



THE LONDON BOROUGH
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DATE: 21 November 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
Brian James, Learning Disability Representative
Leslie Marks, Bromley Council on Ageing
Keith Marshall, Disability Voice Bromley
Peter Moore, Bromley LINK
Lynne Powrie, Carers Bromley

A meeting of the Adult and Community Policy Development and Scrutiny Committee
will be held at Civic Centre on **WEDNESDAY 30 NOVEMBER 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 DECLARATIONS OF INTEREST**
- 3 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC
ATTENDING THE MEETING**

In accordance with the Council's Constitution, questions to this Committee must be received in writing 4 working days before the date of the meeting. Therefore please ensure questions are received by the Democratic Services Team by 5pm on Thursday 24th November 2011.

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

In accordance with the Council's Constitution, questions to this Committee must be received in writing 4 working days before the date of the meeting. Therefore please ensure questions are received by the Democratic Services Team by 5pm on Thursday 24th November 2011.

5 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETING HELD ON 27 SEPTEMBER 2011 (Pages 5 - 16)

6 MATTERS ARISING 2011/2012 (Pages 17 - 22)

HOLDING THE PORTFOLIO HOLDER TO ACCOUNT

7 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING (Pages 23 - 30)

8 PRE-DECISION SCRUTINY OF ADULT AND COMMUNITY PORTFOLIO REPORTS

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

a PROPOSED CHANGES TO THE SUPPORT PLANNING AND BROKERAGE SERVICE FOR PEOPLE WHO DO NOT MEET THE COUNCIL'S ELIGIBILITY CRITERIA FOR SOCIAL CARE (Pages 31 - 36)

b HOUSING AND RESIDENTIAL SERVICES MID-YEAR PERFORMANCE REPORT (Pages 37 - 52)

POLICY DEVELOPMENT AND OTHER ITEMS

9 UPDATE ON THE IMPACT OF REVISED PERSONAL BUDGETS AND CHARGING POLICY (Pages 53 - 62)

10 UPDATE ON RESTRUCTURE - ASSESSMENT AND CARE MANAGEMENT TEAMS IN ADULT AND COMMUNITY SERVICES (Pages 63 - 74)

11 ADULT AND COMMUNITY SERVICES MID-YEAR PERFORMANCE REPORT (Pages 75 - 110)

12 BUDGET MONITORING 2011/2012 (Pages 111 - 118)

13 UPDATE ON QUALITY OF DOMICILIARY CARE (Pages 119 - 134)

14 SUBSTANCE MISUSE COMMISSIONING ANNUAL REPORT 2011 (Pages 135 - 140)

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

The report considered by the Executive on 7th September 2011 has been circulated under separate cover and Members are requested to bring copies with them to the meeting.

16 CAPITAL PROGRAMME MONITORING - Q2 2011/12 (Pages 141 - 146)

17 WORK PROGRAMME 2011/2012 (Pages 147 - 152)

18 QUESTIONS ON THE ADULT AND COMMUNITY PDS INFORMATION BRIEFING

The briefing comprises:

- Taxi-Card Update
- Health Watch Arrangements

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

<http://cds.bromley.gov.uk/ieListMeetings.aspx?CId=559&Year=2011>

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

19 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

20 EXEMPT MINUTES OF THE ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETING HELD ON 27 SEPTEMBER 2011 (Pages 153 - 154)

21 EXEMPT PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING (Pages 155 - 158)

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

a REVIEW OF ADVOCACY SERVICES (Pages 159 - 164)

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

b THE ESTATE OF THE ELAINE MONKS (DECEASED)-APPOINTMENT OF NOMINEE (Pages 165 - 170)

Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

**c BED & BREAKFAST PRESSURES
UPDATE (Pages 171 - 180)**

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

PART 2 (EXEMPT) POLICY DEVELOPMENT ITEMS

**23 STATUS REPORT ON THE LEVEL OF DEBT
OWING TO THE DIRECTORATE (Pages 181 -
188)**

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

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ADULT AND COMMUNITY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.00 pm on 27 September 2011

Present:

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

Angela Clayton-Turner, Brian James, Leslie Marks and
Lynne Powrie

Also Present:

Councillor Robert Evans and Councillor Diane Smith

37 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS

Apologies were received from Mr Keith Marshall and Mr Richard Lane. Mr Brebner Anderson and Mr Peter Moore attended as their respective alternates. Councillor Ruth Bennett submitted apologies for lateness.

38 DECLARATIONS OF INTEREST

Councillor Judi Ellis declared that her father had dementia and was resident in a care home in Bromley. In respect of Item 8b, Councillor Ellis declared that she was a governor at Riverside School.

Mr Brian James declared the following interests: he had a son on the autistic spectrum who was in Bromley supported living and attending Bromley College, a 17 year old son who was currently going through transition and he was an Associate Governor at Nash College.

Councillors Catherine and Charles Rideout declared that they had a foster grandson attending Marjory McClure school.

Councillor William Huntington-Thresher declared that he was the LB Bromley appointed representative to the Board of Broomleigh Housing Association and in respect of item 8a, he also declared that he had an interest in a property outside LB Bromley.

Mr Brebner Anderson declared that he was a Community Governor at Bromley Healthcare.

Councillor Diane Smith declared that she was the LBB representative on the Bromley Healthcare Council of Governors.

Councillor Peter Fookes declared that he was a Board Member of Penge Churches Housing Association.

Councillor Roger Charsley declared an interest as a Member of the Burgess Autistic Trust.

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

No questions were received.

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

No questions were received.

41 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE MEETING HELD ON 26 JULY 2011

RESOLVED that the minutes of the meeting held on 26 July 2011 be agreed.

42 MATTERS ARISING FROM PREVIOUS MEETINGS
Report RES11081

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

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

THE DIRECTOR OF ADULT AND COMMUNITY SERVICES

Prior to introducing reports for pre-decision scrutiny, the Portfolio Holder reported that Mr Terry Rich had moved on from his position as Director of Adult and Community Services. The Portfolio Holder and the Committee put on record their thanks and appreciation to Terry Rich who had done a remarkable job at Bromley, raising the Department for Adult and Community Services to a high standard. The Portfolio Holder and the Committee requested that their thanks and best wishes for the future be pass onto Terry Rich.

43 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING

The Committee noted the decisions taken by the Portfolio Holder since the last meeting held on 26th July 2011.

44 PRE-DECISION SCRUTINY OF ADULT AND COMMUNITY PORTFOLIO REPORTS

**A) ADDRESSING RISING HOMELESSNESS AND HOUSING NEED AND ASSOCIATED BUDGETARY PRESSURES
Report ACS11053**

The Portfolio Holder introduced a report providing an overview of the current housing market supply and need position within Bromley. The report also outlined the initiatives and direction proposed to address the current mismatch between housing need and supply which was resulting in increased usage and cost of temporary accommodation with associated budgetary pressures.

The report detailed a range of current and proposed initiatives which would seek to minimise the use of more expensive forms of temporary accommodation and thus seek to reduce the projected budget overspend.

The Committee considered a range of issues including:

- **The data used in identifying trends.** The Head of Housing Need reported that the Department had gathered a significant amount of data for the trend analysis and paragraph 1.5 of the report provided a summary of this data. A detailed breakdown of the data could be provided to Members. Councillor Julian Grainger requested to see a monthly plot of the data that had been gathered.
- **Identifying homes for use in more affordable parts of the Country.** The Assistant Director (Housing and Residential Services) reported that some Homes & Community Agency funding had been used jointly by the South East London Boroughs through Housing Associations to purchase properties around the Kent coast. A Member highlighted that tenants within the private sector expected to move to properties in a number of geographical locations dependant on their available budget and individual circumstances. It therefore stood to reason that tenants in the social rented sector should be expected to adjust their expectations to fit with the budget available and their individual circumstances, and in certain cases this should mean considering properties in less expensive areas of the Borough or the Country. In response it was noted that under current housing/homeless legislation this could only be addressed by the Council with tenants and homeless families on a voluntary basis.
- **The payment in lieu.** The Assistant Director (Housing and Residential Services) reported that some of the payments, received by the Council

in lieu of affordable housing, had been invested in the Crown Meadow Court project whilst some funds had been used to support development for learning disability projects. By utilising funds received in lieu of affordable housing in partnership with Housing Associations, the fund produced more properties due to the greater proportion of the capital cost being borne by the Housing Association and repaid through the rental income stream. Meanwhile, purchase of existing properties generated supply more quickly than funding new development.

