at 3 Tugmutton Close are employed by Bromley PCT, but seconded to the Council under a Section 75 agreement dating from 2005 and formally seconded to the Council, while staff at 44 Bromley Road are employed directly by the Council.
- 3.4 In acknowledgement of the need to re-provide the service at 3 Tugmutton Close as part of the re-provision programme for NHS provided services, provision was made within the campus capital bid submitted to the Department of Health in January 2008 for funding to re-provide this service. Currently £1m is allocated to the re-provision of the short break service.
- 3.5 The service at Tugmutton Close provides a five bed nursing led respite service for people with higher support and mobility needs. The Bromley Road respite service is a seven bed registered care service which has limited access for people with mobility difficulties or high support need. Together, these services cater for around 86 service users each year, with varying allocations of respite time. Given the projected increase in the number of people with learning disabilities coming through transition in future years and the increasing number of people currently living with older carers, there will be a continuing demand for building based respite services in the short to medium term while alternative forms of respite are developed.
- 3.6 In view of the need to move the service based at Tugmutton Close, the limitations of the Bromley Road building and the inefficiencies of managing two separate services, options for the provision of an integrated service which would replace both existing services were considered. The internal configuration of the existing buildings and the difference in the level of service provided restricts the efficient allocation of respite – the needs of a service user may be better catered for in a service in which there is no vacancy at the required time, whilst the other service might have an unused vacancy. The proposals in this report do not increase the number of beds available but would enable more efficient use of the places.
- 3.7 Five options were considered for the provision of the short break service, including continuing with the existing services. These were:
- ∇ Continue with the existing separate services
 - ∇ Reprovide an integrated respite service in a new build property
 - ∇ Purchase and re-furbish and existing building to provide an integrated service.
 - ∇ Re-furbish 118 Widmore Road to reprovide an integrated service. 118 Widmore Road was previously operated as part of the NHS provision as an 18 bed long stay residential service for people with learning disabilities. The service was decommissioned in 2010 and the building, which is owned by Bromley PCT, has remained empty. Bromley PCT has no current plans for its use.
 - ∇ Spot purchase all respite services.
- 3.8 A detailed options appraisal is attached at Appendix 1 with all 5 options assessed against agreed benefits criteria which include:

- ✓ Meeting individual needs
- ✓ Ensuring quality of accommodation and access to local services
- ✓ Cost effectiveness
- ✓ Deliverability
- ✓ Long term viability and flexibility

- 3.9 Each of the benefits criteria has been weighted and all 5 options have been assessed by both the NHS and the Local Authority, following discussions with other key learning disability stakeholders including families and carers. Scoring has been assessed with 1 being the lowest and 10 being the highest fit to the criteria. A primary consideration is the ability to deliver a new service by the end of the 2011 calendar year when the last of the remaining residential clients move from the Bassetts site so as to avoid the service becoming isolated on an otherwise vacant site and to allow the whole of the Bassetts site to be available to the NHS for disposal.
- 3.10 As seen from the scoring matrix) Options 1 and 5 score low compared to Options 2, 3 and 4 with a key factor in all cases being the deliverability and long-term viability of these proposals. Whilst Option 4, which involves the refurbishment of 118 Widmore Road, is clearly the highest scoring option a detailed financial appraisal has been carried out on all 3 higher scoring options to test their financial viability in more detail. The financial appraisal is set out in Section 5 below.
- 3.11 The proposal to use 118 Widmore Road for the respite service would free up the property at Bromley Road Beckenham for consideration by the Council and Affinity Sutton for continued use as a learning disability facility.

4. POLICY IMPLICATIONS

The proposal supports the Council's Building a Better Bromley priority to support independence by providing respite breaks for service user's families and carers.

5. FINANCIAL IMPLICATIONS

Capital costs

- 5.1 A financial appraisal has been carried out on the capital costs of the three building based options. As summarised below, this assessment is based on the agreed model of the provision of an integrated twelve bed respite unit which could replace both 3 Tugmutton Close and 44 Bromley Road and sets out the comparative costs of:

Purchasing land and building a new 12 bed respite unit

Purchasing an existing building and refurbishing it to provide the required 12 bed accommodation (this example is based on an existing property owned by the Council)

Using the existing building at 118 Widmore Road and refurbishing it to provide the required 12 bed accommodation.

5.2 The table below provides a breakdown of the 3 options:-

	Total Cost £'000	cost of unit £'000
New Build		
Land	759	
Building	1,596	
	<u>2,355</u>	230
Refurbish Existing Building		
Property cost	1,277	
Refurbishment*	835	
	<u>2,112</u>	207
Refurbish 118 Widmore Road		
Property cost	1,085	
Refurbishment*	800	
	<u>1,885</u>	184

The Council's Property Division has estimated the refurbishment costs at around £785,000 – the works are currently being tendered to establish the final costs

- 5.3 The cost of the new build is estimated at £230k per unit – based on estimated land values and new build costs provided by the Council's Property Division.
- 5.4 The cost of the option to purchase and refurbish an existing building is £207k per unit – again the costs were provided by the Council's Property Division and the value of the property based on 2010 estimates.
- 5.5 The cost of the 118 Widmore Road option is £184k per unit based on the current value of Tugmutton Close provided by Bromley PCT. As you can see from the table above the most cost effective option is to refurbish 118 Widmore Road.
- 5.6 The business case for using 118 Widmore Road for the new respite service is being considered by Bromley PCT and NHS London, both of which have to agree to its use. Should all parties agree, it is proposed that funding of the scheme be split as follows:-

Bromley PCT - £885,000

LBB - £1m

- 5.7 The £1m contribution from the Council can be met from the learning disability re-provision scheme in the capital programme, which is funded from Department of Health capital grant made available to support the Campus Re-provision Programme.
- 5.8 The transfer of funds from Bromley PCT will be via a Section 256 agreement; the Council will purchase 118 Widmore Road from Bromley PCT for £1.085m and the remaining £800k will be used to fund the refurbishment costs.

- 5.9 Should the proposals for the use of 118 Widmore Road be agreed by all parties a separate report will be made to the Executive regarding the award of the building contract.

Revenue costs

- 5.10 The 2011/12 combined budget for the two current services is £539,780. The funding was previously part of the learning disability pooled budget arrangement between the Council and the PCT and is now made up of £260,370 from the Council's budget and £279,410 included in the transfer of funding for learning disabilities and health revenue grant from the NHS to the Council in 2011/12. The revenue cost of the new service will be contained within the existing combined budget.

6. LEGAL IMPLICATIONS

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7. PERSONNEL IMPLICATIONS

- 7.1 15 staff are currently employed between the two services (7 by LBB and 8 by Bromley PCT). It is proposed that all staff would transfer into the new service, with the staff employed by Bromley PCT continuing with their existing terms and conditions and secondment arrangements. Due to the differing service requirements there may be changes to individual job descriptions which would be subject to staff consultation. At this stage it is not anticipated that there would be any redundancies.

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

APPENDIX 1

Learning Disability Short Breaks Business Case**1. Summary of Options Appraisal**

The benefit criteria used to evaluate each option are derived from the principles and objectives for the project. The benefit criteria relating to this project focus on:

Criteria	Weighting %	Description
Criteria One	25	Meets individual needs as identified through Community Care Assessments and Person Centered Planning
Criteria Two	25	Provides accommodation to appropriate standards i.e. Registered Care Home Standards. Ensures appropriate physical environment is provided with easy access to the local community and resources
Criteria Three	10	Cost effectiveness in both capital and revenue investment for the NHS, including maximizing capital contributions from the Local Authority and the NHS.
Criteria Four	30	Ensuring ease of implementation, that proposals are practically viable and can be delivered in a timely way.
Criteria Five	10	Ensuring that properties/services developed have longer term viability and are sufficiently flexible to meet the future needs of local people with learning disabilities
	100	

2. Options evaluated

Five main options have been considered as the project has progressed. These may be described as follows:

Option One: Do nothing, retain the two separate existing short break services

Option Two: Purchase a new building, to house an integrated short break service

Option Three: Purchase an existing building and refurbish to provide an integrated short break service

Option Four: Refurbish and adapt existing PCT owned building (118 Widmore Road)

Option Five: Spot purchase beds from Private / Independent Sector

The anticipated benefits and/or disadvantages of each of the five options may be summarized as follows:

Option	Benefits	Disadvantages
1. Do nothing, retain the existing respite services.	<ul style="list-style-type: none"> ▪ No capital requirement for modernization/refurbishment 	<ul style="list-style-type: none"> ▪ Existing units 3, Tugmutton and Bromley Road will continue to provide a poor physical environment ▪ Will not meet the requirements of the registration authority CQC in terms of physical environment ▪ Will fail to address environmental issues raised by users and carers ▪ Will not achieve benefits of integration ▪ The Tugmutton unit will be isolated on the Bassetts campus ▪ The continuing existence of the Tugmutton unit will reduce the saleability of the Bassetts Campus site.
2. Build a purpose built unit	<ul style="list-style-type: none"> ▪ Purpose built, able to meet service users, carers and environmental needs ▪ Will meet CQC Standards 	<ul style="list-style-type: none"> ▪ Finding suitable land for new build close to local amenities/facilities may (? will) be difficult ▪ Length of time required for identification, purchase, planning permission, architectural designs and construction ▪ Potentially more costly than refurbishment option
3. Purchasing an existing building, to house integrated short break	<ul style="list-style-type: none"> ▪ Can include in the design preferences of service users and carers ▪ Will meet CQC Standards 	<ul style="list-style-type: none"> ▪ Time that would be taken to find a suitable building for adaptation ▪ Time likely to be taken for planning submissions, viability reports, architectural designs ▪ This will not be a purpose built

		<p>unit so some desirable design features may be compromised</p> <ul style="list-style-type: none"> ▪ Difficult to guarantee a site that is close to local amenities and facilities
<p>4. Refurbish and adapt existing PCT owned building - 118 Widmore Road</p>	<ul style="list-style-type: none"> ▪ Can be delivered by Autumn 2011. Does not require planning permission ▪ Preparation work around viability, designs and specifications already underway ▪ Can include in the design preferences of service users and carers ▪ Will meet CQC Standards ▪ A flexible design has been proposed ▪ Close to community facilities 	<ul style="list-style-type: none"> ▪ This will not be a purpose built unit so some desirable design features may be compromised
<p>5. Spot purchasing beds from Private / Independent Sector</p>	<ul style="list-style-type: none"> ▪ Allows some choice for service users 	<ul style="list-style-type: none"> ▪ There is no suitable accommodation within the local authority area for short breaks/respite ▪ Accommodation in surrounding Boroughs may involve long journeys which will be both costly and present risks to some service users ▪ Very limited availability of beds and competition from other local authorities in surrounding areas to purchase them ▪ Service User/Carer preference for local accommodation where facilities can be accessed within the PCT/Local authority area

Scored Options Against Benefit Criteria

Benefit Criteria	Benefit Criteria Weighting	Option 1 Do nothing		Option 2 New build		Option 3 Purchase existing building		Option 4 Refurbish Widmor
1. Meets individual needs of service users	25	5	125	8	200	8	200	8
2. Standard of accommodation	25	4	100	8	200	8	200	8
3. Cost effectiveness to the NHS	10	5	50	4	40	4	40	6
4. Deliverability & ease of implementation	30	1	30	1	30	1	30	9
5. Long term viability	10	1	5	8	40	8	40	8
TOTALS	100	16	310	29	510	29	510	39

Key

1 = low fit to criteria

5 = medium fit to criteria

10 = high fit to criteria

Report No.
ACS11027

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

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

Date: **For Pre-Decision Scrutiny by the A&C PDS Committee on
14th June 2011**

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

TITLE: **HOUSING AND RESIDENTIAL SERVICES: 2010/11
PERFORMANCE REPORT**

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

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

Ward: BOROUGHWIDE

1. Reason for report

This report provides an overview of the performance of Housing & Residential Services against the key objectives and targets for 2010/11.

2. RECOMMENDATIONS

2.1 The PDS Committee are asked to :-

- a) Note the performance against the key objectives and targets in the 2010/11 Portfolio Plan and Work Plan for these service areas.
- b) Consider and comment on the key drivers outlined in paragraphs 1.5 to 1.26 and the priorities identified for 2011/12 in paras 1.30 and 1.31

2.2 The Portfolio Holder is recommended to:

- a) Consider any comments from the PDS Committee.
- b) Agree the proposed priorities for 2011/12 as detailed in paragraphs 1.30 and 1.31 linked to the drivers and to meet the range of housing duties and needs in Bromley and to deal with increased pressures on the service resulting from the recession.

Corporate Policy

Existing policy:

Financial

1. No cost All work detailed in this report are contained within existing Budgets
 2. N/A
 3. Budget head Report relates to entire Housing and Residential Services Division.
 4. Total budget for this head £2,689k latest approved controllable budget
-

Staff

1. Number of staff (current and additional) – This report is in relation to the work of the entire current Housing & Residential Services Division and does not involve any additional staffing
 2. If from existing staff resources, number of staff hours – 72.95 FTE posts
-

Legal

1. Statutory requirement: The work of the Housing Needs Service is governed by a strict legislative framework in relation to homelessness and allocations (The Housing Act 1996, as emmended by the Homelessness Act 2002) which sets out the key duties of the Local Housing Authority. This is accompanied by a Statutory Code of Guidance to which all Authorities must have regard in discharging their functions. The Housing Development Team supports the Housing Needs Service and Social Services and other Departments to fulfil the Council's statutory obligations in relation to preventing homelessness and providing housing. Residential Services covers statutory action to improve housing conditions and licensing of houses in multiple occupation, governed by the Housing Act 2004. The award of mandatory disabled facilities grants is governed by the Housing Grants, Construction & Regeneration Act 1996.
 2. Call-in is not applicable:
-

Customer Impact

Estimated number of users/beneficiaries (current and projected) - 7,500 households on Housing Register with average of 440 applications received per month. 4000+ households per year approach Housing Advice & Options service of whom around 3,000 face imminent homelessness. Around 150 people receive DFG's annually. Approximately 20 are assisted with major repairs via interest free loans. Around 1800 people access the handyman service. The Enforcement Team deals with approximately 1300 service requests annually.

1. COMMENTARY

1.1 The objectives and targets set for 2010/11 were designed to achieve both the Council's statutory duties and key national targets in respect of Housing, whilst ensuring that these were tailored to address local needs and priorities within Bromley.

Summary of performance during 2009/10

1.2 Progress against the specific priorities in the Housing & Residential Services Business Plan that arise directly from the Portfolio Plan priorities are detailed in appendix 1.

1.3 Significant progress has been made across all areas towards achieving key priorities, with the majority of objectives achieved by year end.

1.4 Of most note are the following:

- Achieving, ahead of schedule, the December 2010 target to halve the use of temporary accommodation against the December 2005 baseline and sustaining this reduction through the remainder of the year
- Despite considerably increased numbers of households presenting at risk of homelessness, the continued focus on homeless prevention has achieved a sustained reduction in homeless acceptances – equating to an overall reduction of 59% in homeless acceptances since the 2005 baseline.
- Continued achievement of zero use of shared nightly paid accommodation for under 18s.
- Completion of the review of Housing Allocations and formal approval of the new Allocations Scheme in preparation for implementation and launch during 2011/12.
- The Social Housing Tenancy Fraud Initiative work, initially with Affinity Sutton, has so far regained 30 properties which have been let to Council nominees.
- Planning permission and £11.8m of funding was secured and work started on site for two more Extra Care Housing Schemes, 110 units, which will both complete by spring 2012.
- £16.8million HCA funding secured for Housing Associations that will enable the delivery of 139 new build units and provide 20 units for short-medium term lease.
- Out of £16.5m of funding obtained to deliver 300 units across SE London, Bromley has secured 90 street properties purchased and a further 40 new build units now under construction utilising £7.15 of this funding.
- Achieved the highest number of insulation installations in London using Carbon Emissions Reduction Target (CERT) funding from utilities companies.
- 2 successful Interim Empty Dwelling Management Orders (EDMO) achieved, with one property refurbished and back in use and let to two people with Learning Disability and their carer.
- 2 successful prosecutions of Landlords for failure to maintain their properties, leading to serious risk to the health and safety of their tenants.

KEY DRIVERS: Overview of the current housing market supply and need position:

Housing Needs

- 1.5 Like all London Boroughs, Bromley continues to experience high and increasing levels of housing need, with current significant increases being experienced as a result of the current economic climate and general slowing up of the housing market. Most notably are the recent increases seen in terms of homeless presentations and also those at risk of rough sleeping.
- 1.6 Since the onset of the recession, there has been a sustained increase of approximately 40% in those presenting in need of some level of housing advice and a 300% increase in households applying to join the housing register. This equates to the provision of detailed housing advice casework for approximately 4,000 households and more than 5,000 new housing register applications which have resulted in a 29% increase to the housing register during the past year – with many more where we are awaiting further information to verify priority banding.
- 1.7 The work during the financial year has therefore largely focused on providing timely and appropriate housing advice to prevent homelessness, manage expectation and promote self help to stave off increases in the number of homeless acceptances and temporary accommodation use – and cost.
- 1.8 For many – and an increasing proportion, the nature and complexity of issues requires in depth intervention and means that homelessness cannot be prevented. In these cases alternative accommodation needs to be secured to relieve the impending homeless status. Certainly towards the latter part of last financial year we have seen increased approaches from people who are facing repossession by lenders and particularly where it is a second loan secured against the property rather than the main mortgage.
- 1.9 The overall supply of RSL lettings was down by 26% (282 less properties to let, 159 of which would have had LBB nomination rights. In five particular weeks there were only four to six properties to let and, on each occasion, some of the listed properties were sheltered accommodation.
- 1.10 Despite the proactive work being undertaken with private landlords, Bromley, like most London Boroughs is now starting to see a marked slowing up of supply, in the main due to uncertainty and concerns relating to the recent changes in local housing allowance (LHA – Housing Benefit) rates for both leasing schemes and the general private rented stock. These have reduced the amount of HB for a given size of property and along with some of the other changes have made landlords more cautious/reluctant to let to someone who requires HB. This has also come at a time when the significant drop in house building and the issues around mortgages has resulted in significantly reduced Buy to Let market.
- 1.11 Recent research on the impact of the new LHA subsidy levels has shown that some 60% of London landlords say they cannot afford to lower rents, with 42% currently letting to LHA recipients advising they intend to scale back their operations. It is estimated that this affect up to 83,000 households in London, with approximately 19,000 of those likely to approach local authorities with impending homelessness due to an inability to afford their rent. Local research has identified in the region of 3,000 tenants who will be affected by the first phase of LHA changes with reductions of between a few pence and £35 per week – more if there are adult non dependants in the home. Changes coming in from January 2012 reducing HB for singles aged 25 to 34 to the single room rate would currently affect just over 400 claimants with some losing up to a further £100 pw. This will present problems for the

service and is also likely to see a growth in Houses in Multiple Occupation – again an area of work for this Division in regulation, licensing and enforcement of standards.