- **The supply of housing across the Borough.** A Member suggested that one of the key issues facing the Local Authority was that not enough properties were being built across the Borough. In response, the Assistant Director (Housing and Residential Services) acknowledged that less properties were currently being built but that in the current economic climate developers were not building houses as less people could afford to obtain a suitable mortgage or have the required deposit than prior to the recession. A Member stressed the importance of encouraging Councillors sitting on the Planning Sub-Committees to recognise that there was an increasing need for residential properties. The Assistant Director (Strategy and Performance) reported that this report would be forwarded to the Development Control Committee for consideration.
- In response to a question about household growth the Assistant Director (Housing and Residential Services) reported that a significant proportion of the population of Bromley were first time home occupiers and those suffering from marital breakdown and this impacted on the supply of housing in the Borough.
- A Member requested a statistical breakdown of the individuals on the housing register.

The Committee recommended to the Portfolio Holder that the inclusion of the theme of locating properties in less expensive areas of the Country in the strategy, and that the report be submitted to the Development Control Committee for information in consideration of the Core Strategy on Affordable Housing.

RESOLVED that the Portfolio Holder be recommended to:

- a) Agree the continued strategy and initiatives for 2011/12 as detailed in paragraph 1.18 of the report, the range of housing duties and needs in Bromley and to deal with increased pressures on the service and budget.**
- b) Approve the pursuance of the proposed initiatives and direction as outlined in paragraph 1.19 of the report and in particular the work around seeking use of empty Council buildings as temporary accommodation and the potential for using other forms of temporary accommodation – e.g. mobile homes,**

- c) **Approve the proposals for use of Payment in Lieu funds as detailed in paragraph 1.22 of the report aimed at contributing supply options to help address the issues raised in this report.**
- e) **Note and support the ongoing work of the Empty Homes Officers to contribute to the supply and help address the budget pressures and for the additional financial benefits as per paragraphs 1.26 to 1.28 of the report.**
- f) **Support the proposal to make a spend to save bid for a person to see through the work on the range of proposals and initiatives on increasing supply to reduce the pressures and spend on Bed and Breakfast accommodation;**
- g) **Support the proposal to make a bid for LBB capital to ensure sufficient funding for grants to bring empty properties back in to use with the aim of such grants to be in the form of loans to reduce the pressures and spend on Bed and Breakfast accommodation and increase the financial benefit to the Council from the New Homes Bonus.**
- h) **Agree to the inclusion of the theme of locating properties in less expensive areas of the Country in the strategy,**
- i) **Agree that the report be submitted to the Development Control Committee for information in consideration of the Core Strategy on Affordable Housing.**

B) INTEGRATED TRANSITION STRATEGY FOR YOUNG PEOPLE WITH LEARNING DIFFICULTIES AND/OR DISABILITIES
Report ACS11052

The Portfolio Holder introduced the draft Integrated Transition Strategy for young people with learning difficulties/disabilities, produced jointly by Adult and Community Services and Children and Young People Services with input from colleagues in health. The report proposed that the draft strategy be released for consultation.

The Interim Strategic Commissioner, Learning Disabilities, reported that LB Bromley, in conjunction with LB Bexley, had been one of only three London Boroughs that had been awarded SEN and Disability Green Paper pathfinder status.

The Committee considered the issues surrounding transition in depth. Mr Brian James reported a level of concern about the value of transition and felt that improved communication between Adult's Services and Children's Services would improve the transition process for all parties involved. Mr James highlighted that whilst he welcomed the pursuit of independence for young people going through transition, the process could create a level of isolation that could cause young people who had been more protected in

children's services to deteriorate. Mr James felt that independent living with some communal facilities could be more beneficial to young people with more complex needs.

The Assistant Director (Older People) recognised that transition had not always been a smooth process but that over the past year a significant amount of work had been undertaken. The new Department currently being formed within the Council would further help to develop the integrated care pathway. Work was currently being undertaken to ensure that the needs of the young people currently known to the Local Authority would be met in the future and should a request for communal facilities be received it would be given due consideration.

The Committee acknowledged there had been significant improvements in the past four years. A Member stressed the need to ensure there was enough flexibility in the process to ensure that young people going through the transition process could take the necessary steps at their own pace in order to find their independence. Lynne Powrie highlighted the need to ensure there was adequate information and support available to parent carers as young people went through the transition process.

The Committee recommended to the Portfolio Holder that reference to support for carers and families should also be included in the strategy.

RESOLVED that the Portfolio Holder be recommended to:

- (a) Agree to the inclusion of reference to the support available for families and carers within the draft strategy;**
- (b) agree to the release of the draft strategy for consultation for a period of 3 months from November 2011,**
- (c) note that the results of the consultation will be reported back to both Portfolio Holders being asked to endorse the final strategy via the appropriate PDS Committees.**

**C) GATEWAY REVIEW AND PROCUREMENT STRATEGY -
RESIDENTIAL AND NURSING HOME RESPITE CARE FOR OLDER
PEOPLE
Report ACS11050**

The Portfolio Holder introduced a report setting out the future approach to the provision of residential and nursing respite care and the development of alternative models of respite for older people. The report recommended a procurement strategy for care home based respite following the end of the current contract with Shaw Healthcare at Kingswood House.

The Commissioning Manager provided an overview of the report and stressed the importance of respite care and the need to have flexibility in the approach to the provision of respite care. The Committee heard that service users relied on respite care in very different ways, some booked their respite a long

time in advance whilst other periods of respite were booked at very short notice.

The Committee noted that that a further report on the wider aspects of respite care would be presented to a future meeting and this should be added to the Committee's work programme.

In response to a question, the Commissioning Manager reported that respite was designed to meet the needs of carers. Some carers would need short breaks whilst others would need more support. Respite was allocated through an assessment of need and was a service that was paid for by the Local Authority.

The Committee also recommended to the Portfolio Holder that it may be helpful for the Department to undertake a short satisfaction questionnaire that could be given to individuals who used the service.

RESOLVED that a further update report be presented to the Committee in September 2012 and that the Portfolio Holder be recommended to:

- (a) Agree that a short satisfaction questionnaire, aimed at the users of the service be undertaken;**
- (b) endorse the approach to the provision of residential and nursing respite care and the development of alternatives to care home respite; and**
- (c) approve the procurement intentions to establish contracts for residential respite services as set out in paragraphs 3.13 to 3.15 of the report.**

**D) BLUE BADGE GUIDANCE FOR APPLICANTS ELIGIBLE "SUBJECT TO FURTHER ASSESSMENT"
Report ACS11049**

The Portfolio Holder introduced a report providing an update to the London Borough of Bromley guidance on the administration of the national Blue Badge scheme within Bromley with reference to people who require further assessment. The report highlighted that the Blue Badge scheme was a national arrangement of parking concessions for people with severe walking difficulties who travel as drivers or passengers in cars. The Scheme was operated in Bromley in accordance with the guidelines set out by the Department for Transport. In June 2011, the Department for Transport released an updated national guidance document in conjunction with a Local Authority Circular (England) on eligibility changes; this was followed in July 2011 with a Good Practice Review document on delivery of improved Blue Badge administration, assessment and enforcement.

The Strategic Commissioner for Mental Health and Substance Misuse provided an overview of the report and highlighted the changes that had been made to the guidance.

Members of the Committee stressed that the assessments undertaken by applicants for Blue Badges should be rigorous and thorough but also fair. The Executive Assistant reported that she had observed an assessment following an appeal. The assessment had been thorough and had involved a number of different physical environments such as flat ground, stairs and corners.

In response to a question, the Strategic Commissioner reported that Blue Badges could be issued for up to six months, after this time they became invalid and it was an enforcement issue to ensure that badges had a valid date.

Angela Clayton-Turner highlighted that no consideration was currently given to people with dementia, many of whom could also have difficulties with transportation. Following discussion the Committee suggested that the Alzheimer's Society should be encouraged to lobby government.

Mr Brian James suggested that it would be helpful to have a strong link to Freedom Passes in the literature concerning Blue Badges. This would encourage younger people to use public transport and develop their independence.

Councillor William Huntington-Thresher, who was also Chairman of the Environment PDS Committee, reported that the issue of Blue Badges had also been considered by the Environment PDS Committee. The Chairman reported that she had considered the report presented to the Environment PDS Committee and endorsed the recommendations made by that Committee.

RESOLVED that the Portfolio Holder be recommended to endorse the criteria for the discretionary or under the 'subject to further assessment category' for applicants for the Blue Badge Scheme.

E) SERVICES FOR PEOPLE WITH PHYSICAL DISABILITIES
Report ACS11047

The Portfolio Holder introduced a report outlining the budgets for services for people with physical disabilities. The report outlined proposals to manage budget pressures by using the NHS funds which had transferred from the Primary Care Trust to the Local Authority in 2011-2012 and 2012-2013. The Committee noted that the proposals would be submitted to the Executive on 19th October 2011 for draw-down of the funds.

The Assistant Director (Older People) provided an overview of the report and tabled an updated chart showing the spend on services for people with physical disabilities from 2008/9 to 2010/11. The Committee were also provided with additional literature on Extra Care Housing in the Borough.

Councillor Ruth Bennett reported that she had visited Crown Meadow Court both as a Ward Member and on an official Council visit. Councillor Bennett

highlighted the excellent work being undertaken as part of the Extra Care Housing project and stressed how proud she was of what had been achieved.

Councillor Tom Papworth requested that the Committee be provided with the average costs of nursing placements in order to identify whether costs were rising. The Assistant Director (Older People) undertook to provide the information requested and reported that costs had risen as the level of need had increased.

The Assistant Director (Older People) reported that the Department was increasingly seeing that people wished to live in their own self-contained properties which gave people with physical disabilities a certain level of independence.

RESOLVED that the Portfolio Holder be recommended to support the proposals for investment of the NHS social care funds for presentation to the Executive on 19th October 2011.

**F) BUDGET MONITORING 2011/12
Report ACS11048**

The Portfolio Holder introduced a report outlining the budget monitoring position for 2011/2012 based on activity up to the end of June 2011.

In response to a question, the Head of ACS Finance reported that the Department had seen growth within the Physical Disabilities budget and it was likely that the budget would continue to grow. The Department was currently reviewing spend-to-save initiatives around physical disabilities and this would enable cost pressures to be managed in the future. Any proposals would be presented to the Executive for consideration.

The Head of ACS Finance also highlighted the cost pressures outlined on page 101 of the report and gave assurances to the Committee that officers within the Department would be meeting regularly to review and manage these pressures.

RESOLVED that the Portfolio Holder be recommended to note that a projected underspend of £295,000 is forecast, based on information as at June 2011.

**G) CAPITAL PROGRAMME MONITORING - 1ST QUARTER
Report RES11099**

The Portfolio Holder introduced the revised Capital Programme for the Adult and Community Portfolio following changes agreed by Executive on 20th July 2011.

In response to a question, the Head of ACS Finance confirmed that the project for the Learning Disability Day Centre related to the proposed sale of Leasons.

RESOLVED that the Portfolio Holder be recommended to note and confirm the revised Capital Programme agreed by the Executive in July 2011.

**45 ORPINGTON HEALTH SERVICES PROJECT
 Report RES11096**

The Committee considered a report outlining options for the future of health services in Orpington, and in particular the hospital, due to recent changes. These included the reduced usage of the hospital estate, recommendations from the Independent Reconfiguration to A Picture of Health, having facilities that were not suitable for modern healthcare and also the costs of running underutilised facilities.

Dr Angela Bhan from Bromley Business Support Unit, Diane Hedges, Project Director, Strategic Commissioning and Jonathan Pearce, Director of Estates at South London Healthcare Trust attended the meeting to respond to questions from the Committee.

Dr Bhan highlighted that the key drivers for the proposed changes were outlined in the report and the Project Group was being asked to make recommendations about commissioning and providing services in Orpington. A Needs Assessment had been undertaken in the summer and existing data held by the PCT had been used to inform and deliver the Needs Assessment on time. At the time the Committee's agenda had been published the Needs Assessment had not been completed but as this process had now finished, Dr Bhan suggested that it would be helpful if the document were circulated to Members of the Committee.

A Member questioned whether any consideration had been given to allowing another hospital provider to take over the site. The Project Director acknowledged that no consideration had been given to this, but that it could be included as a further option in the consultation.

Another Member suggested that the NHS could also consider commissioning services through private providers and this should be added to the consultation as a further option.

The Committee agreed that further consideration should be given to the proposals at the Health Scrutiny Sub-Committee that would be held on 15th November 2011.

RESOLVED that the report be noted and that further consideration be given to the proposals at the Health Scrutiny Sub-Committee on 15th November 2011.

**46 WORK PROGRAMME
Report RES11082**

The Committee considered its work programme for 2011/2012. Members noted that the November meeting would now be held at 7pm on 30th November 2011.

A further meeting of the Health Scrutiny Sub-Committee would be held on 15th November 2011.

RESOLVED that the work programme be noted.

**47 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.

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

**A) AWARD OF FRAMEWORK AGREEMENT FOR CARE SERVICES IN EXTRA
CARE HOUSING
Report ACS11046**

The Portfolio Holder introduced a report setting out the results of the tendering process for the Framework Agreement for Care Services in Extra Care housing. The report made recommendations for award.

RESOLVED that the Portfolio Holder be recommended to agree the recommendations outlined in the report.

**B) OUTCOME OF TENDERING FOR ADULT AND YOUNG PEOPLE
SUBSTANCE MISUSE SERVICES
Report ACS11051**

The Portfolio Holder introduced a report outlining the outcome of tendering for adult and young peoples' substance misuse services. The report also sought agreement from the Portfolio Holder to the award of the contract for young peoples' services and to the council's contribution from the Young Peoples Substance Misuse grant.

RESOLVED that the Portfolio Holder be recommended to agree the recommendations in the report.

The Meeting ended at 10.45 pm

Chairman

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Report No.
RES11122

London Borough of Bromley

PART 1 - PUBLIC

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

Date: **30th November 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.
 2. BBB Priority: Excellent Council.
-

Financial

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

Staff

1. Number of staff (current and additional): There are 10 posts (9.22 fte) in the Democratic Services team.
 2. If from existing staff resources, number of staff hours: Maintaining the matters arising report takes less than an hour per meeting.
-

Legal

1. Legal Requirement: No statutory requirement or Government guidance.
 2. Call-in: Call-in is not applicable. This report does not involve an executive decision
-

Customer Impact

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

Ward Councillor Views

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

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

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

Diary of Health Social Care and Housing Partnership Meetings

Adult and Community PDS Meeting: 2nd November 2010

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

Adult and Community PDS Meeting: 25th January 2011

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

Adult and Community PDS Meeting: 29th March 2011

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

Adult and Community PDS Meeting: 14th June 2011

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

Adult and Community PDS Meeting: 26th July 2011

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

Adult and Community PDS Meeting: 27th September 2011

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

Adult and Community PDS Meeting: 1st November 2011

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

Agenda Item 7

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

BUDGET MONITORING 2011/12

Reference Report:

ACS PDS 270911 Budget Monitoring

Decision:

That a projected underspend of £295,000 forecast on the second budget monitoring report for 2011/2012 based on information as at June 2011 be noted.

Reasons:

The Resources Portfolio Plan for 2011/2012 includes the aim of effective monitoring and control of expenditure within budget and includes the target that each service department will spend within its own budget. The four year financial forecast report highlights the financial pressures facing the council. It remains imperative that strict budgetary control continues to be exercised in 2011/12 to minimise the risk of compounding financial pressures in future years.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 27th September 2011 and the Committee supported the proposal.

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

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

Date of Decision: 29 Sep 2011
Implementation Date (subject to call-in): 6 Oct 2011
Decision Reference: ACS11029

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

CAPITAL PROGRAMME MONITORING - 1ST QUARTER

Reference Report:

ACS PDS 270911 Capital Programme

Decision:

That the revised Capital Programme agreed by the Executive in July 2011 be confirmed and noted.

Reasons:

Capital programme monitoring and review is part of the planning and review process for all services. The capital review process requires Chief Officers to ensure that bids for capital investment provide value for money and match Council plans and priorities. On 20th July 2011, the Executive received the 1st quarterly capital monitoring report for 2011/12 and agreed a revised Capital Programme for the four year period 2011/12 to 2014/15.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 27th September 2011 and the Committee supported the proposal.

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

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

Date of Decision: 29 Sep 2011
Implementation Date (subject to call-in): 6 Oct 2011
Decision Reference: ACS11030

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

INTEGRATED TRANSITION STRATEGY FOR YOUNG PEOPLE WITH LEARNING DIFFICULTIES AND/OR DISABILITIES

Reference Report:

ACS PDS 270911 Transition Strategy

Decision:

That the release of the draft Integrated Transition Strategy for Young People with Learning Difficulties and/or Disabilities for consultation for a period of 3 months from November 2011 be agreed

That the proposal to report the results of the consultation by to the Portfolio Holders prior to the Portfolio Holders being asked to endorse the final strategy be agreed.