- 1.12 In relation to housing association leasing schemes, these changes added an additional £650K financial pressure on our providers. One provider pulled out and whilst work has been undertaken to mitigate this pressure and also to procure an additional provider, the new caps have impacted upon the level of procurement during the year, again reducing the available supply of properties for the Council to meet its duties and needs.
- 1.13 General increases in homelessness across London have seen increasing competition amongst local authorities for nightly paid and temporary accommodation. This has resulted in some authorities entering in to block booking arrangements and raising the rates they will pay. Some landlords have responded by pushing up charges. New LHA caps will have the most significant impact within central London, with the strong risk that those boroughs will seek to procure accommodation in outer London, thus reducing an already scarce supply of accommodation locally and impacting upon our ability to negotiate rents down and find a sufficient supply of accommodation within existing budgets.
- 1.14 The Mayor of London is finalising plans for a Pan London Mobility scheme linked to employment and support. This will initially require 5% of vacant social rented stock to be available across London – with the proposal that no Borough should end up importing more than it exports. This will commence later this year.
- 1.15 Thus, whilst the work of the service during the past year has managed to continue to maintain the reductions in the number of homelessness acceptances and households residing in temporary accommodation through increased housing advice, homeless prevention and housing options work, current trend analysis suggests that we are likely to see a sustained increase in homelessness and housing need approaches during 2011/12 and beyond and it will be very difficult to remain within the current usage levels of nightly paid accommodation.

Housing Development & Supply

- 1.16 The impact of the recession on housing development and supply was reported in detail in the H&RS Division 2008-09 Annual Performance Report and subsequent reports to PDS.
- 1.17 The recession has continued to affect the pace of new developments, both when schemes commence and complete. The number of new planning applications being submitted has fallen considerably and a number of new developments have been put on hold by private developers which, in turn, delays the delivery of affordable units secured on those sites. Furthermore, some owners of sites with existing planning permission have sought to reduce the proportion of affordable housing and/or increase its price or reduce/remove the amounts of Payments in Lieu, arguing that it is no longer financially viable to meet the planning permission requirements. Two examples are a £1.8m PiL being requested to become zero and a 51 unit OH requirement to become zero. In some cases the developer's arguments have been won on appeal.
- 1.18 The economic downturn takes time to fully impact upon new supply. In 2009-10, the bulk of starts on site and completion were already in the development pipeline before the economic downturn hit. It will likely to be over the next few years that the impact is really seen as the number of new sites coming forward falls and those already with planning consent are delayed until grant or sufficient funding is available. In addition, even as the economy starts to restabilise, the affects will continue to be felt for some time, given the lead in period for new planning applications and then development to start on site, factors

that will also be affected by availability of mortgage lending and deposits to enable people to purchase.

- 1.19 The reduction in planning applications coupled with the marked reduction in new building also significantly increases the difficulty in finding opportunities for the specialist accommodation supply required to meet the range of needs across the A&C Portfolio e.g. Learning and Physical Disabilities, Extra Care Housing.
- 1.20 Meanwhile, the whole process and methodology whereby the Homes and Communities Agency (HCA) funds new affordable housing development changed from April 2011. The main changes are :-
- no more grant for shared ownership
 - no more bidding for grant for specific sites.
 - four year “programme” for a RSL based on them delivering XX number of units for YY amount of grant
 - significantly reduced grant available and awarded – assumption is none unless a Financial Viability Assessment (with our input) proves it is required.
 - RSLs to charge up to 80% of market rent on new developments (not the much lower “Target Rents”) and to also convert the rents to up to 80% of market rents on the properties that become vacant in the rest of their stock, look at stock disposals and changing tenure to shared ownership and utilise this increased income to fund additional borrowing to be used to replace grant.
 - this new “product” is known as the Affordable Rent Model and properties let under the model will no longer have the “lifetime” tenancy. Instead RSLs will provide a new form of tenancy which has a review period and will have to move tenants on depending on the outcome of the review. The simple example would be underoccupiers but could include income levels. How all this pans out we will have to wait and see.
 - RSL and LA have to develop a Tenancy Strategy during 2011 around all of this. The LBB Tenancy Strategy will be drafted later this year and brought to PDS and Portfolio Holder for comment/approval.
- 1.21 These rent level changes will particularly affect London and, slightly less, the South. In many parts of the country RSL rents are already near or same as market rents so the capacity to generate extra income from increasing rents is mainly all in London and the south.
- 1.22 The additional problem with this change in bidding process is that no decisions have been made on funding sites for many months and the decisions on the current round of programme bids will not be made until around mid July. This has stagnated new starts and so will produce a gap in new supply when current sites are completed.
- 1.23 It will also be complicated – for us and clients – advertising the new style tenancies and rent levels on Choice Based Lettings schemes alongside other RSL stock that will be on the old style tenancies and lower rent levels and in getting clients to understand this. Again, time will tell what the affects will be on bidding patterns of clients on the Housing Register.

- 1.24 One area which will be significantly challenging under the new funding regime will be the ongoing provision of supported housing – e.g. for Learning Disability and Extra Care Housing provision. There is little capacity to increase rents of such units and thus reduced capacity to finance additional borrowing

Residential Services

- 1.25 The main drivers for these services are :-
- enquiries for grants/loans and assistance with improving poor housing conditions continues to be high. Increasingly in the recession private Landlords struggle to maintain properties – particularly those who bought to let for short term capital gain and not budgeting for the ongoing revenue implications let alone expecting to still be owning the property and unable to sell or now with negative equity.
 - The Handyman Scheme faces high demand.
 - Disabled Facility Grant works continues to face upwards cost pressure and there has been an increase in higher cost, larger adaptation cases. Anecdotally it appears that the effects of the recession might also have had an affect on the outcome of means testing with more cases where the Council is paying 100% of the cost. However, there are new rules to be consulted on nationally around eligibility criteria and client contributions and any changes will need to be implemented – although these will not be for some time.
 - Empty property work is increasingly important now that the Government have introduced the New Homes Bonus and EPs play an important part in the amount of NHB the Council receives. Last year's work increased the NHB received by LBB in its 2011/12 budgets by £106.4k – and this sum will be received for a further five years along with any NHB each year (and then on a 6 year rolling basis) dependent on the number of long term empty homes each October.
- 1.26 A further driver will be around Houses in Multiple Occupation as already mentioned above in para 1.11 regarding the HB changes.

Action Being Taken:

- 1.27 The above is indicative of a volatile and uncertain period with decreasing supply against increased need. This position could impact on the level of successful homeless preventions and result in increased homeless acceptances and TA use with resultant financial pressure.
- 1.28 The aim continues to be to utilise a whole market approach, offering advice and support to households to sustain their current accommodation or, where this is not possible, to access accommodation across all sectors of the housing market dependent upon circumstances. Simultaneously, work continues to make best use of the supply of affordable housing, improve housing standards and bring empty properties back in to use. Further work will also be around advice, prevention and Landlord negotiation to seek to sustain people in their private sector tenancies that are affected by reductions in Housing Benefit.
- 1.29 On the supply side we will continue working to mitigate the impact of recession on as far as possible, notably through:

- § Supporting provision of non-new build affordable housing provision: e.g. Temporary to Settled scheme, HCA funding for Housing Association Leasing and bring empty homes back in to use.
- § Investigating the potential for existing sites to be re-designed and funded as housing for particular client groups, e.g. extra care housing provision, Community Rehab flats.
- § Pursuing any funding opportunity available from the HCA – e.g. empty homes.
- § Working closely with RSLs to review affordable housing tenure and tenure mix on developments to enable RSLs to obtain private finance and HCA grant and ensuring that RSL partners explore and maximise all new funding opportunities.
- § Working to identify housing solutions for households who have been affected by the recession but are not eligible for Mortgage Rescue Schemes.

Key Priorities 2011/12

- 1.30 A key priority will be to bed down the restructure in the Division which has reduced from three service areas and Heads of Service to two and reduced staff by 3.4 FTE. Whilst this includes a reduction in grant assistance activity to private sector housing, ceasing of energy efficiency work unless funded from bids and promoting and advising on more self help to tenants with disrepair/housing condition enquiries it also presents opportunities, for example, particularly around our work with private sector Landlords, associated homeless prevention and accessing their property for referrals from the Council.
- 1.31 Whilst there will clearly be the need for continuation of the very successful services and initiatives provided last year, the following key priorities have been identified for 2011-12:

Housing Needs and Housing Enforcement:-

- Maximise take up of all homeless prevention and housing option schemes to achieve the targets on reduced homeless acceptances, maximising access to private rented sector accommodation and minimising the use of nightly paid short term accommodation.
- Continue to work in partnership with private rented sector landlords and RSLs to assist households to remain in their home or access private rented accommodation.
- Work with landlords to ameliorate and offer a range of schemes to meet their concerns about the HB changes, including direct HB payments, use of floating support, exploring a private sector leasing scheme to encourage Landlords to continue to accept our referrals.
- Jointly negotiate nightly paid rates across SE London to manage down landlord prices.
- Ensure Bromley Homeseekers adverts achieve the target allocation proportions and can simplify the advertising of the new style tenancies and properties with the new Affordable Rent Model higher rent levels. Due to the current pressure on accommodation and anticipated impact arising from the implementation of the new allocations scheme and associated re-registration process, it is proposed to extend the current agreed lettings plan guideline targets for the 2011/12 lettings plan, to be

reviewed following re-registration when analysis can be undertaken of the revised housing waiting list.

- Implement the new Allocations Scheme including re-registration and autobanding. This is in line with the revised time scale to launch by November 2011.
- Make best use of all available stock to meet emerging housing need including promotion of the underoccupation scheme and reducing the level of overcrowding.
- Continue zero use of shared facility nightly paid accommodation for young people and aim for the same for families.
- Continue work on the Social Housing Tenancy Fraud Initiative.
- Ensure the provision of debt and money advice to minimise the level of homelessness resulting from rent, loan and mortgage arrears.
- Review the nature of contacts with service users seeking to maximise the level of early intervention work, promoting self help, accessible information, etc to best manage the level of increase in demand for services and seek to reduce the number of callers to the office.
- Continue to work with landlords to improve housing conditions.
- Actively manage any increase in Houses in Multiple Occupation and work proactively to enable a supply to address any affect and needs arising from the changes in Housing Benefit to singles aged 25 to 34.
- Improvement of domestic energy efficiency through advice and discounts. Continuation of bids for external funding for energy efficiency improvements.

Housing Development, Home Improvement & Business Support:-

- Improvement and reuse of derelict and vacant properties, bringing empty properties in to use building on experience gained from our first EDMOs and securing nomination rights for the Housing Needs Service.
- Work with Planning to ensure effective implementation of affordable housing planning policy to ensure new supply meets needs. Resist applications from developers to reduce affordable housing and Payments in Lieu on schemes with existing permissions.
- Actively contribute to production of new strategic planning documents, such as the LDF and Core Strategy, ensuring that strategic housing needs of ACS & CYP are reflected.
- Continue to lead for A&C Portfolio on the Bromley Town Centre AAP, ensuring the housing needs are included and opportunities maximised in regeneration plans.
- Ensure progress towards completion of new Extra Care Housing Schemes on schedule
- Supporting provision of non new-build affordable housing. e.g. deconversions and extensions to existing stock and HCA funding for private sector leasing.

- Work with RSLs to review affordable housing tenure and tenure mix on developments to enable RSLs to obtain private finance and HCA grant wherever possible;
- Develop and seek approval for a Tenancy Strategy
- Target grants for repair, adaptation and improvement of homes of vulnerable people to the highest need cases, and wherever possible, replace grants with loans.
- Advice to owners who are carrying out repairs and improvements, including help obtaining finance and interest free loans
- Working across the Sub Region – to develop a means for continuation of a handyman scheme based on the loss/reduction of the grant from 2011.

2. POLICY IMPLICATIONS

- 2.1 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.
- 2.2 The objectives and work detailed in this report to increase the supply of affordable housing assist in achieving targets in Building a Better Bromley as well as the achievement of other corporate priorities and targets e.g. Residential Home Reprovision, Learning Development Supported Living Initiative, Town Centre Regeneration etc.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications arising directly from this report. The current controllable budget for Housing and Residential Services is £2,689k and work to achieve the priorities outlined in this report is contained within the approved budget for 2011-12
- 3.2 The majority of the homeless prevention, social housing fraud and housing options work are grant funded through a Homelessness Grant along with a grant to mitigate the effects of the HB changes. Whilst the Homelessness grant funding has currently been secured until April 2013, the longer term future of grant funding is unclear and, along with the changes to HB and subsidy for Temporary Accommodation, will require close scrutiny in forthcoming years, particularly given the current economic uncertainty and likely increases in homelessness and associated costs. This will be reported to the Portfolio Holder as and when the need arises.
- 3.3.1 In respect of the Payment in Lieu budget there has been the following activity in the last year:-
- £29k allocated to assist household threatened with homelessness as a result of mortgage arrears to remain in their own home
 - £165k allocated gap funding a property providing 7 units for people with learning disabilities
 - £250.5k spent as gap funding one of the extra care housing schemes
 - £85k spent as gap funding for a general needs affordable housing scheme to enable the specific requirement of 2 wheelchair units and 7 three bedroom or larger units
 - The Council received a PiL of £725k, in lieu of affordable housing provision on-site on a private housing scheme in Bromley; and £4k PiL to support wheelchair unit provision from a scheme

where such provision was extremely difficult with a further £10k to be paid from a further scheme relating to wheelchair provision.

- £50k PiL confirmed under a planning consent granted at appeal for an application in Beckenham.

4. LEGAL IMPLICATIONS

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

Non-Applicable Sections:	Personnel
Background Documents: (Access via Contact Officer)	Overcrowding Strategy 2008 -2011 – Sara Bowrey Homelessness Strategy – Sara Bowrey Portfolio Plan 2010/11 – Catriona Ellis

Appendix 1: Summary of Performance for the first half of 2010/11

Status Indicator: Action on target. Work commenced on target to achieve in year.
 ₤ Action not yet commenced/ not achieved within year.
 ∅ Above target; Ⓔ Below target; Ⓕ on target

1. Housing Options & Homeless Prevention.

What we are doing?	Status	Commentary			
Reduce the number of people in temporary accommodation (TA) to achieve the government target to halve number from 2004 baseline by 2010.	Green	Despite the continued increase in the numbers presenting for assistance, the 50% reduction target was achieved by the beginning of September and sustained for the remainder of the year.			
No 16/17 year olds will be housed in b& b accommodation by 2010 unless in an emergency.	Green	Consistently achieved.			
Increase the number of people assisted through homeless prevention and option schemes by providing practical support to applicants to assist them in remaining in their own home or access private rented accommodation or otherwise resolve their housing need.	Green	Despite increases in the numbers approaching as a result of the current economic climate we continue to proactively promote homeless prevention and housing options to all households who approach facing potential homelessness, increasing the number of successful direct interventions by 64% compared to 2009/10			
Implement mortgage & rent arrears prevention schemes action plan. 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 MRS schemes and possession prevention funds.	Green	This continues to be a key priority for the service, with a dedicated officer overseeing this work area to maximise the effectiveness of the initiatives in place to prevent homelessness. There has been full take-up of the debt/money advice surgeries assisting more than 150 households during the year. There have also been 23 successful mortgage rescue scheme completions.			
Continue to work in partnership with private rented sector (PRS). Landlords to assist households to remain in or access privately rented accommodation.	Green	We have continued to work closely with landlords to maximise access to the private rented sector including a landlords' forum, a range of promotional activities and ongoing support and liaison work. In total 713 households have been assisted to secure accommodation in the private sector.			
Increase home visiting to improve the robustness of the housing assessment and to assist the aim of reducing homeless presentations and make the best use of properties/options.	Green	Home visiting well established as part of initial housing options & homeless prevention/assessment processes. In addition ongoing visiting takes place for households residing in temporary accommodation to continue to monitor their circumstances and consider all potential housing options available to them.			
Key Performance Indicators:	2009/10 Target	2009/10 Actual	2010/11 Target	2010/11 Actual	Status
Number of households living in temporary accommodation (TA). NI 156 (LAA).	641	477	394: stretch by April 2011	427	Amber
Homeless households approaching Council housing advice service(s) for whom housing advice casework intervention resolved their situation.	1,088	1,290	1,500	2,112	∅ Green
Number of households assisted to access the private rented sector.	198	262	300	267 (incentive schemes) 158 (HAL properties 288 – (introductions & advice) = 713	∅ Green
Number of homeless acceptances	489	414	>400	426	∅ Green
Proportion of households accepted as homeless who were previously accepted as homeless. BVPI 214.	3.25%	0.97%	<2%	0.88%	∅ Green
% change in number of homeless households including dependent children or pregnant women, placed in TA compared with the previous year.	-6.63%	-20.17%	-10%	-14.5%	∅ Green

* Q2 CAB & September figures for Sanctuary scheme still to be added.

** this is consistent with the reduction in prs properties being reported across London, however further acquisition has been achieved in the housing association leasing scheme to bring the overall number assisted into the private sector as prevention in line with the target.

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

What we are doing	Status	Commentary
Complete the review of the allocations policy including consultation programme and mapping to IT systems.	Amber	Completed – new scheme approved by the Portfolio Holder in November 2010. Implementation is dependent upon IT developmental work which is scheduled to be completed during the first half of 2011/12
Implement the Londonwide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.	Green	Work well underway with RSLs to complete rolling programme of inspections to populate the accessible housing register.
Ensure accurate and timely housing register assessments, ensuring a backlog does not occur in the lead up to the implementation of autobanding and that the migration process and any closely is effectively managed.	Green	Initial assessments are being completed within 3 weeks. However there are at anyone time in excess of around 1,000 open application awaiting further applicant information to conclude assessments. There has been a further increase in number of new applications being received, now in excess of 440 applications per month. Additional temporary staff have been put in place to avoid a backlog situation occurring pending implementation of the new allocations policy and automated banding. All cases are regularly monitored.
Continue to work closely with RSLs to identify overcrowded households and to address under occupancy	Green	We continue to work closely with RSLs and have recently undertaken a refresh of the data we hold on overcrowded & underoccupied households to feed into a further campaign to visit the most severely overcrowded households and promote the range of options available in the toolkit we have developed.