Reasons:

The overarching 'Improving Lives – Supporting Families: Disability Strategy for Children and Young People in Bromley' clearly identified amongst its key aims, improved transition planning for young people with learning difficulties and disabilities.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 27th September 2011 and the Committee supported the proposal.

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

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

Date of Decision: 29 Sep 2011
Implementation Date (subject to call-in): 6 Oct 2011
Decision Reference: ACS11025

LONDON BOROUGH OF BROMLEY
STATEMENT OF EXECUTIVE DECISION

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

BLUE BADGE GUIDANCE FOR APPLICANTS ELIGIBLE "SUBJECT TO FURTHER ASSESSMENT"

Reference Report:

ACS PDS 270911 Blue Badge Guidance for Applicants Eligible Subject to Further Assessment

Decision:

That the criteria for the discretionary or under the 'subject to further assessment category' for applicants for the Blue Badge Scheme be endorsed.

Reasons:

The Blue Badge scheme is a national arrangement of parking concessions for people with severe walking difficulties who travel as drivers or passengers in cars. The scheme is operated in Bromley in accordance with the guidelines set out by the Department of Transport. In June 2011 the Department for Transport released an updated national guidance document in conjunction with a Local Authority Circular (England) on eligibility changes; this was followed in July 2011 with a Good Practice Review document on delivery of improved Blue Badge administration, assessment and enforcement.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 27th September 2011 and the Committee supported the proposal.

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

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

Date of Decision: 29 Sep 2011
Implementation Date (subject to call-in): 6 Oct 2011
Decision Reference: ACS11027

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

GATEWAY REVIEW AND PROCUREMENT STRATEGY - RESIDENTIAL AND NURSING HOME RESPITE CARE FOR OLDER PEOPLE

Reference Report:

ACS PDS 270911 Gateway Review and Procurement Strategy - Residential and Nursing Home Respite Care for Older People

Decision:

That the approach to the provision of residential and nursing respite care and the development of alternatives to care home respite be agreed.

That the procurement intentions to establish contracts for residential respite services as set out in paragraphs 3.13 – 31.5 be approved.

Reasons:

The proposal meets the Council's priority to support independence by providing respite breaks for carers, thereby helping them to continue in their caring role, enabling vulnerable people to remain in the community and in their own homes.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 27th September 2011 and the Committee supported the proposal.

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Councillor Robert Evans
Portfolio Holder for Adult and Community

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

Date of Decision: 29 Sep 2011
Implementation Date (subject to call-in): 6 Oct 2011
Decision Reference: ACS11026

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

SERVICES FOR PEOPLE WITH PHYSICAL DISABILITIES

Reference Report:

ACS PDS 270911 Services for People with Physical Disabilities

Decision:

That the proposals for investment of the NHS social care funds for presentation to the Executive in October 2011 be supported.

Reasons:

The proposed initiatives will be funded by the NHS funds for Social Care which have been transferred under a section 256 agreement from the Primary Care Trust for a two year period (2011/12-2012/13). These initiatives contribute to the Building a Better Bromley objective of Supporting Independence.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 27th September 2011 and the Committee supported the proposal.

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

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

Date of Decision: 29 Sep 2011
Implementation Date (subject to call-in): 6 Oct 2011
Decision Reference: ACS11028

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

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

ADDRESSING RISING HOMELESSNESS AND HOUSING NEED AND ASSOCIATED BUDGETARY PRESSURES

Reference Report:

ACS PDS 270911 TA Report

Decision:

1. That the continued strategy and initiatives for 2011/12 to deal with increased pressures on the service and budget as detailed in paragraph 1.18 be agreed.
2. That the pursuance of the proposed initiatives and direction as outlined in paragraph 1.19 and in particular the work around seeking use of empty Council buildings as temporary accommodation and the potential for using other forms of temporary accommodation – e.g. mobile homes be approved
3. That the proposals for use of Payment in Lieu funds as detailed in paragraph 1.22 aimed at contributing supply options to help address the issues raised in this report be approved.
4. That the ongoing work of Empty homes Officers to contribute to the supply and help address the budget pressures and for the additional financial benefits as per paragraphs 1.26 to 1.28 be supported.
5. That the proposal to make a spend to save bid for a person to see through the work on the range of proposals and initiatives on increasing supply to reduce the pressures and spend on Bed & Breakfast accommodation be approved
6. That the proposal to make a bid for LBB capital to ensure sufficient funding for grants to bring empty properties back in to use with the aim of such grants to be in the form of loans to reduce the pressures and spend on Bed & Breakfast accommodation and increase the financial benefit to the Council from the New Homes Bonus be supported.

Reasons:

Increased homelessness prevention and housing options work has achieved a year on year reduction in homeless acceptances and temporary accommodation since 2005. However, in line with concerns raised in the annual and half yearly performance reports to this Committee, the latest statistical reports are now showing a significant increase in homelessness across London as demand continues to rise more steeply

and access to accommodation becomes more difficult.

The proposed decision was scrutinised by the Adult and Community PDS Committee on 27th September 2011 and the Committee supported the proposal.

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

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

Date of Decision: 29 Sep 2011
Implementation Date (subject to call-in): 6 Oct 2011
Decision Reference: ACS11024

Report No.
ACS11067

London Borough of Bromley

PART 1 - PUBLIC

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

Date: **for pre-decision scrutiny by Adult and Community Policy Development and Scrutiny Committee on 30th November 2011**

Decision Type: Non-Urgent Executive Non-Key

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

Contact Officer: Lorna Blackwood, Assistant Director Commissioning and Partnerships
Tel: 020 84612 E-mail: lorna.blackwood@bromley.gov.uk

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

Ward: Borough-wide

1. Reason for report

The contract with Age UK Bromley for the provision of support planning and brokerage to people who have moderate needs or who are self-funders is due to expire on 31st March 2012.

During the remaining period of the contract term, Age UK Bromley is proposing to test out whether people would be willing to pay for this service in the future.

The paper sets out Age UK Bromley's proposals for introducing charges for the support planning and brokerage service.

2. **RECOMMENDATION(S)**

2.1 To support the introduction of charges to Age UK Bromley's Support Planning and Brokerage Service from 1st January 2012.

Corporate Policy

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

Financial

1. Cost of proposal: Estimated cost £114,570
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Age Concern Repair and Care: 824900 3446 (£80,640) and Supporting Independence in Bromley: 802001 3441 00000 (£38,500)
 4. Total current budget for this head: £119,140
 5. Source of funding: ACS Budgets
-

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

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): 349 referrals in 2010/11
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 Age UK Bromley has been providing support planning and brokerage services to older people since 2007. The service was originally commissioned as a result of changing social care eligibility criteria in 2007/08 to substantial and critical only. The service was designed to provide targeted support for people who fell just outside of the new criteria (i.e. previously designated “high moderate” need) while the new eligibility criteria bedded in.
- 3.2 The current contract expires on 31st March 2012. The value of the contract is £114,570 per year.
- 3.3 Age UK Bromley is also funded by the Council through its strategic partnership arrangement. Under this contract, the Council contributes to Age UK Bromley’s information, advice and guidance service to people aged over 55. In 2010-11, Age UK Bromley responded to over 18,000 requests for information, advice and/or guidance, 15,430 by phone and 2,990 in person.
- 3.4 The aim of the support planning and brokerage service is to provide support to people over the age of 65 who are not eligible for Council services (either because they do not meet the Fair Access to Care critical and substantial criteria or because they are self-funders) to set up their own package of care. The support ranges from relatively ‘light touch’ provision of information, advice, guidance and signposting to in depth support planning and brokerage functions.
- 3.5 Since April 2009 the contract has also incorporated what was previously known as First Checkpoint – a brokerage, advice and information service for building maintenance and repairs for people who are not eligible for the Council’s Handyperson’s scheme, and domestic help.
- 3.6 In 2010/11, 291 people received detailed support planning intervention to help them set up the care they needed. A further 2282 people used the First Checkpoint service. Nationally the support planning and brokerage model was recognised by the Department of Health as a model of good practice.
- 3.7 The Age UK service is a valued service which consistently meets the targets set in the specification, receives good customer feedback and has few complaints. However in order to ensure that the service being provided is consistent with, and not in excess of, the services received by people who do meet the Council’s eligibility criteria, discussions have taken place with Age UK Bromley to determine an appropriate level of service and funding arrangements for the future. As a result Age UK Bromley is proposing to ‘test the market’ for providing support planning and brokerage on a charged-for basis. The proposal is to re-brand the service to offer a menu of support which combines free and charged-for elements in helping people to identify what support they need to maximise their independence.
- 3.8 The core activity of Age UK Bromley will continue to be free to clients. This will include:
- Information and advice initial consultation (phone or visit)
 - Leaflets, factsheets and signposting
 - Welfare benefits check to maximise income (£1,036,833 was achieved in 2010/11)
 - Representation and advocacy
 - Social capital, provided by a Community Volunteer Time Bank member
- 3.9 The more intensive elements of support will be charged for, and include:
- Visits from Support Planners to provide further guidance, identification of need and developing the Support Plan.