3. Improving the Standards and Quality of Accommodation.

Service/Target (09/10)	Method of Delivery	Outturn	Status
To deal appropriately with all properties where there is a Category 1 or 2 hazard in relation to housing enforcement policy to ensure that the condition of rented accommodation is satisfactory. Target: Make decent 220 homes that previously did not meet the Decent Homes Standard	Statutory and informal action following enquiries and complaints. Assistance also given via advice, grants and loans in appropriate cases	638 Very good performance on energy efficiency delivered a higher than expected output.	Green
To investigate and resolve service requests relating to housing disrepair, overcrowding and unsatisfactory conditions in rented housing. To bring houses in disrepair up to a decent standard, prevent deterioration and reduce risk to the occupiers. Target: 1300 complaints and service requests dealt with	Statutory and informal action following enquiries and complaints. Assistance also given via advice, and grants and loans in appropriate cases.	1305 complaints and service requests handled. Some grant work with landlords has secured nomination rights for the Housing Needs Service	Green
To bring empty properties back in to use – target 20 Also: Promote empty property loan scheme	Empty property group and strategy developed. Advice to owners. Implement and assess effectiveness of new Empty Dwelling Management Orders	57 bought back into use. Nomination rights secured for the Housing Needs Service	Green
Pursue Empty Dwelling management orders where necessary and build on lessons from existing orders	Service of a final EDMO in respect of a long term vacant property, to serve as a test of the EDMO procedures	First final EDMO served Oct 2009. Works completed April 2010, property now let and occupied. Second EDMO interim order approved in	Green

		August.	
Protect the health and safety of tenants. Target: - To identify and inspect high risk houses in multiple occupation, and licence at least 20 under the new licensing regime	Investigation of enquiries and complaints, and use of area surveys & database information. Publicity & training of landlords.	6 HMOs licensed. Total will increase in 2011/12 as a result of HMOs falling due to be relicensed.	Amber
To improve the energy efficiency of housing in the Borough by advice, grants, promotions and referrals.	Promotions, discounts and grants. SE London Cold Busters scheme retendered, using sub regional funding. Work with the Energy Savings Trust, provide free energy advice. Participate in Warm Zones scheme	Highest number of insulation installations in London Boroughs, using Carbon Emissions Reduction Target (CERT) funding from Utilities companies.	Green
Inspect all licensed caravan sites fully and formulate a risk based inspection schedule to ensure the safety of residents. Target: To continue with programme of inspections and licensing visits	Licenses issued and renewed as necessary. Provision of advisory, inspection and enforcement service for site owners, agents and residents. Liaised as appropriate with the Planning Division.	Inspection and licensing protocol produced and in use. Risk based inspections ongoing	Green
To assist Borough residents to remain living in their own homes in comfort & safety, in order to maintain independence & quality of life. Target: 120 home repair assistance grants 15 interest free loans	Discretionary grants, loans and advice to assist commissioning of works of repair, improvement, adaptation and energy efficiency improvement. Service is delivered via Bromley Home improvement Agency (BHIA)	65 grants approved (output reduced due to budgetary restrictions) 19 loans approved	Green
Support residents with disabilities to remain in their homes Target: - To provide disabled facilities grant assistance to 150 people with disabilities.	Through an effective partnership with clients and the Occupational Therapy service, contractors and the handy person scheme.	127 grants approved	Green
To reduce hospital bed usage by people who are able to be discharged, but require works to their property. To reduce avoidable admissions as a result of falls and other accidents prevention. Continue to develop the hospital discharge/handyman scheme using sub regional housing funding. Target: 1000 people assisted	Working with adjacent boroughs, the PCT, and other departments to ensure referral of vulnerable clients to the scheme.	1807 people assisted with one or more small jobs or adaptations, 417 of these were linked to hospital discharge.	Green
Pilot 'Hard to Treat Homes' Solid Wall insulation Scheme to reduce carbon emissions.	Ongoing bids for external funding and launch of Cold Busters scheme	Cold Busters scheme made 174 homes decent. Bromley had highest uptake in sub region. The Coldbusters funding was fully utilised in the provision of heating and loft or cavity wall insulation. There was insufficient funding to enable a pilot project for Solid Wall Insulation to take place. The Coldbusters scheme has now ceased due to lack of funding.	Green
Work with Utility companies to assist people with low income to address fuel poverty	Promotion of Government's Warm Front grant scheme. Assisting clients with grant application to pay off fuel debt. Working with London Warm Zones, targeting funding at those in most need.	On going. 95 Households assisted under the Warmzones scheme, levering in £29,831 in funding from EDF Energy.	Green

Work with RSLs and Developers to maintain the required level of affordable and special needs housing (eg ECH, LD and Foyer)

New Build Completions

Tenure	Total Unit Completions	3 bed or larger unit completions	Wheelchair unit completions
Social Rent (general needs)	173	70	8
Rent-Campus Capital Programme	3	2	3
Social rent-Supported Living Initiative	9	1	2
Supported Housing	75	0	62
Intermediate Housing (shared ownership and intermediate rent)	95	1	0
TOTAL	355	74	75

Existing stock

Initiative	No of units
Settled Homes Initiative (Temporary to Permanent)	89
Temporary Social Housing- RSL Temporary Leasing scheme	24
TOTAL	113

Elderly Extra Care Housing (ECH):

Ann Sutherland House secured planning consent and funding to enable the delivery of 41 x 1bf and 9 x 2bf, all w/c accessible, and started on site in November 2010. Bromley Common Phase 1B secured planning approval and funding to deliver a further 42 x 1bf and 18 x 2bf, all w/c accessible, for Extra Care Housing, and started on site also in November 2010. Both schemes will complete by Spring 2012.

LB Bromley PCT Re-provision:

Two LB Bromley PCT Re-provision schemes delivering wheelchair accessible homes for 8 service users completed. A further 8 LB Bromley PCT Re-provision schemes that will deliver 24 units started onsite in 2010/11.

Supported Housing:

Works completed at Stafford House to re-configure existing facilities and provide 3 additional units in order to provide, new, self-contained units for 13 mental health service users. 2 x 2bed fully w/c adapted Community Rehabilitation flats providing short-term rehabilitation accommodation for adults with physical disabilities and sensory impairments were completed in February 2011 at Enterprise House, developed by L&Q. Under the Supported Living Initiative for people with learning disabilities, a scheme of 8 full wheelchair standard flats commenced on site, as well as a scheme comprising further 7 units. In addition under the SLI, during the year a scheme of 8 flats, and separately a house for group shared living, were completed.

Hostels Re-provision Programme

Q2 saw the successful completion of the Hostels Reconfiguration Programme resulting in no more shared facility units. The table below details re-provided accommodation:

Re-provided accommodation	1 bed	2bed	3bed	4bed
General Needs-rent		8	15	3
Self contained Temporary Accommodation	12	3		

Foyer

To date, whilst a few sites have been considered, none have proved suitable or viable. The recession has made sites hard to find and RSLs (particularly their Lenders) more cautious about anything that is not mainstream housing. Capital funding is scarcer and this will continue for the foreseeable future and the new HCA funding regime is going to make capital funding of such a scheme extremely difficult. The source of Revenue Funding that had been identified – Supporting People Grant – will not be increased in future and has had its Ring Fencing removed.

Performance Indicators:	08/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual	status
Number of newly completed social rented & shared ownership units	227	221	350	355	£

Lettings Plan Outturn for 2010/11

		Sheltered	General Needs							
			Studio/ 1 Bed	2 Bed	3 Bed	4+ Bed	Total		year Guideline Target	Status against guide proportion.
Homeless/ Homeless Prevention	Band A&B	21	74	193	89	13	390	427	523	⊕
	Special needs move-on	3	29	5	0	0	37		66%	
Band A & B		2	6	21	26	6	61		142	⊕
									18%	
Band C & D		25	57	23	22	0	127		77	∅
									9.7%	
Learning Disabilities*		0	0	0	1	0	1		20	⊕ *
									2.6%	
Care leavers**		n/a	16	1	0	0	17		25	⊕ **
									3%	
DAT**		0	0	0	0	0	0		0	⊕ **
									0.7%	
Total		51	182	243	138	19	633***		792	⊕
									100%	
Anticipated supply		76	216	312	168	20	792			
Affinity Sutton nomination stock - transfers		21	42	47	50	7	167 against predicted supply of 290 % lets to AS = 36% (once taking account of additional properties provided as temporary accommodation this is on target against nomination rights)			
							OVERALL SUPPLY 800			

* LD properties have been provided outside of the plan in line with the number of properties requested as detailed in the new development supply above. The 3 bedroom property provided for 3 clients.

** Quota queues are demand led based on the number referred. The total allocations reflect number of customers referred for lettings during the year and thus meets the quotas required. These queues are currently predicted to be on target by year end.

*** Overall letting supply lower than predicted by 26% (282 properties) NB: it must be noted that whilst adverts set criteria and preference against the lettings plan targets there is still a significant proportion of adverts achieving only a limited interest from higher banded applicants. This continues to be carefully monitored with ongoing work to target higher banded applicants. In addition the implementation of the new allocations scheme will significantly reduce applicants in lower bands focusing only on those in greatest need to bid for available accommodation.

Report No.
ACS 11026

London Borough of Bromley

PART 1 - PUBLIC

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

Date: 14th June 2011

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

Title: **OUTTURN REPORT 2010/11 - ADULT & COMMUNITY SERVICES**

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

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

Ward: All

1. Reason for report

This report provides the ACS PDS Committee with the final outturn position for 2010/11.

2. **RECOMMENDATION(S)**

1. Members are requested to note that there was an underspend of £277,000 on controllable budgets at the end of 2010/11 and consider any issues arising out of it.

2. To note that the Executive will be requested to agree net carry forwards totalling £809,000 as detailed in appendix 2, including a required change in accounting requirements to address 'technical accounting' changes in 2010/11 as detailed in 3.3. The figures reflected in this report assume that the carry forward requests will be approved.

Corporate Policy

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

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Adult & Community Services Portfolio Budgets
 4. Total current budget for this head: £95.3M
 5. Source of funding: N/A
-

Staff

1. Number of staff (current and additional): 700
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

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

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 This report provides an update of the final budget position for the Adult and Community Services Portfolio PDS Committee, which is broken down in detail in Appendix 1, along with explanatory notes.
- 3.2 The final outturn for the “controllable” element of the budget in 2010/11 was a £277,000 underspend compared to an underspend of £161,000 anticipated in the last budget monitoring report on the 29th March, which was based on activity and assumptions to the end of January.
- 3.3 On 22nd June 2011 the Executive will be requested to approve carry forward requests relating to unspent grant income, as detailed in appendix 2. All of these requests relate to ongoing grant-funded projects and initiatives which will continue in 2011/12.

A change in accounting practice from 2010/11 arising from the implementation of International Financial Reporting Standards (IFRS) applies to non ring-fenced grants with conditions that direct or limit the purpose for which the grant can be used, but do not specify that the grant must be repaid if these conditions are not met. As a result of this change, grants which would not have to be repaid are no longer permitted to be carried forward as a Receipt in Advance but must be allocated to revenue accounts in 2010/11. This represents a new ‘technical accounting’ change effective from 2010/11. The accounting requirements can be met through the use of an earmarked reserve for which Executive approval is required. The Executive will be requested to approve the relevant contributions to and from the government grant earmarked reserve at the time that the carry forward requests are considered

4. POLICY IMPLICATIONS

- 4.1 The Resources Portfolio Plan for 2010/11 included 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 The 2010/11 outturn is shown in Appendix 1 and includes actual expenditure for each division, compared to the final approved budget, with an explanation of any variations. The final column in Appendix 1 (a) shows the full year impact of any overspends in this financial year which are expected to follow through into 2011/12.
- 5.2 Costs attributable to individual services have been classified as “controllable” and “non-controllable” in Appendix 1. Budget holders have full responsibility for those budgets classified as “controllable” as any variations relate to those factors over which the budget holder has, in general, direct control. “Non-controllable” budgets are those which are managed outside of individual budget holder’s service and, as such, cannot be directly influenced by the budget holder in the shorter term. These include, for example, building maintenance costs and property rents which are managed by the Property Division but are allocated within individual

departmental/portfolio budgets to reflect the full cost of the service. As such, any variations arising are shown as “non-controllable” within services but “controllable” within the Resources Portfolio. Other examples include cross departmental recharges and capital financing costs. An explanation of the large variation in non-controllable costs is contained in appendix 1c. This approach, which is reflected in financial monitoring reports to budget holders, should ensure clearer accountability by identifying variations within the service that controls financial performance. Members should specifically refer to the “controllable” budget variations relating to portfolios in considering financial performance.

- 5.3 At the end of the year there was an overspend of £996k in the Care Services division, as a result of various pressures highlighted in year.

The variations are analysed below.

	£'000
Domiciliary care & direct payments - older people	793
Residential and nursing - older people	-347
Domiciliary care & direct payments - physical disabilities	245
Residential and respite - physical disabilities	107
Other	-4
Total Assessment & Care Management	<u>794</u>
In-house homecare	222
Other direct care services	76
Learning disabilities care management and provider services	-8
Aids/Hiv grant	-88
Total Care Services	<u><u>996</u></u>

- 5.4 The Commissioning and Partnerships division underspent by £993k, £293k more than anticipated in January. The variation is analysed in the table below and assisted in off-setting the overspend caused by pressures within the Care Services division.

	£'000
Procurement & Contracts Compliance - Supporting People contracts	-423
Commissioning & Partnerships - other contracts	-118
Drugs & Alcohol	-62
Learning Disabilities Services	-117
Mental Health Services	-273
Total Commissioning & Partnerships	<u><u>-993</u></u>

- 5.5 The Strategic Support Services division underspent by £307k as planned, to help offset the pressures in assessment and care management services within the Care Services division.

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

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

Adults and Community Services Final Outturn Summary 2010/11
ACS 11026

2009/10 Actuals £'000	Division Service Areas	2010/11 Original Budget £'000	2010/11 Latest Approved £'000	2010/11 Outturn £'000	Variation £'000	Notes	Variation Last Reported £'000	Full Year Effect £'000
	Care Services							
1	AIDS-HIV Grant	0	0	-88	-88	1	-65	0
30,016	Assessment and Care Management	33,640	33,503	34,297	794	2	745	656
8,116	Direct Services	3,305	4,327	4,625	298	3	188	0
1,671	Learning Disabilities Care Management	1,603	2,038	2,057	19	4	3	0
2,170	Learning Disabilities Day Services	2,119	2,080	2,036	-44	5	-31	0
1,235	Learning Disabilities Housing & Support	1,244	1,395	1,412	17	6	0	0
43,209		41,911	43,343	44,339	996		840	656
	Commissioning and Partnerships - ACS Portfolio							
2,732	Commissioning and Partnerships	2,606	2,847	2,729	-118	7	-107	0
334	Drugs and Alcohol	236	337	275	-62	8	-43	0
13,517	Learning Disabilities Services	14,734	14,958	14,841	-117	9	-128	546
4,736	Mental Health Services	4,839	4,820	4,547	-273	10	-139	-160
0	PCT Funding (Social Care & Health)	0	0	0	0	11	0	0
221	Procurement & Contracts Compliance	5,850	5,623	5,200	-423	12	-283	0
21,540		28,265	28,585	27,592	-993		-700	386
	Housing and Residential Services							
-6	Enabling Activities	-17	-17	-5	12	13	0	0
-1,133	Housing Benefits	-115	-1,607	-1,607	0		0	0
852	Housing Needs	909	1,590	1,587	-3	-	0	0
344	Housing Strategy & Development	338	92	111	19	14	0	0
1,427	Residential Services	1,406	1,312	1,311	-1		0	0
1,484		2,521	1,370	1,397	27		0	0
	Strategic Support Services							
7,584	Concessionary Fares	8,597	8,597	8,574	-23	15	-15	0
815	Customer Services	895	811	728	-83	16	-124	0
1,560	Performance & Information	1,619	1,566	1,367	-199	17	-162	0
202	Quality Assurance	199	199	197	-2		0	0
0	Transforming Social Care	0	0	0	0		0	0
10,161		11,310	11,173	10,866	-307		-301	0
76,394	TOTAL CONTROLLABLE FOR ADULTS AND COM	84,007	84,471	84,194	-277		-161	1,042
1,619	TOTAL NON CONTROLLABLE	727	684	11,165	10,481	Appx 1c	10	0
9,779	TOTAL EXCLUDED RECHARGES	10,004	10,149	9,773	-376	Appx 1c	0	0
87,792	PORTFOLIO TOTAL	94,738	95,304	105,132	9,828		-151	1,042

The final outturn has an underspend of £15k on staff agency costs and £8k on the Post Office contract budget for the issue of Freedom passes.

16. Customer Services - Cr £83k

Planned savings have been brought forward through various measures, to contribute towards pressures within the Care Services division. Vacant posts within the management support, business support and customer services teams have resulted in savings of £75k, with a further £9k from a review of spending on office expenses budgets.

17. Performance and Information - Cr £199k

Planned savings have been made in advance of the those in the 2011/12 budget to assist with containing departmental pressures and can be analysed as follows:.

	£'000
Director's budget	(46)
<u>Learning and Development</u>	
Vacant post frozen	(32)
Training put on hold	(86)
Room bookings and various running expenses budgets	(19)
Recruitment and retention budget	(16)
	<u>(199)</u>

Notes - Variations in Non-Controllable Recharges £10,481k**Capital Charges - £8,400k**

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

These comprise:

Depreciation – variations in the charge for the depreciation of fixed assets arise from revaluations carried out during the year. This has resulted in an overall variation of Cr £35k for this portfolio.

Revenue expenditure funded by capital under statute - capital expenditure on assets over which the Council has no direct control or which does not add value to the Council's fixed asset base is shown as a charge to revenue services. Variations mainly arise due to rephrasing of expenditure between years or as the result of new expenditure / grant funding. This has resulted in an overall variation of £3,608k for this portfolio.

Capital grants and contributions – prior to 2010/11, a credit was allocated to revenue services in respect of capital grant income and contributions receivable and matched with fixed assets. Due to a technical accounting change, however, this is now no longer credited to services, but is instead credited to the general "taxation and non-specific grant income" line in the Comprehensive Income and Expenditure Statement. This has resulted in an overall variation of £2,680k for this portfolio.

Fixed asset impairment – all of the Council's fixed assets are revalued by the Property Division at least every 5 years and an impairment charge is made to revenue services in respect of downward revaluations. These revaluations are completed towards the end of the financial year and no budgetary provision is made for them. Impairment losses totalling £2,147k have been charged to this portfolio.

FRS17 Adjustments - £2,167k

An actuarially assessed adjustment to the employer's pension fund contribution is required to be made under FRS17. This is to reflect the Current Service Cost (the cost of the extra accrual of benefit for active members net of employee contributions, based on assumptions at the start of the year) in our accounts rather than the actual employer contributions. This has resulted in an overall variation of £2,167k for this portfolio.

Insurances - £7k

Insurance recharges are partly based on actual premiums paid in the year and partly on the actual claim payments made. While the premium-based element is known in advance and does not produce significant variations, the claims-based element can vary significantly between years. This has resulted in an overall variation of £7k for this portfolio.