- Brokering and arranging the support services identified on the Support Plan
- Monitoring and review visits.

3.10 The service would be charged for in either of two ways:

- a standard hourly rate for services, providing an estimate of the cost/time at the outset and agreeing a spending limit to control costs.
- a fixed fee payment offering three levels of coordination – high, medium or low. All three packages would provide support to create and implement a Support Plan. The ‘high’ package will include full management on a week to week basis. The ‘medium’ package will include quarterly monitoring and review visits, and the ‘low’ package will be managed independently.

3.11 It is proposed that the hourly rate would be set at £10 per hour. Although this will not fully cover the costs of the service (estimated at £20 per hour), it provides an opportunity to test out how much (if anything) people are prepared to pay for the service. Although the number of hours required by individuals will vary, it is anticipated that a typical client will require 3-6 hours of support in total. The fixed fee payment will vary depending on what level of support is required (high, medium or low). The fee will be based on the information gathered with the person during the first visit.

3.12 The case study below describes the type of interventions that are provided:

Miss T - Background

Miss T, 81 years old and lives with her brother in a bungalow which she owns. Miss T is an independent woman who organises two groups for older people. However, she had fallen a few weeks ago and was finding it difficult to do things like typing and going upstairs. Her brother was in hospital, and she was concerned about how she would manage when he came home. Her brother generally does the cooking, shopping and driving. She agreed that a visit from a Support Planner would be helpful.

What work was undertaken

The Support Planner visited Miss T and her brother, who had been recently discharged from hospital following an Ileostomy. The district nurse was visiting regularly to support him with this. The Support Planner found that their house was very cluttered, with bags, paperwork and belongings in every room and hallway, and Miss T’s brother expressed a wish for a cleaner. Miss T and her brother were clearly very fond of each other. Miss T was sleeping in a chair downstairs partly so that she did not disturb her brother, and partly because her very aged cat needs to let out once or twice during the night. Miss T said that has been falling asleep a lot during the day, and was worried about her memory. Together with the Support Planner, Miss T and her brother devised the following Support Plan:

- A referral to our Welfare Benefits Service for a benefits check
- Information on the taxi card and an application form
- A referral to the Fire Brigade for a free smoke alarm to be fitted
- A referral to our CVTB service for a CVTB member to help Miss T and her brother sort through their paperwork and bags. Once this is done, a referral can be made for an agency to take on regular cleaning
- Miss T will talk to her GP about her memory and ask to be referred to the Memory Clinic

Outcomes

- The Welfare Benefits Advisor visited and Miss T and her brother were both awarded lower rate Attendance Allowance. They are now likely to be entitled to some Council Tax Benefit and Age UK Bromley are supporting them with this.
- The Fire Brigade has fitted free smoke alarms in their home

- The CVTB member is visiting regularly. Together with Miss T, they are sorting through her paperwork, and have begun to declutter the living room.
- With the Support Planner's further reassurance and encouragement Miss T has made an appointment to see her GP and will ask to be referred to the Memory Clinic

The support provided to Miss T amounted to four hours of a support worker's time.

- 3.13 It is proposed to introduce these changes to the service from 1st January 2012. By 30th September, Age UK Bromley had provided a support planning intervention to 182 people against the annual target of 420 people. As it is likely that some people will not be willing to pay for the service, it is accepted that Age UK Bromley may not achieve the targeted activity levels for the final quarter of the year.
- 3.14 The proposal will not affect the First Checkpoint service. This will continue to be free to clients and it is not anticipated that there will be any drop in activity levels.

4. POLICY IMPLICATIONS

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

5. FINANCIAL IMPLICATIONS

- 5.1 It is proposed to continue to fund the support planning and brokerage contract with Age UK Bromley for the remainder of the contract period (31st March 2012) at the current level (£114,570 for full year) and that in any income generated by Age UK Bromley from the 1st January 2012 – 31st March 2012 will be retained by Age UK in order to support the establishment of the new service.
- 5.2 Should the pilot prove to be successful, it is likely that some subsidy from the Council would be required from 1st April 2012 for Age UK Bromley to continue to deliver the support planning and brokerage service, but it would be significantly less than the current value of the contract. A further report will be made once the implications of the new service are clear.

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

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Report No.
ACS11059

London Borough of Bromley

PART 1 - PUBLIC

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

Date: For pre decision scrutiny by the Adult and Community PDS Committee on 30th November 2011

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

TITLE: **HOUSING AND RESIDENTIAL SERVICES: 2011/12 HALF YEAR PERFORMANCE REPORT**

Contact Officer: Sara Bowrey, Head of Housing Needs & Enforcement Tel: 020 8303 4013
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Kerry O'Driscoll, Head of Housing Development, Home Improvement and Strategy
Tel: 020 8313 4139 E-mail: kerry.o'driscoll@bromley.gov.uk

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

Ward: BOROUGHWIDE

1. Reason for report

This report provides an overview of the half year performance of Housing & Residential Services against the key objectives and targets for 2011/12.

2. RECOMMENDATIONS

2.1 The PDS Committee are asked to :-

- a) Note the performance against the key objectives and targets in the 2011/12 Portfolio Plan and Work Plan for these service areas.
- b) Consider and comment on the priorities identified for the remainder of the year in response to the drivers outlined from paragraph 1.5

2.2 The Portfolio Holder is recommended to:

- a) Consider any comments from the PDS Committee, particularly in response to the key drivers
- b) Agree the actions being taken, as detailed throughout this report to meet the range of housing duties and needs in Bromley to deal with the increased pressures on the service resulting from the current economic climate.

Corporate Policy

Existing policy:

Financial

1. No cost within existing Budgets
 2. N/A
 3. Budget head 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) - 8,000 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. Over 500 households are in Temporary Accommodation of which over 200 are in Bed and Breakfast.

1. COMMENTARY

1.1 The objectives and targets set for 2011/12 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 Overall the report demonstrates that progress has been made across all areas towards achieving key priorities, with the majority of objectives on target to achieve by year end. However despite the work being undertaken the significant increase in those approaching as homeless or threatened with homelessness has impacted significantly on workloads and the number of households inevitably accepted as homeless and placed into temporary accommodation. A report to this Committee at its meeting of 27 September 2011 provided details of the pressures in and arising from the housing market in general.
- 1.4 The main issues highlighted are:
- Despite considerably increased numbers of households presenting at risk of homelessness, more than 1,000 households at risk of imminent homelessness have been assisted to either remain in their existing accommodation or to access alternative accommodation thus resolving their homelessness.
 - Continued achievement of zero use of shared nightly paid accommodation for under 18s.
 - Work has progressed well and is on schedule to prepare for the launch of the new Allocations Scheme and automated banding.
 - The Social Housing Tenancy Fraud Initiative work with Affinity Sutton has progressed well with the planned block inspections well underway and 10 properties regained so far this year which have been let to Council nominees.
 - Three successful Interim Empty Dwelling Management Orders (EDMO) achieved.
 - Work progressing to build two more Extra Care Housing Schemes due to be completed by June 2012.

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

(Note, more details are in the report to ACS PDS / Portfolio meeting of 27 September 2011)

Housing Needs

- 1.5 Increased homelessness prevention and housing options work has achieved a year on year reduction in homeless acceptances and temporary accommodation use since 2005. However, like all London Boroughs, Bromley is witnessing 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 marked increase in the number of households presenting in need and, in particular those faced with imminent homelessness. This has culminated in a 76% increase in the overall level of casework being undertaken, a 153% increase in the number of homelessness approaches (2320 households presenting with potentially homeless related issues for the first half of 2011/12), and a 300% increase in households applying to join the housing register. For the full year, this equates to the provision of detailed housing advice casework for approximately 4,500 households and more than 5,500 new housing register applications.

- 1.7 The work during the first half of the financial year has therefore largely focused on providing timely and appropriate housing advice to prevent homelessness, manage expectations and promote self help to stave off increases in the number of homeless acceptances and temporary accommodation use/associated 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. The most significant increases in homeless approaches currently centre around those facing repossession from either the private rented sector or home ownership.
- 1.9 The overall supply of RSL lettings was down by 51% - 163 less properties to let than for the same period last year, and 63% less than 2 years ago. It is now not unusual for only four or five properties to be advertised in any one week, with a proportion of these being sheltered accommodation.
- 1.10 Despite the proactive work being undertaken with private landlords, Bromley, like most London Boroughs is now experiencing a significant 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 sector reducing the amount of housing benefit payable for a given size of property. This coupled with the buoyancy of the private rented sector, in the main due to increased competition from working households who are unable to access home ownership, has meant that the gap between rent obtained and housing benefits levels is increasing making 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 difficulties around obtaining mortgages or having sufficient funds for a deposit has resulted in significantly reduced numbers purchasing properties and reductions in the Buy to Let market. This has reduced the number of households assisted to directly access the private rented sector and housing association leasing schemes, thus placing further pressure on more costly forms of temporary accommodation in the form of nightly paid accommodation (Bed and Breakfast).
- 1.11 Further benefit changes planned from 2012 including extending the single room rent to all applicants of 35 and under and also universal credit are likely to, at least in the short term, further exacerbate the position and also impact upon the condition and nature of accommodation landlords seek to provide, such as an increase in the number of houses in multiple occupation.
- 1.12 In addition, 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 resulting in an increased level of complaints regarding housing conditions.
- 1.13 Further problems arise due to the increase in homelessness across London resulting in increased competition amongst local authorities for nightly paid and temporary accommodation, impacting upon our ability to negotiate rents down and find a sufficient supply of accommodation within existing budgets.
- 1.14 Thus, whilst the work of the service during first half of the year has sought to deal proactively with increased presentations through the homeless prevention and housing options approach, it has not been possible to continue to reduce the level of homeless acceptances and numbers in temporary accommodation due to the sheer number of approaches and reducing supply of alternative forms of accommodation.

Housing Development & Supply

- 1.15 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 the subsequent annual and half yearly performance reports to PDS.

- 1.16 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 (PiL), 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.
- 1.17 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 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.
- 1.18 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.
- 1.19 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 a specific number of units for a specific total amount of grant, the average being around £25k per unit, previously in excess of £100k per unit and allocated on site specific in year bids.
 - 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 current "Target Rents") and to also convert the rents to up to 80% of market rents on many of 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. From information provided by the RSL's the new rents will be around 80% for one and two bedrooms , 65% - 70% for three bedrooms and 60 – 65% for four bedrooms.
 - 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.
- 1.20 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.

- 1.21 In July 2011 the HCA announced which RSLs they had selected to deliver the 2011-15 National Affordable Housing Programme and provided details of the known sites, referred to as 'firm offers' that will deliver affordable housing at a Borough level. 'Firm Offers' made to RSLs for sites within LB Bromley will provide 217 affordable units. Local Authorities were given very limited scope to influence this process.
- 1.22 Over half of the funds available in the 2011-15 New Affordable Housing Programme (NAHP) in London is for sites that are classified as being "as yet unidentified" and RSLs are required to identify further sites, known as 'indicative offers', in order to deliver the programmes that they have agreed, or are in the process of agreeing, with the HCA. Local Authorities are currently lobbying the HCA to ensure that they are given sufficient opportunity to fully comment on the schemes proposed to be delivered within Borough boundaries in order to ensure that new homes meet local strategic housing need
- 1.23 Before RSLs can proceed to deliver their 'firm offers' they need to sign a contract with the HCA. As yet, a number of LB Bromley RSL Development Partners have not signed their contracts and so schemes cannot proceed. This has stagnated new starts and forecasting indicates that by 2013-14, this will produce a gap in new supply.
- 1.24 It will also be complicated – for officers 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.
- 1.25 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.
- 1.26 Empty property work is increasingly important given the pressures on the service and also now that the Government have introduced the New Homes Bonus and EPs play an important part in the amount of NHB the Council receives. The empty property officers worked closely with Liberata to ensure the databases accuracy. The number of long term empty properties was again reduced, this year by a further 82 and this will result in additional New Home Bonus payments to the Council in the region of £120,000 per annum and this sum will be received for a further five years under the New Home Bonus arrangement.
- 1.27 The Handyman Scheme faces high demand and a new quick response hospital discharge service has been introduced. This was requested by the PCT and is funded by them. Typically 50 cases per month are assisted through this scheme.
- 1.28 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

Action Being Taken:

- 1.29 The above is indicative of a volatile and uncertain period with decreasing supply against significantly increased need and what is predicted to be a widening gap in the next few years. This position could further impact on the level of successful homeless preventions and is already resulting in increased homeless acceptances and temporary accommodation use. Of greatest concern is the increase in use of nightly paid accommodation as the only form of available accommodation and resultant financial pressure (as detailed in the ACS PDS report of 27th September 2011).

- 1.30 The report considered by the September ACS PDS committee, provided detailed analysis about the current levels of supply and need, together with a series of proposals designed to seek to maximise the supply of accommodation and minimise current pressures. Following on from this report and actions agreed by the Portfolio Holder, 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.
- 1.31 On the supply side we will continue working to try to mitigate the impact of recession as far as possible, through:
- § Supporting provision of non-new build affordable housing provision: e.g. work with RSLs on purchase of units from the market, 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.
 - § Working to identify housing solutions for households who have been affected by the recession but are not eligible for Mortgage Rescue Schemes.
 - § Seeking to secure alternative forms of accommodation to reduce the reliance on nightly paid accommodation.
 - § Investigation potential for a deposit support scheme to assist RSL tenants to purchase on the open market.
 - § Work up feasibility studies and business cases for alternative use of vacant public sector properties.

Key Priorities 2011/12

- 1.32 Key Priorities will be corporate changes to the structure in the Division, focussing available resources on those in the most need, maximising repayment of any assistance previously provided, the work with private sector Landlords and associated homeless prevention and accessing their property for referrals from the Council. Within this context, the following key priorities have been identified for the remainder of 2011/12:

Housing Needs and Housing Enforcement:-

- Maximise take up of all homeless prevention and housing option schemes to minimise the use of nightly paid short term accommodation. In particular, ensure the provision of debt and money advice to minimise the level of homelessness resulting from rent, loan and mortgage arrears.
- Continue to work in partnership with private rented sector and review current private rented sector schemes: Increasing incentives and the 'offer' to landlords, such as insurance schemes, increasing underwritten risk, support services to intervene in tenant/landlord problems and so on to increase and retain landlords willing to let to a household put forward by the Council.

- Viability analysis for the use of vacant LBB and health / PCT properties for use as temporary accommodation and a more cost effective alternative to nightly paid accommodation.
- Provision of dedicated 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, promotion of private sector and housing association leasing schemes to encourage landlords to continue to accept our referrals.
- Jointly negotiate nightly paid rates across SE London to manage down landlord prices.
- Stringent monitoring of the lettings plan further maximising the number of lettings for homeless prevention and ensuring a through flow from temporary accommodation.
- Implementation of the new Allocations Scheme including re-registration and autobanding.
- Build on work to manage expectations.
- Make best use of all available stock to meet emerging housing need including promotion of the underoccupation scheme and reducing the level of overcrowding and continued work on the social housing fraud initiative.
- Continue zero use of shared facility nightly paid accommodation for young people and aim for the same for families.
- Prepare for the move of the whole service to North Block, including reviewing working practices and 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.
- Ensure all areas of joint work are continued as the Division is restructured across Directorates as part of the Corporate restructure.
- 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
- Maintain a handyperson and hospital discharge scheme with reduced funding maximising support from other agencies and funders and introduction of conditions to require repayment upon property sale and continue work with sub regional Boroughs to seek the service when grant cases next year.

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 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 Housing Benefit 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.
- 3.2 A report to the last meeting of this Committee highlighted the pressures on the service and how these had culminated in a rise in households in Bed and Breakfast from around 50 in March 2011 to 163. This had led to a projected in year overspend in excess of £200k with a full year effect of £300k. In the last few weeks the number of households needing bed & breakfast accommodation has continued to increase and if this trend continues the full year overspend could be over £500k. There is a report elsewhere on this agenda which covers this specific matter.
- 3.3 The Payment in Lieu budget is currently £1,948m of which £0.333m is committed to two schemes currently on site (Masons Hill LD Scheme and the second Extra Care Housing Scheme) leaving £1.615m uncommitted.