Rent Income - £10k

Due to minor in-year changes and budget realignments required, there was a shortfall of £10k in rental income received in 2010/11.

Repairs & Maintenance - Cr £103k

For operational reasons and client unit requirements a number of repair and maintenance projects that were scheduled for completion by the 31st March will not be complete until sometime later in 2011.

A carry forward request has been made for £748k (across all Portfolios) to continue funding on-going works in the new financial year.

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

Excluded Recharges - £376k

This reflects the net variation in external recharges such as central support services, computers, administrative buildings, use of the central depot and recharges from the Renewal and Recreation department.

Adult and Community Services Carry Forward Requests

Requests are being made for underspends on planned activities and initiatives funded by Specific grants to be carried forward into 2011/12. In all cases the underspends are due to the rephrasing of planned expenditure previously approved by the Executive or allowable under the terms of the funding.

In all cases the grant conditions permit carry forwards.

Description	Carry Forward Request £'000	Reason for Carry Forward
<u>Not grant related</u>		
Choice Based Lettings	15	15 LBB runs the scheme in partnership with a number of housing associations within the borough who make quarterly contributions. The contributions were received from the associations in 2010/11 and it was anticipated that the Choice Based Lettings scheme would start, but due to delays in getting the Autobanding system up and running a carry forward of £15k is requested to fund equipment costs in 2011/12.
<u>Grants that would have to be repaid</u>		
<u>Specific Grants</u>		
Social Care Reform - Expenditure	521	The first & second phases of this programme have been to develop capacity and plan for future change. The unspent grant is to be carried forward to finish this work in phase three and will fund key programmes within the Supporting Independence Bromley spending plan for 2011/12.
Grant income carried forward	-521	
	0	
Joint Improvement Programme Expenditure	20	A grant of £51k was received in October 2010 from the Department of Health for a joint project with the DoH on an improvement programme for Adult Social Care which will be completed during 2011/12.
Grant income carried forward	-20	
	0	
Social Care funding via the PCT under S.256	205	New funding for 2010/11 was announced for social care expenditure via the PCT late in the financial year. Proposals were drawn up to fund the further development and capacity for reablement, provide equipment and telecare to support hospital discharge, enhance care management and short term purchasing capacity to speed up hospital discharge. Given the late stage at which this funding was announced, some of these spending plans have slipped and a carry forward of £205k to 2011/12 is requested, which is allowable under the terms of the S256 agreement. The funding was also used to assist with cost pressures in children and young people's care services and across adult client groups.
Grant income carried forward	-205	
	0	

Grants that would not have to be repaid

Learning Disability Campus Closure - Expenditure

459 2010/11 was the final year of the grant for this programme to fund the cost of moving clients from PCT campus accommodation to housing in the community. Due to delays in planned moves there are nearly 30 clients remaining. There are major schemes still to be completed before the moves can take place and staffing and significant transitional double running campus costs will be incurred in 2011/12 to achieve the LD PCT Campus Closure Programme.

Housing Overcrowding Pathfinder - Expenditure

95 The grant has been provided to implement our overcrowding/under occupation strategy, aiming to make best use of our housing stock by reducing the level of severe overcrowding and under occupation. Given the term of the strategy the DCLG did not envisage full spend in year, but that a rolling programme would be set up for full spend by the end of the pathfinder period. It will also contribute towards the implementation Autobanding.

New Homelessness grant allocation - Expenditure

150 The grant has been provided to help the authority manage the effects of Housing Benefit and Local Housing Allowance changes (endorsed by Executive in December). The aim of the grant is to provide support plans and be proactive in early intervention and the prevention of homelessness and unnecessary financial hardship for those most affected by the changes.

Stroke Care

90 This is a planned phasing of expenditure which was agreed by Department of Health prior to the grant ring-fence being lifted. The carry forward will fund commitments in 2011/12 including staffing and the SLA with the Stroke Association.

Grants that would not have to be repaid - Carry Forward requested

794

Contribution to Earmarked Reserve

-794

Net ACS Carry Forward

15

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Report No.
ACS11024

London Borough of Bromley

PART 1 - PUBLIC

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

Date: **14 June 2011**

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

Title: **ANNUAL REPORT ON ADULT & COMMUNITY SERVICES COMPLAINTS RECEIVED APRIL 2010 TO MARCH 2011**

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

Chief Officer: Terry Rich

Ward: Boroughwide

1. Reason for report

This report provides Members with an overview of the main issues raised and lessons learnt from this year's Annual Report on Adult and Community Services Complaints received April 2010 to March 2011 (Appendix 1)

2. **RECOMMENDATION(S)**

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

Corporate Policy

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

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Complaints service - Quality Assurance Mgr- Aileen Stamate
 4. Total current budget for this head: £63,050
 5. Source of funding: Existing revenue budget
-

Staff

1. Number of staff (current and additional): 1.72 FTEs
 2. If from existing staff resources, number of staff hours: as above
-

Legal

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

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): During 10/11 just over 8200 received adult social care and there are approx. 7000 residents on the Bromley housing register.
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The annual report (Appendix 1) details complaints information received over the year from all areas of the Adult & Community Services Department. Formal adult social care complaints are dealt with under the Local Authority Social Services and National Health Service Complaints (England) regulations, 2009; complaints about housing and other adult and community services are dealt with under the Council's corporate complaints procedure.
- 3.2 Both complaints procedures follow the same process, which involves investigation, resolution, and outcomes. If complainants remain dissatisfied with the Council's response, they may refer their complaint to the Local Government Ombudsman. This year we received 15 Ombudsman enquiries; 10 relating to adult social care, 3 to housing and 2 to blue badge applicants who continued to challenge their eligibility following the Council's appeals process.
- 3.3 The Department received a total of 275 formal complaints this year of which 185 related to adult social care and 90 to housing, strategy & performance and the Drug Action Team.
- 3.4 The complaints received, provide helpful information about service quality which helps to inform future planning and performance management. The complaints team records informal complaint information in order to capture details of underlying issues before they become more serious or escalate into formal complaints. Complaints made and resolved orally within 48 hours are considered informal complaints.

4. ADULT SOCIAL CARE COMPLAINTS

- 4.1 The number of complaints received by adult social care in 2010/11 was 185. This compares to 253 in 2009/10, a decrease of 27%. During 2010/11, 8,261 people are receiving a range of adult social care services and 2,381 people had an assessment of their needs. Given the volume of social care services provided to people in Bromley, there are inevitably times when service delivery may not fully meet intent or expectations. The number of people making complaints is therefore a small but significant number, equating to just fewer than 2% of service users. Those whose complaints are then upheld/ partially upheld equates to less than 1% of service users.
- 4.2 The significant drop in complaints received about adult social care last year, can be attributed to quicker assessment turnaround times within the Learning Disabilities Support & Assessment Team and Transition Team. In addition, complaints about charging dropped by half this year, following service improvements made by the charging teams.
- 4.3 Of the 185 adult social care complaints received during 2010/11, 74% (136) were resolved within twenty working days, which is a marked improvement on the previous year's total of 66%. Response times by staff have improved because of increased awareness and the skills training in complaints resolution. Complaints are closely monitored and assistant directors are regularly informed about the progress with complaints in their service areas. Social care complaints are often complex and it is sometimes necessary to seek agreement with service users, to extend the timescale. This enables complaints to be resolved locally, avoiding unnecessary recourse to the Local Government Ombudsman.
- 4.4 The number of complaints regarding adult social care resolved before reaching the Local Government Ombudsman (LGO) is high, at 95%. The LGO investigated 10 adult social care complaints during 2010/11. Four were partially upheld and one was not upheld. The remaining five are still being investigated by the Ombudsman.
- 4.5 Of the 185 adult social care complaints resolved, 54% were either upheld or partially upheld. 46% of adult social care complaints received this year were not upheld.

- 4.6 As might be expected most complaints each year relate to operational services; and this year we received 160 (86%). Of those, the largest number relate to the quality of service provided and this is further broken down into various categories; including care plans not being followed and poor English language skills. We received 35 complaints about quality of service. This was followed by complaints about disputed decisions (30) and 'one off' incidents involving late or missed calls by domiciliary care staff (22). As detailed in the Quality Monitoring of Domiciliary Care Services PDS Committee report, 2nd November 2010, external providers are introducing electronic monitoring systems and electronic monitoring of care worker arrival and departure times is in place for just over 20% of the Borough's domiciliary care service users.
- 4.7 The lessons learnt from past experience of how major changes can affect our service users has contributed to the successful implementation of the Reablement Service; together with the effective management of extra care housing closures and the transfer of residents to the new site at Crown Meadow Court. There have been very few or no complaints relating to these
- 4.8 Between April 2010 and March 2011, the complaints team has trained over 50 members of staff in complaints handling skills and plans on continuing this training over the coming year. The complaints team continues to offer regular complaints surgeries for managers and heads of service requiring assistance in complaint handling. As a result of these surgeries, the department has seen an improvement in the quality of responses and response times.
- 4.9 The complaints team manage a customer satisfaction survey for service users who have made formal complaints this year. This provides an opportunity for customers to share with us their experience of the complaints handling service and help us make continued improvements in how complaints are managed. The aim is to ensure all but the most serious and complex complaints are resolved locally at an early stage and resources are not unnecessarily stretched as a result of ineffective complaints handling.

5. HOUSING AND CORPORATE COMPLAINTS

- 5.1 Of the 90 corporate complaints received for Housing, Strategy & Performance and the Drug Action Team, 37 (41%), were either upheld or partially upheld. The remaining 53 were not upheld. Overall, housing services received 83 complaints, which is an increase from last year's total of 69. It is noted housing complaints improved their response times this year, with 65% (54) resolved in twenty days compared to 60% (41) last year. The increased number of complaints relates to additional demands on the service, due to the economic downturn. There are approximately 7,500 people on the Housing Register (compared to 5,000 last year) and approximately 3,100 households working with the Housing Advice and Options Team. The number of complaints received equates to less than 1% of people receiving housing services.
- 5.2 Of the 3 complaints taken to the Local Government Ombudsman this year about housing, 1 was partially upheld and 2 remain active while the Ombudsman completes his investigation.

6. CHANGES AS A RESULT OF LESSONS LEARNT

- 6.1 There is a requirement for health & social care to deliver equipment to service users within 7 days of being ordered. One complaint received by the Orpington Older People's Team was due to a delay in receiving community equipment. At the time this was caused by high demand. Following the complaint, senior management implemented an escalation process, to ensure timeliness of service. Since this was put in place, the service has not received any similar complaints.
- 6.2 Following complaints last year from blue badge applicants challenging their mobility assessments, an appeals process has been implemented. If applicants still feel they qualify for a blue badge after they have been found not to be eligible, the mobility assessments can now be reviewed independently by a qualified senior occupational therapist. This provides the

applicant and the Council the assurance that eligibility has been fully assessed and process correctly followed.

- 6.3 As a result of a complaint, which highlighted errors in the recording and processing of direct payment information, the procedure for setting up the payments has been updated and improved. Fresh guidance has been issued to care managers to ensure information systems are accurate.
- 6.4 Following a complaint about poor food preparation, an agency has introduced new training for care workers, specifically regarding food types and food preparation. This follows concerns raised about carers' understanding of the typical local diets of their clients. The aim of the course is to instruct carers on food preparation, local diets and how to cook the kinds of dishes typically preferred by their clients.
- 6.5 In addition, following concerns raised about poor levels of spoken English, the agency now ensures all care workers undergo the International English Language Testing System (IELTS), before allowing them to work for the agency. The Council manages a training consortium of which 14 of the 28 domiciliary care agencies registered to work in Bromley are already members. This year the consortium scheduled a specific course in English used in the care scenario to address concerns around the English language proficiency of care workers across agencies.
- 6.6 The Housing Solutions Team is implementing a new Housing Allocations Scheme and an automated banding system will also be introduced so the service is in a better position to respond to those who approach the Council for assistance. The new Housing Allocations Scheme is due to be implemented by November 2011.

7. POLICY IMPLICATIONS

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

8. FINANCIAL IMPLICATIONS

There is no specific budget identified for resolving complaints, and any compensation payments are covered from within service budgets. During 2010/11 a total of £4,650 in compensation was paid as a result of the Ombudsman decisions to uphold complaints.

9. LEGAL IMPLICATIONS

- 9.1 The Social Services Department of a Local Authority is required under the provisions of The Local Authority Social Services Act 1970 (as Amended) and The Local Authority Social Services (Complaints Procedure) Order 1990 to have in place a complaints procedure to deal with matters brought to the Authority's attention.
- 9.2 In 2009/10 Social Care complaints for adults and older persons were dealt with using the Local Authority Social Services and National Health Service Complaints (England) regulations, 2009.

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

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FOREWORD BY TERRY RICH

DIRECTOR ADULT AND COMMUNITY SERVICES



Welcome to our 5th Annual Adult and Community Services Complaints Report.

This year Bromley Adult & Community Services has provided services to over 8000 residents in the borough and most of the time, when services are provided they have run smoothly. There are times however when we do get things wrong and when this does happen, the important thing is to deal with people's concerns as effectively as possible and to learn from our mistakes and make improvements to our services wherever necessary.

This year the big change in the way people receive services from us has continued. One change is the implementation of the Re-ablement Service, which we hope will help many of our residents who may otherwise have needed residential care to live independently in their own homes for longer; something I am confident most people wish for toward the latter years of their lives. New modern extra care housing developments are also being built in the borough to replace units that no longer meet the current standards, with the first development at Crown Meadow Court already complete. Indeed, major changes such as these always present challenges and the complaints service continues to provide a way in which our customers can highlight any shortcomings in the services we provide so they can be addressed and improvements made.

In fact, having learnt from the experience of how major changes can affect our service users; the setting up of a task force in the Care Services Division to aid the transfer of our in-house clients to our contracted domiciliary care providers has demonstrated that a little forward thinking in the Department, has kept concerns regarding these transfers to a minimum. Furthermore, surprisingly few complaints were received about extra care housing this year. This has helped inform us that the move of residents from the extra care housing units at Denton and Cranbrook Court to Crown Meadow Court has been successfully managed.

We are committed to the continuing improvement in how we deliver our services. Our customers' complaints are vital, highlighting when our services fail to meet the expected standards. Equally, compliments are also important in showing us where we have succeeded. This year, despite the continued pressures caused by the current economic climate, nearly 40 customers took the time and trouble to write and tell us about their positive experiences.

Our complaints service has made a difference. We have handled 275 formal complaints this year and the learning from many of these has resulted in improvements to service standards. We ensure a fair and robust investigation takes place into each complaint and have developed monitoring systems to ensure those who complain are fully informed of the progress of their complaint. We will continue to work with this positive approach towards complaint resolution over the coming years and hope to see continued high quality service provision as a result.

A handwritten signature in black ink, appearing to read 'Terry Rich', written in a cursive style.

London Borough of Bromley

Section 1: Complaint Overview

Adult Social Care (Statutory Complaints)

The following report is a summary of complaints activity for the year 2010-2011. The aim of the report is to present an overview on the number and type of complaints received from April 2010 to March 2011, including the lessons learnt from those complaints in that period. The following includes complaints received for all services within the Adult & Community Services Department; housing and corporate complaints and adult social care complaints, which are dealt with under the statutory complaints procedures. In addition to information regarding formal complaints, there are also summaries of informal complaints, Ombudsman enquiries and compliments received over the year.

Given the large volume of adult social care services provided to people in Bromley, there will be times when service delivery may not fully meet intent or expectations. The number of complaints received about Adult Social Care during the 2010/11 financial year was 185. This compares to 253 for the previous year (2009/10); a drop of 27%. Improvements in performance management within the Learning Disabilities Support & Assessment and Transition Teams means there has been a significant drop in complaints about these services, particularly with regard to assessment delays. In addition, although we have had concerns this year from clients challenging their domiciliary and residential care bills, complaints about charging dropped by half this year following service improvements made by the charging teams; more of which is detailed in the next section of this report.

Overall last year, 8,261 people received a range of social care services so the number of complaints received equates to 2% of service users. This is a small number; however we do recognise this is still significant and that there are lessons to be learnt when services fail to deliver.

Within Bromley, we set a 20 day timescale to respond to complaints. Of the 185 complaints received this year for adult social care, 136 of those (**74%**) were responded to within our current timescale of 20 working days. This is an improvement from last year's figure of 66% and exceeded our 70% target.

Only 22 of the complaints received for adult social care were responded to after 28 days, which means 88% of complaints were responded to within this time. Delays were experienced mainly where investigations were more complex than usual or where investigating officers had to wait for information from other service providers. We recognised last year there is the need for continued improvement in this area and this has meant better response times this year. The complaints team will continue to ensure the progress of all complaints is monitored carefully and that complaints are responded to within the department's target time frame.

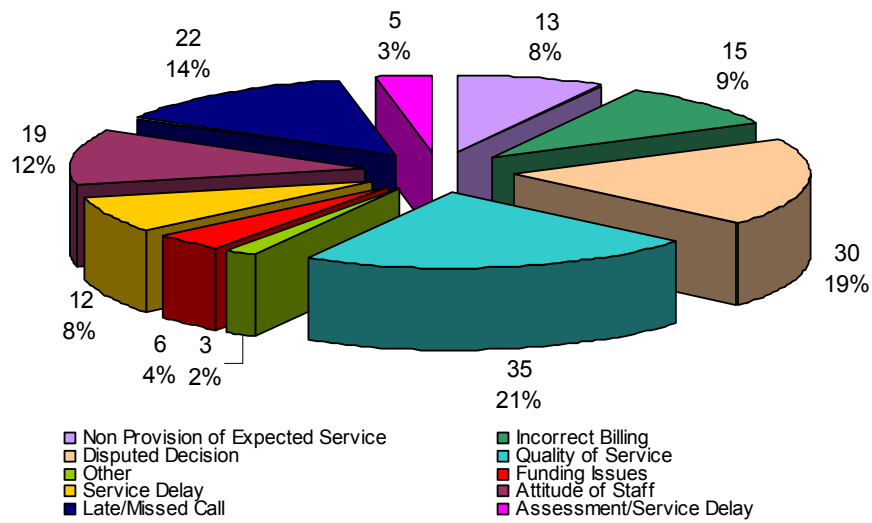
The types of complaints we receive are recorded under four main categories: Operational, Information, Lack of Action and Policy. As expected, most complaints fall under the Operational category, with the relevant sub-categories representing the primary reasons for complaint i.e. late/missed call, incorrect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

Operational Complaints

We received a total of 160 complaints this year relating to operational issues, which constitutes **86%** of total complaints in 2010/11 for adult social care. It is important to note that not all complaints are upheld and this applied to **42%** of the complaints we received under this category this year.

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

Chart 1



The table below shows a breakdown by subject of all the operational complaints received in 2010/11, and the number which have been upheld or partially upheld.