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)	Addressing rising homelessness and housing need and associated budgetary pressures (ACS 11053) Overcrowding Strategy 2008 -2011 – Sara Bowrey Homelessness Strategy – Sara Bowrey Portfolio Plan 2011/12 – Catriona Ellis H&RS Business Plan – David Gibson

Appendix 1: Summary of Performance for the first half of 2011/12

Status Indicator:

Action on target. Commenced & on target to achieve **Ⓡ** 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. and to then sustain this reduction.	Ⓡ Red	Continued month by month increases in the number of people supported in TA means that 170 households reside in bed and breakfast as at the end of Q2 compared to 50 at the beginning of Q1. This is a similar trend to other London boroughs.			
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	The focus on homelessness prevention and securing alternative housing solutions to relieve homelessness is thoroughly embedded within the service, and despite 96% increase in approaches to the service more than 75% of approaches result in successfully preventing or relieving homelessness.			
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 and related housing advice work assisting more than 60 so far this year. 6 households have been referred to the Government's mortgage rescue scheme.			
Continue to work in partnership with private rented sector (PRS). Landlords to assist households to remain in or access privately rented accommodation.	Ⓢ Amber	We are currently experiencing increased difficulty in accessing the private rented sector as detailed in the body of this report. A position which is reflected nationally. However, we continue to work closely with landlords to maximise access to the private rented sector including commencing a review of incentives provided to landlords.			
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 Actual	2010/11 Actual	2011/12 Target	2011/12 Half Year Actual	Status
Number of households living in temporary accommodation (TA). NI 156 (LAA).	477	427	<438	553	Ⓢ Red
Homeless households approaching Council housing advice service(s) for whom housing advice casework intervention resolved their situation.	1,290	2,112	>1,800	1,087	∅ Green
Number of households assisted to access the private rented sector.	262	267 (incentive schemes) 288 (introductions & advice)	300	82 (incentive schemes) 142 (introductions & Advice)	Ⓢ Amber
Number of homeless acceptances	414	426	>500	304	Ⓢ Red

Key Performance Indicators:	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Half Year Actual	Status
Proportion of households accepted as homeless who were previously accepted as homeless. BVPI 214.	0.97%	0.88%	<2%	0.6% (1 applicant)	∅ Green
% change in number of homeless households including dependent children or pregnant women, placed in TA compared with the previous year.	-20.17%	-14.5%	-10%	-5.53*	Amber

2. Maximising Supply and Making Best Use of All Available Accommodation.		
What we are doing?	Status	Commentary
Complete the review and implementation of the allocations policy	Green	Work has progressed well with launch on schedule to be completed during quarter 3.
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	All work has been completed to close the current housing register (accept for emergency cases) and ensure all current applications are up to date in preparation for the launch of the new scheme including re-registration of all cases..
Continue to work closely with RSLs to identify overcrowded households and to address under occupancy	Green	We continue to work closely with RSLs to identify all cases and work through our options toolkit. During the first half of the 14 successful under occupation moves have been completed freeing up much needed larger family sized accommodation.

3. Half year lettings Plan outturn 2011/12:						
	Sheltered	Studio/ 1 Bed	2 Bed	3+ Bed	Total	½ year anticipated supply
Homeless: Accepted Prevention Move-on	6	32	35	30	103	261
Band A – emergency rehousing	0	4	0	2	6	11
Band B high priority rehousing	1	2	3	5	11	60
Band C+D – medium priority rehousing	8	15	1	0	24	38
Learning disability	0	1	0	0	1	13
Leaving Care	0	7	1	0	8	12
DAT	0	0	0	0	0	2
Total	15	61	40	37	153	
Total Anticipated	38	108	156	95		397

NB – 2010/11 Lettings supply was 800

* LD properties have been provided outside of the plan in line with the number of properties detailed in the new development supply above.

** 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 31% (244 properties) At the end of September there were a further 27 vacancies with open nominations being processed by our housing association partners. 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.

Work with RSLs & Developers to achieve required level of affordable & special needs housing (e.g. ECH, LD & Foyer)

New Build Completions			
Tenure	Total Unit completions		
	2009/10	2010/11	2011/12 mid year
Social Rent (general needs)	111	173	54
Rent-Campus Capital Programme	-	3	9
Social rent-Supported Living Initiative	6	9	0
Supported Housing	0	75	0
Intermediate Housing (shared ownership and intermediate rent)	104	95	11
Sub Total	221	355	74
Settled homes Initiative – properties purchased from market	1	89	5
Temporary Social Housing – RSL leasing and works scheme	0	24	Ceased
Open Market Homebuy	30	Ceased	Ceased
Hostels – conversion to self contained general housing stock	-	26	-
TOTAL	252	494	79*

* Of the 74 properties there were 23 that were 3 bedroomed or larger (29% - target 40%) and there were 11 that were to full wheelchair standard (13.9% - target 10%)

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 are scheduled to complete by June 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 2 bed 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 supported living initiative, during the year a scheme of 8 flats, and separately a house for group shared living, were completed.

4. Improving the Standards and Quality of Accommodation

Service Target (11/12)	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	120 homes made decent 88 through statutory and informal action and advice, 22 through financial assistance grants and loans and 10 through Empty property work	Green
Home energy scheme		No properties now made decent through Coldbuster activity as Coldbuster scheme has finished however some further activity may be possible through this route in the	

4. Improving the Standards and Quality of Accommodation			
Service Target (11/12)	Method of Delivery	Outturn	Status
		second half of the year following the successful claim back of VAT monies from HMR&C. – see note below.	
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: 800 complaints and service requests handled	Statutory and informal action following enquiries and complaints. Assistance also given via advice, and grants and loans in appropriate cases.	350 complaints and service requests handled so far. Greater number of service requests in the second half of the year/winter period expected.	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	101 bought back into use, following LBB involvement so far, Some nomination rights secured for the Housing Needs Service, Further reduction of 82 in relation to annual return, generating significant new homes bonus payments to LBB	Green
Pursue Empty Dwelling management orders where necessary and build on lessons from existing orders	Pursuing action on orders in place with consideration to similar action in other cases.	3 EDMO's obtained. (1 property brought back into use, 1 where owner is now carrying out substantial works to bring it back into use & 1 where Final EDMO to be sought to allow LBB to carry out necessary works and rent out).	Green
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.	3 New HMOs licensed so far this year with others in pipeline. Letters sent to all those needing to re-licence their properties before the end of the financial year.	Green
To improve the energy efficiency of housing in the Borough by advice, grants, promotions and referrals.	Coldbusters scheme has ended in South East Sub Region, application to HMR&C for return of VAT monies paid. NEW Pan London scheme funded by GLA and Mayor of London to be run this year in every London Borough. Limited involvement of Council Resources on Energy Efficiency projects prioritised to where most of funding provided externally or where Council involvement could help lever in further external funding.	LBB still reported as highest number of insulation installations in London Boroughs, using Carbon Emissions Reduction Target (CERT) funding from Utilities companies, and figures from the EST show most activity in London. Coldbuster VAT monies successfully recovered from HMR&C to be spent on cases on Coldbusters waiting list in each of the SELHP boroughs with some monies reserved for emergency cases during	Green

4. Improving the Standards and Quality of Accommodation			
Service Target (11/12)	Method of Delivery	Outturn	Status
		the winter period.. RE:NEW scheme to be run in Chatterton Village and Southborough areas of Bromley, funding from GLA/Mayor of London with scheme manager Climate Energy, project managed by staff from SELHP, due to commence in October.	
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: 50 home repair assistance grants 10 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)	19 grants approved (output reduced due to budgetary restrictions and tighter criteria) Winter period always busier due to heating failures 3 loans approved others to meet target in pipeline, reductions in loan maximum making it difficult to remedy all defects.	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 handyman scheme.	71 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.	At least 100 clients assisted each month with 40-50 of these being linked with hospital discharge. Response times increased at request of PCT, with evening and weekend referrals and work being undertaken.	Green

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Report No.
ACS11062

London Borough of Bromley

PART 1 - PUBLIC

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

Date: **30 November 2011**

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

Title: **PERSONAL BUDGETS AND CONTRIBUTIONS
POLICY UPDATE**

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

Chief Officer: Lesley Moore, ACS Head of Finance, Resources Department
David Roberts, ACS AD Care Services

Ward: Borough wide

1. Reason for report

- 1.1 This report provides the Adult and Community PDS committee with an update on the implementation 2011 – 12 revised Personal Budgets and Contributions Policy which was approved by the Portfolio Holder on the 18th March 2011 following a consultation process. The revised policy was effective from 16th May 2011 and it introduced a number of changes which are described in sections 3.4 – 3.8.
- 1.2 A follow up report is planned for April 2012 to inform members of this committee of the full impact of introducing day centre charges.
-

2. **RECOMMENDATION(S)**

- 2.1 The PDS committee is recommended to:
- a) Note the contents of the report
 - b) Agree the report is consistent with the wider council financial strategy to maximise income
 - c) Agree that a further report on the impact of the introduction of day care charges be presented to the April meeting of the Adult and Community PDS Committee.