Outcome	Number of Complaints Received	Upheld	Partially Upheld	Total Upheld or Partially Upheld	Not Upheld	Total Upheld or Partially Upheld	%
Attitude of Staff	19	2	2	4	15		21.0%
Non-Provision of Service	13	0	4	4	9		31.0%
Quality of Service	35	12	16	28	7		80.0%
Incorrect Billing	15	10	4	14	1		93.0%
Service Delay	12	3	4	7	5		58.0%
Missed Call	17	14	2	16	1		94.0%
Late Call	5	3	1	4	1		80.0%
Disputed Decision	30	4	3	7	23		23.0%
Assessment Quality/Delay	5	0	1	1	4		25.0%
Funding/Back Payment Issues	6	4	1	5	1		83.0%
Other	3	2	0	2	1		67.0%
Total	160*	54	38	92	67		

* Please note 1 of these complaints is still active

The table below is a breakdown of all complaints recorded regarding the quality of care received and the number of complaints, which were either upheld or partially upheld.

Quality of Service Breakdown	Total Received	Upheld	Partially Upheld	Total Upheld or Partially Upheld	Not Upheld	Total	%
Poor service given by carer	4	1	2	3	1		75.0%
Faulty/Broken Equipment	3	1	1	2	1		67.0%
Lack of Consistency	5	1	2	3	2		60.0%
Carer/Client Relationship Prob.	1	0	1	1	0		100.0%
Manual Handling Issues	2	0	2	2	0		100.0%
Poor English Language Skills	2	0	2	2	0		100.0%
Damage of Personal Items	2	1	1	2	0		100.0%
Short call/Carer leaving early	2	0	1	1	1		50.0%
Care plan not followed	9	5	3	8	1		89.0%
Incorrect/No medication given	1	1	0	1	0		100.0%
Lack of training	2	1	1	2	0		100.0%
Hygiene Issues	2	1	0	1	1		100.0%
Other	0	0	0	0	0		0.0%
Total	35	12	16	28	7		

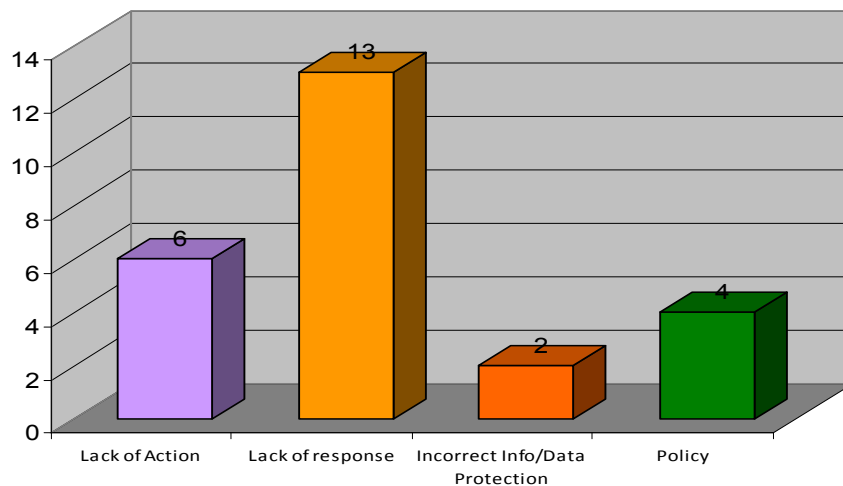
Information, Lack of Action & Policy Complaints

Chart 2 below is a breakdown of complaints recorded under the remaining categories. Section 2 details measures that have been put in place by individual teams to address the problems highlighted by these complaints.

We received a total of 15 complaints in this period relating to either the failure to communicate or the provision of incorrect information. 3 were upheld, 2 were partially upheld, while 10 are recorded as not upheld.

In addition, we received 6 complaints relating to lack of action and 3 were either upheld or partially upheld, while 3 were not upheld. We also received 4 complaints relating to policy and none of these were upheld.

Chart 2



Section 2: Complaints received by service & lessons learnt

Adult Social Care complaint activity –2010/11.

The tables below show comparisons between complaints received between this and the previous financial year.

Care Services 2010/2011 - by team					
Teams	2009/10	% of complaints	2010/11	% of complaints	Up/down
Penge Area Office	21	11%	17	13%	▼
Orpington Area Office	17	9%	16	11%	▼
LD Assessment and Support	26	13%	8	6%	▼
LD Transition	11	6%	4	3%	▼
PDSI	8	3.5%	9	7%	▲
Reviews and Brokerage	1	0.5%	1	1%	—
Care Link	2	1%	4	3%	▲
Home Care	32	16%	19	14%	▼
Extra Care Housing	7	3%	7	5%	—
Transport / ICES	0	0	1	1%	▲
Invicta / Out of Hours	1	0.5%	0	0	▼
Adult Protection	0	0	0	0	—
CARTS	2	1%	1	1%	▼
Occupational Therapy	11	6%	13	9%	▲
PRUH Social Services	2	1%	7	5%	▲
Blue Badges	9	5%	5	4%	▼
CMHT/Oxleas	2	1%	1	1%	▼
Finances/Charging Domiciliary Care	29	15%	18	13%	▼
Finance/Charging Residential Care	13	7%	3	2%	▼
Direct Payments	1	0.5%	1	1%	—
TOTAL	195	100%	135	100%	▼

Commissioning & Partnerships 2010/2011 - by team					
Teams	2009/10	% of complaints	2010/11	% of complaints	Up/down
Contracts - Dom Care	43	74%	33	66%	▼
Contracts - Resi Care	13	22%	5	10%	▼
Day services – LD	1	2%	3	6%	▲
Commissioning	0	0	4	8%	▲
Mental health	0	0	0	0	—
Residential services LD	1	2%	4	8%	▲
Supporting people	0	0	1	2%	▲
TOTAL	58	100%	50	100%	▼

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

Care Management

CARE MANAGEMENT 2010/2011												
	Penge Team		Orpington Team		Hospital Team		PDSI Team*		Review Team		CARTS Team**	
Complaints Received	17		16		7		9		1		1	
Resolved within 20 working days	13	76%	13	81%	6	86%	6	67%	1	100%	1	100%
Upheld	4	24%	2	12%	0	0%	2	22%	0	0%	0	0%
Partially Upheld	3	18%	2	12%	0	0%	2	22%	1	100%	0	0%
Not Upheld	10	58%	12	76%	7	100%	5	56%	0	0%	1	100%
Still Active	0		0		0		0		0		0	

*Physical Disabilities and Sensory Impairment.

**Community Assessment, Rehabilitation and Treatment Service.

The **Penge Older People's Team** received 17 complaints from April 2010 to March 2011 compared to 21 in the same quarter the previous year; a fall of 19%. Since measures were put in place to address issues around complaints received last year relating to attitude of staff and the failure to communicate, the team received one complaint this year about staff behaviour and no complaints relating to lack of response. The complaint about attitude of staff was upheld and actions were taken by management to address the issues that led to the complaint being made (see *Lessons Learnt below*).

Complaints related to:

- 1 x incorrect billing; not upheld.
- 4 x disputed decisions; 1 upheld, 3 not upheld.
- 1 x service delay; partially upheld.
- 1 x quality of service (faulty/broken equipment); not upheld.
- 1 x quality of service (lack of training); upheld.
- 2 x policy; both not upheld.
- 1 x data protection issues; not upheld.
- 2 x non-provision of expected service; both partially upheld.
- 2 x funding issues; 1 upheld, 1 not upheld.
- 1 x assessment quality/delay; not upheld.
- 1 x attitude of staff; upheld.

The **Orpington Older People's Team** received 16 complaints, compared to 17 in the same period the previous year. Two disputed panel decisions resulted in formal complaints from the service users' families. In both instances; in order to resolve the complaints locally, both cases were treated as appeals and presented again to panel.

The three other complaints about disputed decisions, which were also handled through the complaints procedure, were not upheld. There were also 3 complaints received about attitude of staff but none were upheld.

Complaints related to:

3 x attitude of staff; all not upheld.

5 x disputed decision; 2 upheld, 3 not upheld.

1 x non provision of expected service; not upheld.

3 x failure to communicate; all not upheld.

3 x service delay; 1 partially upheld, 2 not upheld.

1 x assessment quality/delay; partially upheld

The **Hospital Care Management Team** at the Princess Royal University Hospital received 7 complaints compared to 2 the previous year. Of the 7 received, three related to disputed decisions. None of the complaints received for this service were upheld by the Council.

Complaints related to:

3 x disputed decision; all not upheld.

1 x lack of action; not upheld.

1 x service delay; not upheld.

1 x attitude of staff; not upheld.

1 x non-provision of expected service; not upheld.

The **Physical Disabilities and Sensory Impairment Team** received 9 complaints compared to 8 last year. Measures put in place the previous year in response to complaints about assessment delays and non-communication has reduced concerns raised in these areas. Although we did receive one complaint about an assessment delay, this was not upheld and involved a number of circumstances which were beyond the team's control.

Complaints related to:

1 x attitude of staff; not upheld.

1 x incorrect billing; partially upheld.

1 x assessment delay; not upheld.

1 x lack of action; upheld.

1 x non-provision of expected service; not upheld.

1 x disputed decision; partially upheld.

1 x policy; not upheld.

1 x funding issues; upheld.

1 x service delay; not upheld.

The **Review & Brokerage Team** recorded 1 complaint this period, which was about incorrect information being given. This complaint was partially upheld.

Lessons Learnt

As a result of a complaint to the **Penge Older People’s Team** about the delay in service caused by the care manager’s failure to correctly inform a customer about care charges. The care manager attended refresher training in long term care charging and also attended a complaints training course in order to help communicate more effectively with customers.

Following a complaint about the process of assessing eligibility to receive direct payments and misunderstandings caused during the process, the group manager of the **Penge Older People’s Team** has reminded care managers to discuss all available options with the person being assessed and their carers. The aim is to help avoid any future confusion about which services are and are not available and ensure clients feel they have been provided with sufficient information with which to make informed decisions.

There is a requirement for health & social care to deliver equipment to service users within 7 days of being ordered. One complaint received by the **Orpington Older People’s Team** was due to a delay in receiving community equipment. At the time this was caused by high demand. Following the complaint, senior management implemented an escalation process, to ensure timeliness of service. Since this was put in place, the service has not received any similar complaints.

Learning Disabilities & Mental Health

LEARNING DISABILITIES & MENTAL HEALTH 2010/2011						
	Assessment & Support		Transition Team		Mental Health	
Complaints Received	8		4		1	
Resolved within 20 working days	4	50%	2	50%	1	100%
Upheld	3	37.5%	0	0%	0	0%
Partially Upheld	1	12.5%	2	50%	0	0%
Not Upheld	4	50%	2	50%	1	100%
Still Active	0		0		0	

The Learning Disabilities Assessment & Support Team received 8 complaints between April 2010 and March 2011, compared to 26 the previous year; a drop of 69%. A substantial number of complaints received for this service last year related to the delay in carrying out assessments. Since measures were put in place to address this issue; including improvements in performance management and increased training, complaints have substantially decreased.

Complaints related to:

1 x non-provision of expected service; partially upheld.

1 x assessment delay; not upheld.

1 x funding/back payment issues; upheld.

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

1 x lack of action; not upheld.

1 x attitude of staff; not upheld.

The Learning Disabilities Transition Team received a total of 4 complaints this year, which is a decrease from last year's total of 11. One complaint related to the lack of continuity in service, which was caused by staffing inconsistencies. Since the complaint was received, staffing levels and supervision have been improved and subsequently the service has seen a marked drop in complaints.

Complaints related to:

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

1 x quality of service (lack of consistency/continuity); partially upheld.

1 x non-provision of expected service; not upheld.

Lessons Learnt

One complaint received by the **Transition Team** about inconsistencies in service highlighted concerns at a time of high staff turnover. The staffing issues have been addressed and no further complaints around this area of concern have been received.

In addition, as a result of comments received from the **Transition Team** from families and professionals from other organisations regarding the availability of information, the team is producing a resource guide to transition and transition planning in Bromley. This will provide families with an overview of the transition process and will help address concerns over lack of accessible information for families of children with Learning Disabilities who are moving into adult social care.

After receiving complaints from clients disputing decisions made by professionals, managers are reminding their staff to ensure families are more involved in the transition process from start to finish. It is recognised not keeping families up-to-date at every stage, results in anxiety and complaints.

Direct Care Services

DIRECT CARE SERVICES 2010/2011										
	Home Care		Extra Care Housing		Care Link		Transport/ICES		Re-ablement	
Complaints Received	19		7		4		1		0	
Resolved within 20 working days	10	53%	5	71%	3	75%	1	100%	0	0%
Upheld	8	42%	1	14%	2	50%	0	0%	0	0%
Partially Upheld	4	21%	4	57%	0	0%	0	0%	0	0%
Not Upheld	6	32%	2	29%	2	50%	1	100%	0	0%
Still Active	1		0		0		0		0	

There has been a drop in complaints about **Home Care** over the year (14 complaints received in the first half of the year compared to 5 in the second), which could be due to a gradual contraction of the service over the period, as clients are transferred to our contracted providers. The Home Care Team received a total of 19 complaints between April 2010 and March 2011, a drop of 41% compared to last year's total of 32.

Planned intervention by the service to raise the quality of care provided and to minimise instances of missed or late calls was introduced. The complaints about quality of service centred mainly on concerns about care plans not being followed and all complaints related to this were either upheld or partially upheld.

Complaints related to:

8 x quality of service; 2 upheld, 4 partially upheld, 1 not upheld, 1 still active.

1 x non-provision of expected service; not upheld.

6 x missed call; 5 upheld, 1 not upheld.

1 x late call; upheld

1 x failure to communicate; not upheld.

1 x attitude of staff; not upheld.

1 x lack of action; not upheld.

Extra Care Housing received a total of 7 complaints in 2010/11; the same number received as in the previous year. Three of the complaints were about quality of service and were all either upheld or partially upheld. They related to manual handling issues, poor English language skills and damage of personal items.

During the closure of two extra care housing units at Cranbrook and Denton Court and the transfer of clients to the new unit at Crown Meadow Court, the service has not seen an increase in complaints, this is a positive indication that these changes have been successfully managed.

Complaints related to:

3 x quality of service; 1 upheld, 2 partially upheld.

1 x non provision of expected service; not upheld.

2 x lack of action; both partially upheld.

1 x behaviour of another service user; not upheld.

There were 4 complaints about the **Care Link** service this year.

1 x disputed decision; not upheld.

1 x attitude of staff: upheld.

1 x quality of service (faulty/broken equipment); upheld.

1 x non-provision of expected service; not upheld.

Lessons Learnt

Following several complaints received for **Extra Care Housing** this year, the following measures have been taken to address some of the issues raised:

- Steps have been taken to improve communication and information sharing between staff members who work shifts. In addition, written information and handover instructions have been developed for non-permanent care staff that cover shifts for permanent staff.
- Out of hours contact for families has been improved, including the introduction of a mobile phone number for families to contact staff members outside normal office hours.
- Service managers are carrying out regular quality monitoring visits to ensure clients are receiving the service that they have been assessed for.
- Non-permanent staff members receive more frequent supervision to ensure better quality of care delivery.

Occupational Therapy & Blue Badges

OCCUPATIONAL THERAPY & BLUE BADGES 2010/2011				
	Occupational Therapy		Blue Badges	
Complaints Received	13		5	
Resolved within 20 working days	8	62%	4	80%
Upheld	2	15%	1	20%
Partially Upheld	1	8%	0	0%
Not Upheld	10	77%	4	80%
Still Active	0		0	

The **Occupational Therapy Team** received 13 complaints in 2010/11, compared to 11 in the same period last year. Most of the complaints received were about disputed decisions and attitude of staff; however none of the 8 complaints relating to these areas of concern were upheld.

Complaints related to:

- 1 x quality of service (faulty/broken equipment); partially upheld.
- 1 x non provision of expected service; not upheld.
- 3 x service delay; 2 upheld, 1 not upheld.
- 5 x attitude of staff; all not upheld.
- 3 x disputed decision; all not upheld.

Mobility Assessments (Blue Badges)

During this period we received 5 complaints about mobility assessments and the awarding of a blue badge. All complaints related to disputed decisions; where the client disagreed with the outcome of their mobility assessment and where the complaints procedure was used as the means of appealing against the decision. Four appeals were not upheld and, with regard to the upheld decision; a re-assessment by another occupational therapist resulted in a blue badge being issued to the client.

Lessons Learnt

Following complaints last year from blue badge applicants challenging their mobility assessments, an appeals process has been implemented. Mobility assessments can now be reviewed independently by a qualified senior occupational therapist. This provides the applicant and the Council the assurance that eligibility has been fully assessed and process correctly followed.

Charging & Finance

CHARGING & FINANCE 2010/2011						
	Charging Domiciliary Care		Charging Residential Care		Direct Payments	
Complaints Received	18		3		1	
Resolved within 20 working days	17	94%	2	100%	0	0%
Upheld	12	68%	1	33%	0	0%
Partially Upheld	3	16%	1	33%	1	100%
Not Upheld	3	16%	1	33%	0	0%
Still Active	0		0		0	

We received 18 complaints relating to the charging of domiciliary care and 3 for the charging of residential care (**total 21**). This compares to 29 and 13 (**total 42**) received respectively the previous year; an overall drop of 50%. Complaints about billing have seen a drop as a result of improvements to billing systems. There was one complaint relating to administering of direct payments and this was partially upheld.

Complaints related to:

13 x incorrect billing; 10 upheld, 3 partially upheld.

4 x disputed decisions; all not upheld.

1 x quality of service (lack of consistency); upheld.

2 x service delay; 1 upheld, 1 partially upheld.

1 x funding/back-payment issues; upheld.

Direct Payments

1 x funding/back-payment issues; partially upheld.

Lessons Learnt

Following a number of complaints received and upheld with regard to incorrect bills, the Fairer Charging Team reviewed and improved processes to ensure:

- Statements are accurate, and easier to understand.
- Accounts for deceased clients are prioritised in order to help prevent incorrect final account information being sent out to Executors.

- Finance details related to direct payments, extra care housing and supported audited on a monthly basis by senior managers, in order to create an additional monitoring safeguard.

As a result of a complaint, which highlighted errors in the recording and processing of direct payment information, the procedure for setting up the payments has been updated and improved. Fresh guidance has been issued to care managers to ensure information systems are accurate.

Contracted Services

The Council supports approximately 1,500 people in Bromley to stay in their own homes through the provision of domiciliary care services and the 33 complaints received this year about contracted providers equates to 2% of our clients.

CONTRACTED SERVICES 2010/2011										
	Domiciliary Care		Residential Care		LD Day Services		LD Residential Services		Supporting People & Commissioning	
Complaints Received	33		5		3		4		5	
Resolved within 20 working days	28	85%	3	60%	1	50%	4	100%	3	60%
Upheld	16	49%	0	0%	1	25%	2	50%	1	20%
Partially Upheld	12	36%	2	40%	0	0%	1	25%	2	40%
Not Upheld	5	15%	3	60%	2	75%	1	25%	2	40%
Still Active	0		0		0		0		0	

The total number of complaints received between April 2010 and March 2011 about contracted domiciliary care agencies is 33, which is a **23%** reduction from the 43 received in the same period last year.

Of the 33 complaints received about **domiciliary care** agencies, the majority related to the quality of service provided or late and missed calls. Complaints about quality of service included carers not following care plans, carers leaving early and clients being visited by lots of different carers; this totalled 15. Of these, 12 were either upheld or partially upheld. The Contracts Monitoring Team is monitoring the service provided by these agencies.

Care UK received 6 formal complaints and 8 informal complaints this year, highlighting inconsistencies in their service. The problems were caused by a change of management. The issues have since been addressed by the agency and since October 2010 we received only one formal complaint. The other agency which received the same number of complaints over the year is Sure Care, followed by AG Care, which received 5 complaints.

The table below provides a breakdown of complaints received this year for each domiciliary care agency.

Domiciliary Care Agency 2010/11

Dom Care Agency	Q1	Q2	Q3	Q4	Total	% of all complaints
AG Care	1	0	4	1	6	19%
Care UK	1	5	1	0	7	21%
Westminster	2	1	1	0	4	12%
Redspot	1	0	0	0	1	3%
Kentish Homecare	1	0	0	0	1	3%
Carewatch	1	1	2	0	4	12%
Sure Care	0	1	2	4	7	21%
Mackleys	0	1	0	0	1	3%
Goldsborough	0	0	0	1	1	3%
Delta Care	0	0	0	1	1	3%
Total	7	9	10	7	33	100%

Complaints related to:

Quality of Service:

2 x short call/carer leaving early - 1 partially upheld (*Westminster*), 1 not upheld.

3 x poor service given by carer - 2 partially upheld (*Westminster* x 1, *Redspot* x 1), 1 not upheld.

5 x care plan not followed - 4 upheld (*AG Care* x 2, *Goldsborough* x 1, *Sure Care* x 1), 1 partially upheld (*Carewatch*).

2 x lack of consistency/continuity - 1 partially upheld (*Care UK*), 1 not upheld.

1 x lack of training - partially upheld (*Sure Care*).

1 x poor English language skills - partially upheld (*Sure Care*).

1 x hygiene issues - upheld (*Sure Care*).

Missed/Late Calls:

11 x missed calls - 9 upheld (*Care UK* x 4, *AG Care* x 4, *Westminster* x 1), 2 partially upheld (*Westminster* x 1, *Carewatch* x 1).

4 x late call - 2 upheld (*Care UK* x 1, *Delta Care* x 1), 1 partially upheld (*Sure Care*), 1 not upheld.

Other Concerns:

2 x non provision of expected service - 1 partially upheld (*Care UK*), 1 not upheld.

1 x attitude of staff - partially upheld (*Sure Care*).

Contracted **residential care** services received 5 complaints this year. One was about the failure to communicate and was not upheld, while one related to damage of personal items at Elmwood and is recorded as partially upheld. We also received three complaints relating to the attitude of staff and one of these (Elmwood) was partially upheld, while the other two (Bromley Park & Rosecroft) were not upheld.

Residential and Nursing Care Homes 2010/11

Residential Home / Nursing Home / Other	Q1	Q2	Q3	Q4	Total	
Kingswood House	0	0	0	0	0	0%
Isard House	1	0	0	0	1	20%
Elmwood	0	1	1	0	2	40%
Bromley Park	0	0	0	1	1	20%
Rosecroft	0	0	0	1	1	20%
Total	1	1	1	2	5	100%

We received 7 complaints about **Learning Disability Day Services** and **Learning Disability Residential Services**. Two of these related to the respite service at Tugmutton Close.

Complaints related to:**Quality of Service:**

- 1 x incorrect or no medication given; upheld.
- 1 x hygiene issues; not upheld.

Other concerns:

- 1 x attitude of staff; not upheld.
- 2 x failure to communicate; 1 partially upheld, 1 not upheld.
- 2 x behaviour of another service user; both upheld.

We also received one complaint about services provided by the **Kent Association for the Blind** and one about a service commissioned from **Mencap**. The first was about the failure to communicate and was upheld and the second was about a disputed decision and was partially upheld. There was also a complaint against Commissioning with regard to policy and this was not upheld.

Lessons Learnt

As a result of complaints the in-house service received last year around late and missed calls, the previous annual report gave details of a new electronic monitoring system that was introduced in order to address this problem. External providers are also introducing these systems and electronic monitoring of care worker arrival and departure times is in places for just over 20% of the Borough's domiciliary care service users. Commissioners are encouraging all providers to work towards the introduction of electronic data monitoring systems, with the aim of reducing complaints about timekeeping.

Following complaints about late and missed calls with regard to **Care UK**, the agency has agreed to review all its rotas, in order to minimise the risk of further missed visits. In addition, the agency has now replaced the on-call phone with another, which flashes when messages are waiting. It is intended this will avoid delays in dealing with customer enquiries.

As a result of a complaint, senior management at **Care UK** carried out a review of their contingency plan for dealing with emergencies in cases of staff absence. It was decided that in future disciplinary procedures would be instigated for staff who failed to follow the relevant contingency plan.

As a result of a complaint made about **AG Care** with regard to a care plan not being followed correctly by staff, the contracts monitoring team requested the agency reviews the care provided to all clients who have been supported by the relevant care workers, to ensure the same lapses in care standards are not being experienced by other clients.

The monitoring team also reviewed the care workers' records, in particular those pertaining to their training and supervision. As a result, the agency routinely sends quality monitoring reports to the Contracts Team so that appropriate action can be considered; pending evidence of any further concerns.

Following a complaint about poor food preparation, **Sure Care** has introduced new training for care workers, specifically regarding food types and food preparation. This follows concerns raised about carers' understanding of the typical local diets of their clients. The aim of the course is to instruct carers on food preparation, local diets and how to cook the kinds of dishes typically preferred by their clients.

In addition, following concerns raised about poor levels of spoken English, the agency now ensures all care workers undergo the International English Language Testing System (IELTS), before allowing them to work for the agency. The Council manages a training consortium of which 14 of the 28 domiciliary care agencies registered to work in Bromley are already members. This year the consortium scheduled a specific course in English used in the care scenario to address concerns around the English language proficiency of care workers across agencies.

One complaint about the care home, **Elmwood**, highlighted issues they have been experiencing with the laundry service. As a result, Mission Care, which runs the home, has implemented a system of providing individual laundry bags for each resident. Therefore each resident's laundry will be washed individually. This should avoid instances where clients' clothes are mixed up or misplaced.

Section 3: Housing & other corporate complaints

This year we received a total of 83 complaints for **Housing & Residential Services** compared to 69 for the same period the previous year. This represents a rise of 20%.

All of the 83 complaints received have been resolved and of these, 54 (65%) were responded to within 20 working days. The rise in complaints is largely due to recent increased pressures on the housing services and increased workload caused by an increase in housing register applications.

Below are tables showing comparisons of Housing and other corporate complaints received this and the previous year.

Housing Services 2009/10 & 2010/11 - Comparison by team					
Teams	2009/10	% of complaints	2010/11	% of complaints	Up/down
Housing Options and Advice	28	41%	28	34	—
Housing Initiatives	1	2%	4	5	▲
Housing Solutions	30	43%	37	45	▲
Resettlement (Young People)	3	4%	5	6	▲
Resettlement (Vulnerable Adults)	5	7%	2	2	▼
Housing Development	0	0	0	0	—
Residential Services	2	3%	7	8	▲
TOTAL	69	100%	83	100	▲

Strategy & Performance and DAT 2009/10 & 2010/11 - Comparison by team					
Teams	2009/10	% of complaints	2010/11	% of complaints	Up/down
Appointee & Deputyship	1	12.5%	2	28%	▲
Complaints	1	12.5%	1	16%	—
Adult Safeguarding	1	12.5%	0	0	▼
Freedom Passes	3	37.5%	2	28%	▼
Drug Action Team	2	25%	2	28%	—
TOTAL	8	100%	7	100%	▼

Housing & Residential Services

With regard to the categories under which formal complaints are recorded; Housing and Residential Services received 52 complaints relating to operational issues, 27 complaints about information/communication and 4 regarding lack of action.

All of the complaint investigations relating to operational issues have been completed and, of those, 10 complaints were fully upheld, 10 were partially upheld and 32 (62%) were not upheld. Of the 27 information complaints, 14 were either fully or partially upheld while 13 were not upheld. Of the 4 complaints regarding lack of action, 1 was upheld and 3 were not upheld.

Due to the pressures on Housing as a result of the current economic climate, there has been a rise in complaints; although many of these have not been upheld. This would indicate that frustrations experienced by some by their housing circumstances are causing them to complain. Nearly half the complaints about lack of communication however were either upheld or partially upheld and this is largely due to the increasing volume of applications for social housing and the subsequent pressure on front door services dealing with this increase. Measures introduced to address this problem are outlined in the lessons learnt section below.

HOUSING & RESIDENTIAL SERVICES 2010/2011												
	Housing Options		Housing Solutions		Housing Initiatives		Support & Resettlement (Young People)		Support & Resettlement (Vulnerable Adults)		Residential Services	
Complaints Received	28		37		4		5		2		7	
Resolved within 20 working days	19	68%	24	65%	4	100%	1	20%	2	100%	4	57%
Upheld	5	18%	10	27%	0	0%	0	0%	0	0%	1	14%
Partially Upheld	2	7%	11	30%	1	25%	1	20%	0	0%	2	29%
Not Upheld	21	75%	16	43%	3	75%	4	80%	2	100%	4	57%
Still Active	0		0		0		0		0		0	

The **Housing Options & Advice Team** received 28 complaints this year; which is the same number as received the previous year. The main areas of concern this year were around disputed decisions, delays in service, failure of staff to communicate and the attitude of staff. Although there were 9 complaints about the attitude of staff, three of these were either fully or partially upheld.

Complaints related to:

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

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

4 x service delays; all not upheld.

3 x lack of action; all not upheld.

3 x incorrect information provided; all not upheld.

9 x attitude of staff; 1 upheld, 2 partially upheld, 6 not upheld.

1 x anti-social behaviour; not upheld.

The **Housing Solutions Team** received a total of 37 complaints this year compared to 30 in the same period the previous year, a rise of 23%. In addition, the team also received 49 MP Enquiries, mainly relating to banding disputes and residents feeling they need to move to larger properties. This rise in complaints is linked to the extra pressures on housing services as a result of the current national economic situation, and particularly in its effects on people seeking to address their housing situation. There has been a dramatic increase in housing register applications. As a result, there have been processing delays, along with an unprecedented number of households pursuing the limited supply of housing. This has resulted in an increase in complaints relating to communication delays, service delays and applicants challenging their priority banding allocations.

Complaints related to:

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

7 x service delay; 3 upheld, 3 partially upheld, 1 not upheld.

15 x failure to communicate; 2 upheld, 6 partially upheld, 7 not upheld.

1 x incorrect information; not upheld.

2 x attitude of staff; 1 partially upheld, 1 not upheld.

2 x non-provision of expected service; 1 upheld, 1 not upheld.

1 x allegation of racism; not upheld.

The **Support & Resettlement Vulnerable Adults** and **Young People** teams received a total of 7 complaints between April 2010 and March 2011 compared to 8 in the same period the previous year.

Complaints related to:

1 x service delay; not upheld.

3 x disputed decision; all not upheld.

1 x allegation of theft; not upheld.

1 x non-provision of expected service; partially upheld.

1 x failure to communicate; not upheld.

Residential Services received 7 complaints in this period compared to 2 last year. Three of the complaints related to disabled facility grant applications, where complainants accessed the complaints process to dispute the decisions made by the DFG panel.

Complaints related to:

3 x service delay; 1 partially upheld, 2 not upheld.

1 x lack of action; upheld.

3 x disputed decision; 2 not upheld, 1 partially upheld.

Lessons Learnt

This year the Housing **Solutions Team** is implementing a new Housing Allocations Scheme and an automated banding system so the service is in a better position to respond to those who approach the Council for assistance. The proposed changes have taken into account 'lessons learnt', changes in legislation, consultation with staff, partners, interested parties, members of the public; as well as taking account best practice in other Local Authorities.

The demand for accommodation continues to exceed the available supply and it is intended the revised housing allocations scheme will be more transparent, dispelling some of the common misconceptions about who receives assistance and to focus upon providing assistance to those in the greatest housing need. In conjunction with the revised policy, the implementation of automated banding will reduce the opportunity for human error in the assessment of an application and further speed up assessment times.

These changes will help to manage expectations and reduce complaints which; particularly in recent times, have been heavily centred on assessment times and the level of priority awarded. The new Housing Allocations Scheme is due to be implemented by November 2011.

Following a complaint where the **Housing Solutions Team** failed to notify a client in writing of their decision, the team has been reminded by management to update clients when a decision has been altered, particularly when it is in the client's favour. This will avoid the team having to deal with complaints because of poor communication.

As a result of the increase in complaints and MP Enquiries, particularly relating to overcrowding and disputes over housing allocation, the **Housing Solutions Team** will be employing a reviewing officer, who will be responsible for processing banding appeals. This will help minimise delays in communication and completing banding appeals; and will ease pressure on managers and allow them to continue developing the service.

In response to the complaints about response times, increased callers and phone calls and the associated workload pressures, the Housing Needs service has recently introduced a phone duty system involving all staff on a rota basis. This is ensuring calls are answered, giving more information early in the process, making sure accurate information/messages are taken and relayed to the correct officer/team and that these are then dealt with promptly by that officer/team. This work is also giving all staff a wider and in depth knowledge of the issues, work and pressures of the other teams in the service which will improve advice and help given. Work has also been done with the Council's Customer Service Centre to ensure simple enquiries are dealt with at first point of contact and that callers are directed to the correct service.

Other Corporate Complaints

Strategy & Performance received two complaints about Freedom Passes. One related to a service delay and was partially upheld, while the other related to the failure to communicate and was not upheld.

The **Drug Action Team** received two complaints this year. One related to a partner agency and the attitude of a staff member; and the complaint was partially upheld. The other was a disputed decision around eligibility criteria and this was not upheld.

DAT* & STRATEGY COMPLAINTS 2010/2011										
	Freedom Passes		Complaints Service		Drug Action Team*		Adult Safeguarding		Appointeeship & Deputyship	
Complaints Received	2		1		2		0		2	
Resolved within 20 working days	2	100%	1	100%	1	50%	0	0	2	100%
Upheld	0	0%	1	100%	0	0%	0	0%	0	0%
Partially Upheld	1	50%	0	0%	1	50%	0	0%	0	0%
Not Upheld	1	50%	0	0%	1	50%	0	0%	2	100.0%
Still Active	0		0		0		0		0	

*The Drug Action Team is part of the Commissioning & Partnerships Division.

Section 4: Ombudsman Enquiries

Adult Social Care

From April 2010 to March 2011, we received 10 Ombudsman enquiries for adult social care. Five of these have been completed and 5 are still being investigated by the Local Government Ombudsman (LGO).

Of the 5 closed enquiries, one related to a deceased client with learning disabilities who did not return to his residential home prior to his death. The Ombudsman did not uphold the complaint and decided to discontinue her investigation.

Two enquiries related to the failure of the Council to carry out assessments and the delay in reviewing a client within agreed timescales, following Adult Safeguarding investigations. Both were partially upheld and compensation payments totalling £1500 were agreed.

One enquiry was about the suggested failure to provide services to a physically disabled client, including the failure to house the client in a suitably adapted property. The Ombudsman partially upheld the complaint and recommended a compensation payment of £500 and an apology for lack of care planning and delays in carrying out assessments.

Following an enquiry regarding the reduction of day care provision to one client, the Ombudsman partially upheld the complaint and recommended a remedy of £600 for the failure to provide the client with copies of the assessment and care plan documents. In addition, the LGO advised a further assessment be made and that the client be recompensed for the reduced service up to the date of the re-assessment.

The compensation payment in this case will be paid in the next financial year (2011/12) and therefore the total figure has not been included in this report.

Blue Badges

This year we received two Ombudsman enquiries on behalf of residents who did not meet the eligibility criteria for a blue badge, following two mobility assessments and an appeal; but who continue to dispute the Council's decision. Both investigations are still ongoing.

Housing

The Council received 3 Ombudsman enquiries regarding housing this year. One investigation has been completed and partially upheld by the Ombudsman. Compensation of £250 was recommended for additional rent paid by the complainant due to errors made in processing a housing application. The remaining two enquiries are still being investigated by the Local Government Ombudsman

Compensation Payments

A total of £4,650 in compensation has been paid as a result of Ombudsman enquiries completed from April 2010 to March 2011 and this also includes enquiries that were received by the Department last year.

Section 5: Informal Complaints

The complaints regulations encourage front line staff to deal with and, whenever possible, resolve less serious complaints orally and within 48 hours. The aim of this is that service users who have less serious concerns or issues that do not require detailed investigation can have them dealt with quickly and without the need to go through a lengthier formal complaints process, which may unnecessarily delay resolution and cause further inconvenience or frustration. Although there is no requirement under the complaints regulations to record informal complaints, the complaints team understands the importance of recording this information in order to identify problems in service provision before they become more serious.

The following is a breakdown of such complaints received for adult social care in 2010/11. This year, we recorded 62 informal complaints.

Home Care received 9 informal complaints:

3 x quality of service 3 x missed/late call 2 x attitude of staff 1 x policy

We received 8 informal complaints about Care UK:

3 x quality of service 5 x late calls

We received 14 informal complaints about Sure Care:

8 x quality of service 5 x attitude of staff 1 x late call

We received 2 informal complaints about Redspot:

1 x quality of service 1 x late call

We received 2 informal complaints about Carewatch:

1 x attitude of staff 1 x late call

We received 4 informal complaints about Bridges:

1 x quality of service 2 x late call 1 x attitude of staff

We received 2 informal complaints about Keratome:

1 x missed call 1 x early call

We received 4 informal complaints about AG Care:

2 x attitude of staff 1 x missed call 1 x quality of service

We received 4 informal complaints about Delta Care:

1 x quality of service 3 x late calls

We received 2 informal complaints about Westminster Homecare:

1 x quality of service 1 x missed call

We received 1 informal complaint about Goldsborough:

1 x late call

The remaining 9 informal complaints were about Carelink, LD Transition, the Orpington Older People's Team, Transport, the Occupational Therapy service, Kingswood House, Elmstead residential home and Extra Care Housing respectively.

1 x non-provision of requested service 1 x failure to communicate 2 x attitude of staff

2 x quality of service 1 x service delay 1 x lack of training

1 x behaviour of another service user

The largest sector that received informal complaints this year was domiciliary care, with one agency, Sure Care, receiving 14. These complaints were mostly around missed/late calls and the attitude of staff. The largest areas of concern for those who made informal complaints were the attitude of staff, the failure to communicate and the quality of service received.

Section 6: MP Enquiries and Compliments

Between April 2010 and March 2011 we received 27 MP enquiries for adult social care. We also received 75 MP enquiries for housing. This compares to 18 for adult social care and 45 for housing last year; representing a 50% and 67% increase respectively.

In addition, the Complaints Team received 30 compliments for adult social care and 8 for housing. The following is a sample of some of the compliments we received during this period:

Adult Social Care

- I wish to inform you of the wonderful care given to my mum over the last four years. She had a lovely set of devoted carers, who looked after her so well.
- I am extremely grateful to Bonnie and her morning partner, Janet, for the care and support that they provided.
- It was like having Christmas and Birthday today when you brought all the wonderful gadgets which will make such a difference to my life. It was an absolute pleasure to meet you and the understanding and empathy you showed me has enriched my life.

- My mother, along with all the family, wishes to extend an enormous thank you for all you have done over the time she has been in your care. Your assistance has allowed her to stay in her home for far longer than would have ever been possible and we would not hesitate to recommend your service (Carelink) in the future.
- Ms A passed on her thanks to everyone who cared for her at Durham House. She was very happy there.
- Carelink is a wonderful service that came to our rescue on a number of occasions and gave both my mother and me the comfort of knowing someone was always just the push of a button away.
- My wife and I wish to express our sincere thanks to you and all those involved in moving my son into the house provided. I can only repeat that in the past his care has always been excellent.
- Thank you for your help in speeding things up; especially the Blue Badge, which has proved a godsend. Sam, the OT, couldn't have been kinder and was incredibly helpful and efficient.
- The ladies you have sent to me for the last few weeks have really cheered me up. They were like a breath of fresh air and nothing seemed to bother them. I could not have managed without them, especially in the first few weeks.
- Elmwood Rehab centre is the most efficient and kind establishment I have ever stayed at. The staff are wonderful.
- You can rest assured that I have only praise, commendation and heartfelt thanks to Barbara and her team for the way Mum's case has been handled.
- We are just dropping you a little line to say an enormous THANK YOU for sending us 4 members of your valuable staff to help clear the snow at Bertha James. They have done an absolutely amazing job in this awful weather and we are really grateful to them.
- Please pass on my thanks to all involved with my daughter's plan as it is already making a huge difference to her life and as a result to the rest of the family.
- I would like to say a very personal big thank you to you Varsha for all your support and encouragement. From the day we met, I knew we would work well together and achieve the best outcome for our daughter.
- May I end by saying how very impressed I was by your out-of-hours call centre and duty social worker on Monday evening. Had that been the response of my department I would have been very proud of the staff concerned.

Housing

- I am writing to express my sincere thanks to you for securing the grant for repairs at my address. The work was carried out efficiently and conscientiously.
- I must say I am very impressed by the very speedy response from the housing team to my enquiry on behalf of one of my residents.
- My wife and I would like to take this opportunity to thank you and your staff for all your help, advice and guidance that you have provided to us whilst looking for a place to live.

Section 6: Listening to our service users

Complaints survey

We sent 72 follow up letters and customer satisfaction questionnaires to clients who had made formal complaints in 2010/11 and, of those, 17 (24%) were returned. The purpose was to ask the complainant whether or not they feel their complaint has been fully responded to and to gather information from service users about how they felt their complaints were handled.

Overall, we found the survey painted a positive picture of the complaints service. While 65% of those who responded said they have not experienced a re-occurrence of the issues that caused them to complain, 59% thought the person who handled their complaint helpful.

Most encouraging of all is that 88% of respondents said they were treated with courtesy and respect while their complaint was being dealt with.

A weakness identified through the customer feedback was customers felt they were not being sufficiently informed of changes made as a result of their complaint. In addition, 70% of complainants felt their complaint could have been dealt with better with a face-to-face meeting. The complaints team will be looking at these two issues over the coming year and working with colleagues to improve on these areas.

Monitoring information (adult social care)

Equality and Diversity

71% of adult social care complaints were received from female service users. 106 (81%) of female service users who complained were over 65. This proportion of female over male complainants is consistent with the overall profile of service users in the borough. Most social care complaints relate to service users who are over 65.

Most of those who made an adult social care complaint this year considered themselves to be White British (95%), while 1% considered themselves to be Asian British and 2% British Caribbean.

Disability

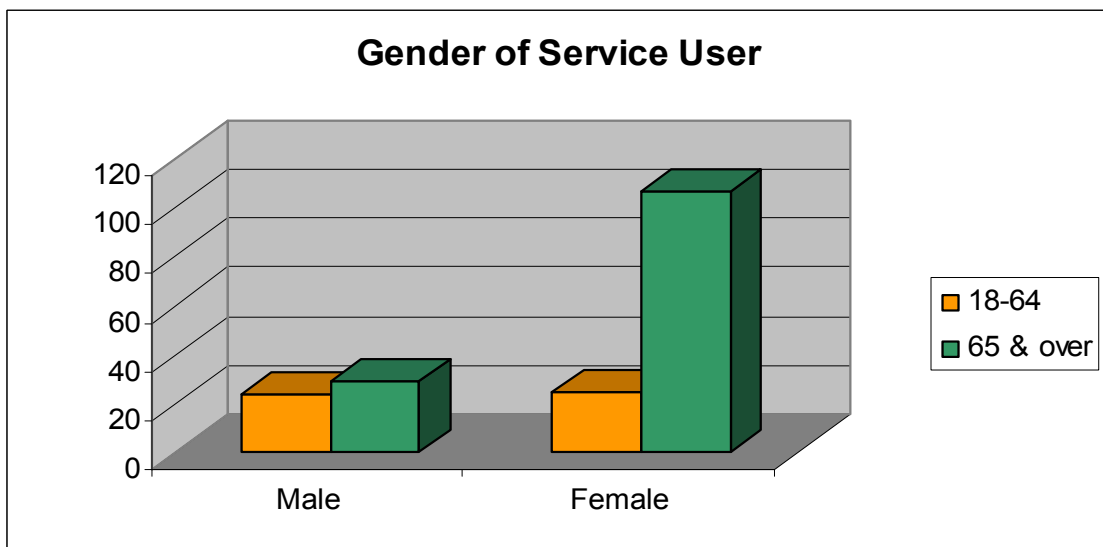
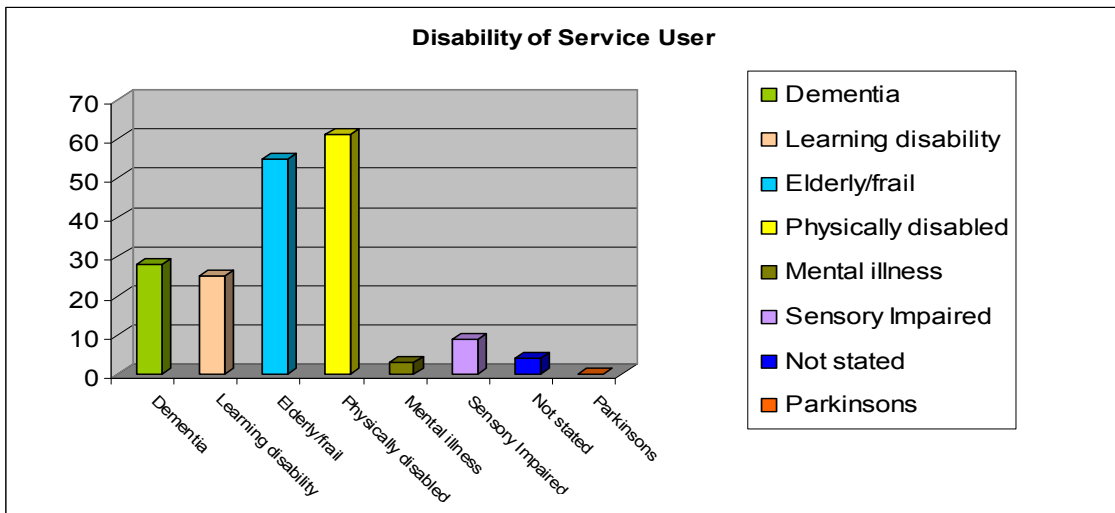
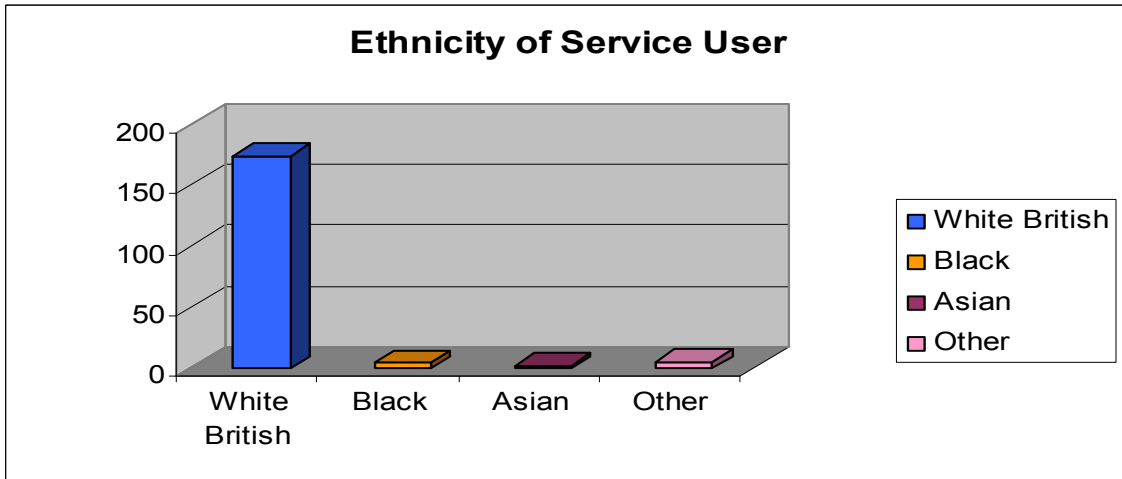
Out of the 184 of those in adult social care who complained, 29% considered themselves elderly and frail; 33% physically disabled, 14% have a learning disability and 5% to be living with sensory loss (either partial sightedness or hearing loss).

Section 7: Achievements

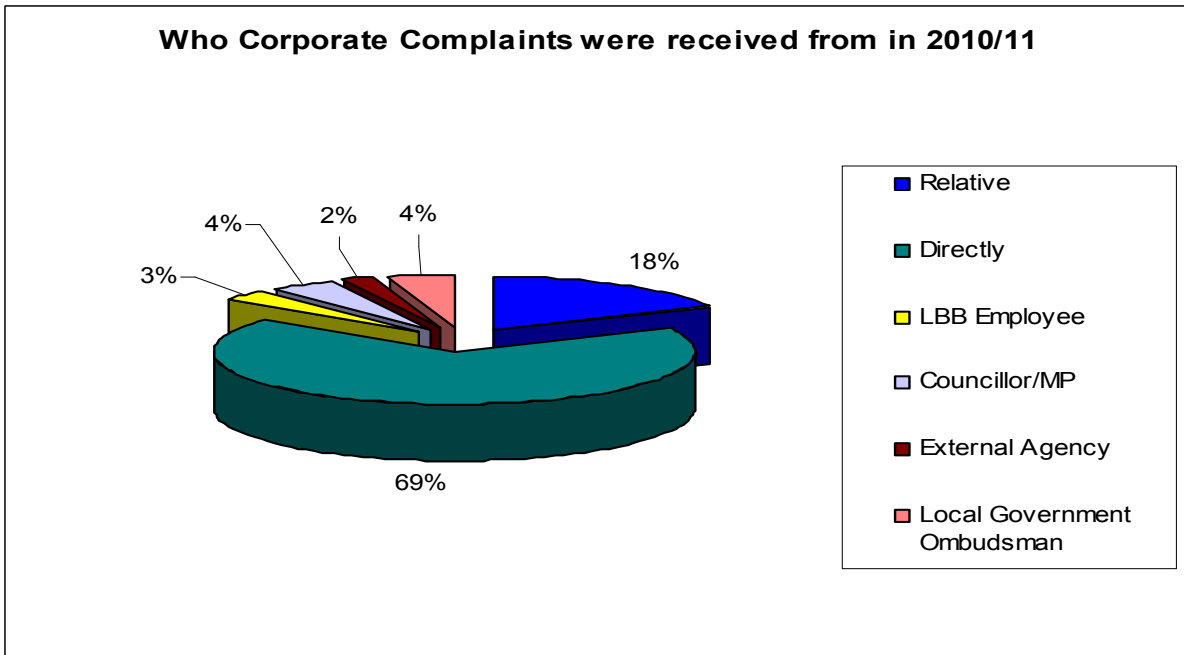
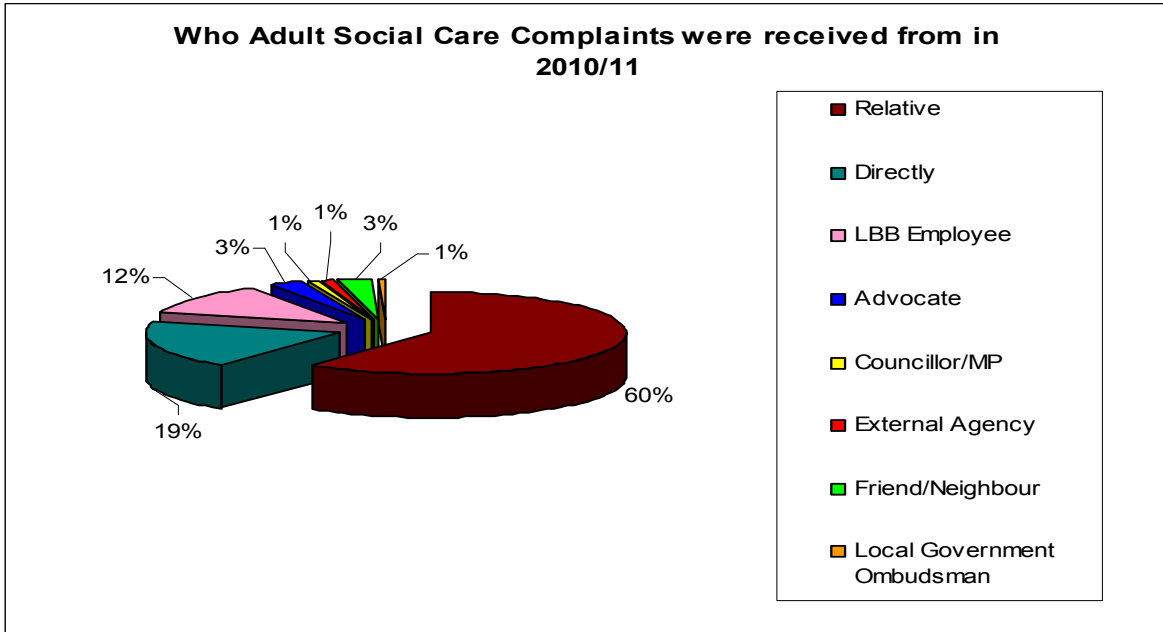
Between April 2010 and March 2011, the complaints team has trained over 50 members of staff in complaints handling skills and plans on continuing this training over the coming year. The complaints team continues to offer regular complaints surgeries for managers and heads of service who require assistance to draft complaint response letters. As a result of these surgeries, the department has seen an improvement in the quality of responses and response times. This year, 74% of social care complaints have been responded to within 20 working days.

The complaints team has sent out 72 follow up letters and customer satisfaction questionnaires so far to service users who have made formal complaints this year. As well as ensuring those who have made complaints are happy their concerns have been fully investigated, this provides an opportunity for customers to share with us their experience of the complaints handling service and help us make continued improvements in how complaints are managed. The aim is to ensure all but the most serious and complex complaints are resolved locally at an early stage and resources are not unnecessarily stretched as a result of ineffective complaints handling.

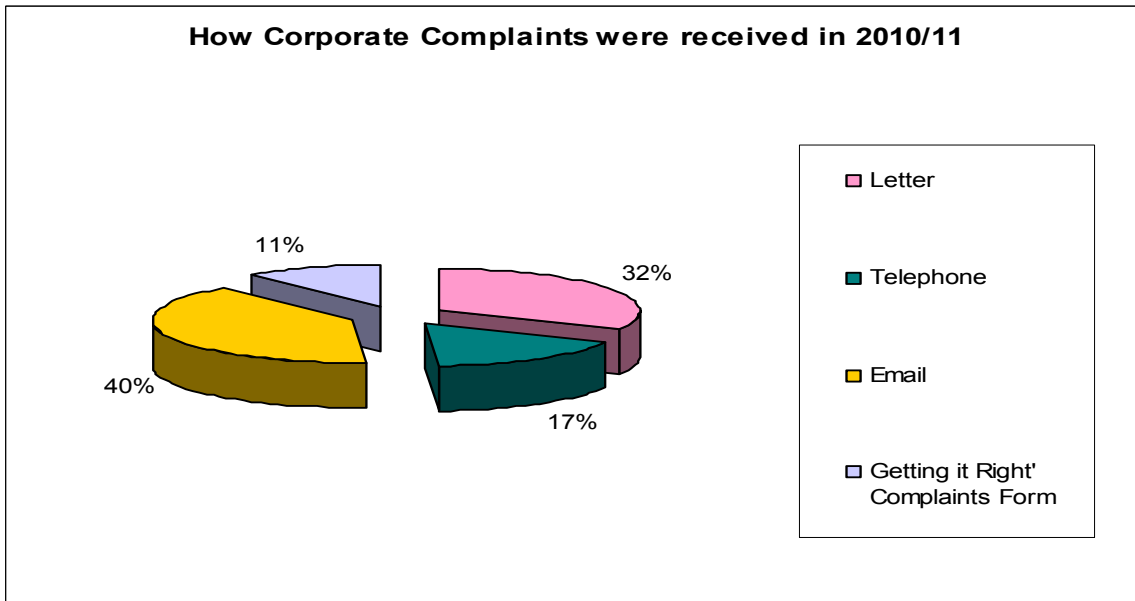
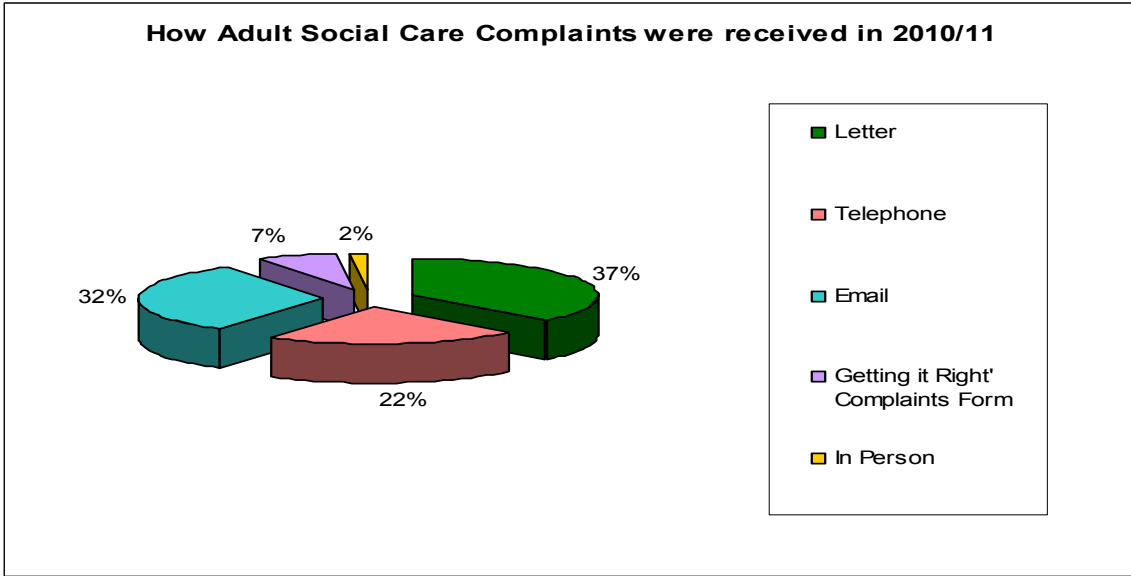
Appendix 1 – Gender, Ethnicity & Disability of service users who complained
(Adult Social Care only)



Appendix 2 – Who complained were received from



Appendix 3 – How complained were received



Report No.
RES11035

London Borough of Bromley

PART 1 - PUBLIC

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

Date: **14 June 2011**

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

Title: **BROMLEY MOBILITY FORUM - PROGRESS**

Contact Officer: Leslie Marks , Chairman, Bromley Mobility Forum
Philippa Stone, Democratic Services Officer
Tel: 020 8313 4871 E-mail: philippa.stone@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Resources

Ward: Boroughwide

1. Reason for report

In April 2010 the Adult and Community PDS Committee agreed to the setting up of the Bromley Mobility Forum, initially for one year. As this first year concludes, this report from the Chair of the Forum updates Members on the progress to date.

2. **RECOMMENDATION(S)**

The Committee is asked to note the other issues that the Forum has considered during the period since the last report received in January 2011.

Corporate Policy

1. Policy Status: N/A.
 2. BBB Priority: Supporting Independence.
-

Financial

1. Cost of proposal: Estimated cost £6,000
 2. Ongoing costs: Non-recurring cost.
 3. Budget head/performance centre: ACS Commissioning and Partnerships
 4. Total current budget for this head: £6,000
 5. Source of funding: LBB Adult and Community Services
-

Staff

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

Legal

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

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 On 14th April 2010 the A+C PDS Committee endorsed the recommendations from the Transport Reference Group, including the establishment of a Bromley Mobility Forum, initially time limited for one year, with a focussed work programme and Terms of Reference outlining a future business plan and clear exit strategy.

The Forum adopted the following Mission Statement:

‘To improve the quality of life and support the independence of all people within the London Borough of Bromley experiencing difficulty with mobility and/or accessing transport’

- 3.2 In January 2011 the A+C PDS Committee received an update report from the Forum Chair. This update described the prioritised work programme which included a Passenger Experience Survey and a proposal for involvement in the planning of the redevelopment of Bromley South Station. Key inputs and outcomes from these work-streams are detailed below.

Progress to Date

- 3.3 Passenger Experience Survey

- 3.3.1 In the previous report, the Committee was made aware of the pilot evaluation and re-launch of the Passenger Survey. Despite a comprehensive awareness raising campaign, only 29 substantiated passenger survey experiences were received. Therefore, in April 2011, Forum Members committed themselves to a ‘Survey Week’ using the local bus service and captured their experience in a previously agreed data collection form. This resulted in a source of additional data being generated which was much more consistently captured and, therefore, easier to analyse. The main issues raised were access, availability of the ramp, attitude of the drivers, pulling away before passenger was seated, coping with small children and not stopping when requested.

- 3.3.2 A letter has been sent to Transport for London advising them of the work that we have undertaken and providing them with an overview of our findings. Using this current survey as the baseline, we will re-survey, employing the same methodology, in 6-9months time and the results will be compared against current information.

- 3.4 Redevelopment of Bromley South Station

- 3.4.1 Three representatives from Network Rail provided a presentation at the April 2011 Forum meeting. They offered the opportunity for the Forum Members to undertake a structured supported visit to Streatham Hill Station which has recently been redeveloped. This was so that Forum Members could experience how some of the changes had positively impacted on individuals with mobility problems by making train travel more accessible, and therefore, understand some of the plans for Bromley South station which will have similar features.

- 3.4.2 Five members of the Mobility Forum went on this visit. All members had experience of dealing with mobility issues, either for themselves or as a carer. During the visit they were able to practically demonstrate to Network Rail representatives some of the changes that worked well and some that did not work so well. This was followed up with a written report to Network Rail containing the Mobility Forum recommendations to be considered with the Bromley South development. Network Rail officers will return to the Mobility Forum on a regular basis, bringing to the next meeting a colleague from South Eastern trains, so that all aspects of the development continue to be discussed. It is our

expectation that, having established the relationship with Network Rail, an ongoing dialogue will continue, so as to ensure that the voice of those who experience difficulty with mobility continues to be engaged in the planning of the changes.

3.5 **Other Workstreams**

3.5.1 An important part of the Forum's work is in ensuring that the Council and other bodies do receive comments on mobility related proposals. During the year, the Forum has commented on a number of issues including:

Changes to the Taxicard scheme. The Forum welcomed the retention of double swiping (whilst under review).

3.5.2 The Forum not only responded to the consultation on the proposal to charge Blue Badge holders in Council car parks, but also provided a list of organisations that it felt should be included in this consultation and any future related consultations.

3.5.3 The Forum requested the opportunity to comment on Bromley's Local Implementation Plan 2010/2011, but was advised that the consultation had ended. However, the Forum did receive a presentation of the proposals and in response provided commentary on both the plans and the benefits of engaging the Forum pro-actively in the future.

3.6 **Future Workstreams**

3.6.1 As the engagement in the development of Bromley South has demonstrated, the Forum is in a position to develop a constructive relationship with Network Rail as a collective body representing a range of interests. As part of our oversight of public transport issues the Forum will continue the ongoing work on the Passenger Experience survey both Network Rail and with bus operators within the Borough.

3.6.2 The function of the group is to bring issues into the Forum where expertise exists to provide meaningful input and comment. Issues emerging in the future, where the Forum believes it can add value to the discussions, include Overground development in the north of the Borough, Dial-a-Ride developments and establishing a dialogue with the Police Safer Transport Group. Members of the Forum will also be looking to explore issues concerning bus driver training, travel training for users, obstacles for people with hearing/visual impairment and the functioning of Community Transport.

3.6.3 I believe that the Forum has managed to demonstrate to Council officers and Members the value of liaising with a group which brings together the full range of consumer expertise and is a source of practical information, advice and guidance.

4. **POLICY IMPLICATIONS**

The Bromley Mobility Forum supports the Council's priority of Supporting Independence for the people of Bromley.

5. **FINANCIAL IMPLICATIONS**

One off funding of £6,000 was identified in the Adult and Community Services Commissioning and Partnership budget in 2010/2011. This funding ceases in July 2011. No further funding stream has yet been identified.

Non-Applicable Sections:	Legal, Personnel
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Equity and excellence: Liberating the NHS

White Paper executive summary

1. The Government upholds the values and principles of the NHS: of a comprehensive service, available to all, free at the point of use and based on clinical need, not the ability to pay.
2. We will increase health spending in real terms in each year of this Parliament.
3. Our goal is an NHS which achieves results that are amongst the best in the world.

Putting patients and public first

- 4 We will put patients at the heart of the NHS, through an information revolution and greater choice and control:
 - a) Shared decision-making will become the norm: no decision about me without me.
 - b) Patients will have access to the information they want, to make choices about their care. They will have increased control over their own care records.
 - c) Patients will have choice of any provider, choice of consultant-led team, choice of GP practice and choice of treatment. We will extend choice in maternity through new maternity networks.
 - d) The Government will enable patients to rate hospitals and clinical departments according to the quality of care they receive, and we will require hospitals to be open about mistakes and always tell patients if something has gone wrong.
 - e) The system will focus on personalised care that reflects individuals' health and care needs, supports carers and encourages strong joint arrangements and local partnerships.
 - f) We will strengthen the collective voice of patients and the public through arrangements led by local authorities, and at national level, through a powerful Commission.
 - g) We will seek to ensure that everyone, whatever their need or background, benefits from these arrangements.

Improving healthcare outcomes

- 5 To achieve our ambition for world-class healthcare outcomes, the service must be focused on outcomes and the quality standards that deliver them. The Government's objectives are to reduce mortality and morbidity, increase safety, and improve patient experience and outcomes for all:
 - h) The NHS will be held to account against clinically credible and evidence-based outcome measures, not process targets. We will remove targets with no clinical justification.
 - i) A culture of open information, active responsibility and challenge will ensure that patient safety is put above all else, and that failings such as those in Mid-Staffordshire cannot go undetected.

- j) Quality standards, developed by NICE, will inform the commissioning of all NHS care and payment systems. Inspection will be against essential quality standards.
- k) We will pay drug companies according to the value of new medicines, to promote innovation, ensure better access for patients to effective drugs and improve value for money. As an interim measure, we are creating a new Cancer Drug Fund, which will operate from April 2011; this fund will support patients to get the drugs their doctors recommend.
- l) Money will follow the patient through transparent, comprehensive and stable payment systems across the NHS to promote high quality care, drive efficiency, and support patient choice.
- m) Providers will be paid according to their performance. Payment should reflect outcomes, not just activity, and provide an incentive for better quality.

Autonomy, accountability and democratic legitimacy

- 6 The Government's reforms will empower professionals and providers, giving them more autonomy and, in return, making them more accountable for the results they achieve, accountable to patients through choice and accountable to the public at local level:
 - n) The forthcoming Health Bill will give the NHS greater freedoms and help prevent political micromanagement.
 - o) The Government will devolve power and responsibility for commissioning services to the healthcare professionals closest to patients: GPs and their practice teams working in consortia.
 - p) To strengthen democratic legitimacy at local level, local authorities will promote the joining up of local NHS services, social care and health improvement.
 - q) We will establish an independent and accountable NHS Commissioning Board. The Board will lead on the achievement of health outcomes, allocate and account for NHS resources, lead on quality improvement and promoting patient involvement and choice. The Board will have an explicit duty to promote equality and tackle inequalities in access to healthcare. We will limit the powers of Ministers over day-to-day NHS decisions.
 - r) We aim to create the largest social enterprise sector in the world by increasing the freedoms of foundation trusts and giving NHS staff the opportunity to have a greater say in the future of their organisations, including as employee-led social enterprises. All NHS trusts will become or be part of a foundation trust.
 - s) Monitor will become an economic regulator, to promote effective and efficient providers of health and care, to promote competition, regulate prices and safeguard the continuity of services.
 - t) We will strengthen the role of the Care Quality Commission as an effective quality inspectorate across both health and social care.
 - u) We will ring-fence the public health budget, allocated to reflect relative population health outcomes, with a new health premium to promote action to reduce health inequalities.

Cutting bureaucracy and improving efficiency

- 7 The NHS will need to achieve unprecedented efficiency gains, with savings reinvested in front-line services, to meet the current financial challenge and the future costs of demographic and technological change:
 - v) The NHS will release up to £20 billion of efficiency savings by 2014, which will be reinvested to support improvements in quality and outcomes.
 - w) The Government will reduce NHS management costs by more than 45% over the next four years, freeing up further resources for front-line care.
 - x) We will radically delayer and simplify the number of NHS bodies, and radically reduce the Department of Health's own NHS functions. We will abolish quangos that do not need to exist and streamline the functions of those that do.

Conclusion: making it happen

- 8 We will maintain constancy of purpose. This White Paper¹ is the long-term plan for the NHS in this Parliamentary term and beyond. We will give the NHS a coherent, stable, enduring framework for quality and service improvement. The debate on health should no longer be about structures and processes, but about priorities and progress in health improvement for all.
- 9 This is a challenging and far-reaching set of reforms, which will drive cultural changes in the NHS. We are setting out plans for managing change, including the transitional roles of strategic health authorities and primary care trusts. Implementation will happen bottom-up.
- 10 Many of the commitments made in the White Paper of which this is an executive summary require primary legislation and are subject to Parliamentary approval.

Responding to the White Paper

We are consulting on how best to implement these changes and draw your attention to the full version of the White Paper and to related consultation documents, available on the Department of Health website at www.dh.gov.uk/liberatingthenhs. In particular, the Department would welcome comments on the implementation of the proposals requiring primary legislation, and will publish a response to the views raised on the White Paper and the associated papers, prior to the introduction of the Bill. Comments should be sent to: nhswhitepaper@dh.gsi.gov.uk or the White Paper Team, Room 601, Department of Health, 79 Whitehall, London SW1A 2NS.

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Report No.
RES11034

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 14th June 2011

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

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

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

Chief Officer: Mark Bowen, Director of Resources

Ward: N/A

1. Reason for report

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

2. **RECOMMENDATION(S)**

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

Corporate Policy

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

Financial

1. Cost of proposal: No cost
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £504,640 (controllable budget)
 5. Source of funding: Existing budgets
-

Staff

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

Legal

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

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The Committee's 2009/10 Work Programme to date is attached at **Appendix A**.
- 3.2 The Committee is asked at each meeting to consider its Work Programme and review its workload in accordance with the process outlined at Section 7 of the Scrutiny Toolkit. All PDS Committees are also recommended to monitor the Council's Forward Plan of Key Decisions for their portfolios and to use it for identifying issues for consideration in advance of executive decisions being made. The Forward Plan issued on 17th May 2011 includes key decisions related to the Adult and Community Portfolio and the next Forward Plan will be published on 16th June 2011.
- 3.3 At its last meeting on 29th March 2011, the Committee established a Health Scrutiny Sub-Committee. This Sub-Committee will be dedicated to reviewing Health Scrutiny issues and will meet on a bi-annual basis. Membership for the Sub-Committee will be drawn from the Adult and Community PDS Committee and Members are asked to contact the Democratic Services Officer (Philippa Stone) if they are interested in sitting on the Sub-Committee. Bromley LINK will also be asked to nominate a representative to be Co-opted onto the Health Sub-Committee.

The first meeting of the Health Scrutiny Sub-Committee will be held on Tuesday 19th July 2011 at 10am.

- 3.4 In 2007 the Adult and Community PDS Committee was asked to include the care home redevelopment proposals in its work programme and to include residents' representatives on a reference group. In 2010, Councillor Charles Rideout was elected Chairman of the Accommodation and Care for Older People Reference Group.

The current Membership of the Group is:

Councillor Charles Rideout
Councillor Ruth Bennett
Councillor Diane Smith
Ray Clay – Representing Experts by Experience
Ken Keepen – Representing Extra Care Housing Tenants
Leslie Marks – Representing Bromley Council on Ageing
Marion Purll – Representing Anne Sutherland House

Since Councillor Diane Smith's election as Executive Assistant to the Adult and Community Portfolio Holder in May 2011, she can no longer attend Reference Group meetings in the capacity of a Reference Group Member. However, there is nothing to preclude Councillor Smith attending meetings in an advisory capacity and taking part in discussions. As a result of this a vacancy for a Committee Member has arisen on the Accommodation and Care for Older People Reference Group and nominations are sought.

The next meeting of the Accommodation and Care for Older People Reference Group will be held on 16th June 2011 at 9.30am

- 3.5 In approving the work programme Members will need to be satisfied that priority issues are being addressed; that there is an appropriate balance between the Committee's key roles of (i) holding the Executive to account, (ii) policy development and review, and (iii) external scrutiny of local health services; and that the programme is realistic in terms of Member time and officer support capacity.

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

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

SLAM Update

14 June 2011

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

Health Scrutiny Sub-Committee: 19th July 2011

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

26 July 2011

Bromley Safeguarding Adults Board 2009/10 Annual Report (PDS)
 Review of Adult Social Care Survey (PDS)
 Budget Monitoring 2010/11 (PH)
 Matters Arising/Work Programme
 Changes to the provision of small items of equipment and talking books for visually impaired people (PH)
 +Rewarding and Fulfilling Lives – A Strategy for Adults with Autism (PDS)
 Third Sector Scrutiny: Bromley and Bexley Advocacy Project (PDS)
 +Dragon's Project: Cost, Purpose and Outcomes (PDS)
 +Contract Renewal: Progress Report
 +Scrutiny of a Budget Area: TBA
 A&C Portfolio Teamsite Overview

27 September 2011

Supporting Independence in Bromley Update
 Budget Monitoring 2010/11
 Dementia Strategy
 +Blue Badge Update
 +Taxicard Update
 Capital Programme
 Matters Arising/Work Programme
 +Contract Renewal: Progress Report
 +Scrutiny of a Budget Area: TBA

1 November 2011

Monitoring Direct Payments and Personal Budgeting
 Adult and Community Services Mid-year Performance Report
 Housing and Residential Services Mid-year Performance Report

Update on Quality of Domiciliary Care
Budget Monitoring 2010/11
Matters Arising/Work Programme
+Contract Renewal: Progress Report
+Scrutiny of a Budget Area: TBA
+Re-ablement Review

31 January 2012

Monitoring Direct Payments and Personal Budgeting
Public Health Update from the Portfolio Holder for Resources
Contract Monitoring of Care Homes – Annual Report
+Support Planning and Brokerage Contract for People who do not meet the Council's Eligibility
Criteria for Social Care
Budget Monitoring 2010/11
Capital Programme
Matters Arising/Work Programme
Drug Action Team Annual Report
+Contract Renewal: Progress Report
+Scrutiny of a Budget Area: TBA

10 April 2012

Monitoring Direct Payments and Personal Budgeting
Draft Portfolio Plan
Budget Monitoring 2010/11
Capital Programme
+Contract Renewal: Progress Report
+Scrutiny of a Budget Area: TBA

*Part 2 (Exempt) Report
+Item requested by Chairman/Committee Member
\$ Item Scheduled by NHS representatives

Last Updated 24.05.11

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Agenda Item 19a

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

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Agenda Item 19b

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

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