Corporate Policy

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

Financial

1. Cost of proposal: No cost Managed within existing resources
 2. Ongoing costs: N/A. Managed within existing resources
 3. Budget head/performance centre: ACS Social Care Services
 4. Total current budget for this head: £3.7m
 - c)Source of funding: N/A
-

Staff

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

Legal

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

Customer Impact

- f) Estimated number of users/beneficiaries (current and projected): 3000 users of non residential services are subject to the Personal Budgets and Contributions Policy of these approximately 2400 will have had a financial assessment.
-

Ward Councillor Views

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

3. COMMENTARY

- 3.1 In December the Executive approved that consultation on a revised Personal Budget and Contributions policy should take place. In March the Portfolio Holder agreed the following 8 policy changes:
- i. Agreement as to services and unit costs that are included within a personal budget and that the total personal budget is subject to the contributions policy.
 - ii. Removal of the subsidy for laundry, shopping and holiday breaks scheme with the latter being excluded from the personal budget.
 - iii. Introduction of new personal care rates new weekend, evening and double handed care rates and a reduction in the hourly rate.
 - iv. Change to the hourly rate for directly employed personal assistants
 - v. Inclusion of day centre sessions in the personal budget and an introduction of a daily charge.
 - vi. Inclusion of Carelink (community alarm), Telecare and other assisted technology equipment within the personal budget and increased charges.
 - vii. Introduction of 3 levels for disability related expenses based on welfare benefit receipts.
 - viii. Removal of the subsidy for people attending day centres who do not meet the council's eligibility criteria.
- 3.2 These changes have been incorporated into the Council's new Personal Budget and Contributions Policy which was implemented on 16th May 2011. In May all service users receiving a non-residential care service and had been financially assessed to contribute towards their personal budget were informed of the level of contribution that they would have to make. As at the 30th September these service users have also received statements setting out their weekly contributions.
- 3.3 Overall the impact on service users has not been received negatively. More income is being collected with more service users contributing to their care costs. However, 53 full cost clients and 22 assessed clients are paying less towards their personal care.
- 3.4 232 service users who were receiving **shopping and laundry services** have had their care packages reviewed of these 60 had made alternative arrangements for their shopping to be done, 20 have had shopping added to their personal budget; 62 people continue to use the laundry service but are now covering the full cost of this service. The remainder had either moved into a residential placement or were having needs met by family or friends.
- 3.5 **Personal care rates** - the change that was expected to have the largest impact was the introduction of a charge for double handed care and the affect this could have on the people paying the full cost of their personal care. As at the end of September, 82 service users who receive a double handed service have been assessed to pay a contribution towards their personal budget and 32 service users pay the full cost for their double handed service.

When the new policy was implemented there were 43 service users who received a double handed service who paid for the full cost of their care. As at the end of September 23 are still receiving a double handed service and of those 21 still pay for the full cost of their care, 1 is assessed to pay a contribution and 1 is not required to pay. 5 of the 43 service users now receive a single handed service and 15 no longer receive a service. The table below shows a breakdown of the reasons:

7	Deceased
2	Moved into residential care
1	Continuing Care
5	Stopped service

As at 30th September, 3 service users have made a formal complaint and 1 has appealed against their charges as they felt that the change was discriminating against those who were more disabled and therefore required 2 carers. Appendix 1 outlines two case studies for information.

3.4 **Personal assistants** – at the time of the last report there were 41 people directly employing a personal assistant of these 10 are receiving the new rate as part of their personal budget, the remainder will receive the new rate at the point they change personal assistants. All 19 new direct payments set up to appoint a personal assistant are receiving the new rate.

3.5 **Day centre charges** – the policy has introduced a £15 daily charge for all eligible service users (information on the council's eligibility criteria can be viewed on the council website http://www.bromley.gov.uk/info/200050/help_for_adults/117/adult_social_services_support/2). The implementation of this charge commenced in June 2011 with community care assessments/ reviews followed by financial assessments. Service users started to pay towards the cost of their day centre places from 5th September 2011.

At this time the final impact of this charge is yet to be seen with service users receiving their first statements on the 14th November 2011. So far there have been 2 member enquiries and 2 people who have decided to cease attending. This area will continue to be monitored and a further report will be presented to the PDS committee in Apr 2012. See section 3.13 for more information about what will be covered in this report.

3.6 **Carelink and Telecare equipment** - Carelink (community alarm); Telecare and other assisted technology equipment are calculated as part of a personal budget and will continue to be subject to a financial assessment. An increased charge was also introduced. Whilst the overall number (1900) of service users has remained similar to last year the service has reported a small increase in the number of people stopping the service with approximately 20 indicating it is due to the increase in charges. See section 3.10 for more information about the complaints received from private clients not covered by the Personal Budgets and Contributions policy.

3.7 **Disability related expenditure (DRE)** - prior to the implementation of the standard DRE allowance 1,275 service users received an average weekly allowance of £30.60. There has been a small increase (3%) in the numbers of service users who now receive this allowance. However, the average weekly allowance is now £15.19.

The Personal Budget and Contributions Policy inform service users that they have the right to appeal the level of DRE allowance that they have been given under the new policy. There have been 16 appeals received in relation to the standard DRE awarded. This represents 1% of service users who receive a DRE Allowance. Appendix 1 outlines 5 case studies for information.

- 3.8 **Day centre** (non eligible users) - there are 1500 older people's day centres places commissioned per week provided by 7 organisations in 9 centres. All have implemented charges for people not meeting the council's eligibility criteria. The day care gateway review is being reported elsewhere on this agenda.

At this time the final impact of this change is yet to be fully assessed. Information is being collected on the number of people who reduce or cease attending the day centres. A further report on this area will be presented to the PDS committee in April 2012. See section 3.13 for more information about what will be covered in this report.

- 3.9 **Feedback from service users** - care manager's working within both the assessment and review teams have been involved in assessing and reviewing service users since the implementation of the revised policy. Whilst some anxiety was expressed during the consultation process; on the whole service users have accepted the changes with little comment. However, there has been some feedback received relating to the day centre charges which will be explored more fully in the April 2012 PDS report. These were::

- 2 people felt that they would stop attending a day centre as they did not want to have a financial assessment
- concerns over having to pay for day centre places when unable to attend

We have also had one relative contacting the service to thank them for providing useful information about different types of day time activities that they could organise for their relative.

- 3.10 **Complaints** - from April to September 2010, 17 complaints were received in relation to non residential care charges. For the same period in 2011, 28 complaints were received in respect of non residential care charges, an increase of 65%. 14 (50%) of these related to the Council's revised policy. The main themes within the complaints were in relation to:-

- The standard Disability Related Expenditure (DRE) Allowance. 10 Service users felt that this would not take into account their individual needs specific to their disabilities.
- Double handed charges. 3 Service users felt that that was discriminating against those who were more disabled and therefore required 2 carers.
- In addition 30 complaints were received from private Carelink clients regarding the level of increase in the charges and the lack of communication in relation to the increases.

To put this is into context, the number of complaints received regarding the new contributions policy represents 1.5% of those service users who have been assessed to pay a contribution towards their personal budget.

The charges for attending a day centre are still being rolled out. However, 307 service users were informed of their assessed contribution in August and as at 30th September only 1 complaint has been received regarding day care charges.

All of the complaints received have been resolved at stage 1 of the complaints process.

- 3.11 **Appeals** - from April to September 2010 there were 20 first stage appeals against charges for non residential care received. For the same period in 2011 there have been 22 received, an increase of 10%.

Of the 22 appeals received, 8 (36%) were upheld and charges were reduced. Of the 14 (64%) that were not upheld, 2 (14%) have lodged a 2nd stage appeal.

The main reason for the appeals were in relation to the standard DRE allowance which resulted in an increased contribution or in some cases meant that someone who previously was not required to make a contribution was now assessed to pay.

- 3.12 **Member Enquiries** – at the time of this report there have also been 2 enquiries relating to the introduction of a charge for attending a day centre. Both are currently being addressed by the relevant service assistant director.
- 3.13 **What next?** – the policy was implemented from May 2011 with the day care charges commencing later, therefore at the time of this report it is not possible to assess fully the impact in terms of people who may have reduced/ stopped attending and whether this has detrimentally affected informal carers or increased the need for other more intensive services. We will continue to review this area and it may become necessary to revisit how the charges are applied with the policy being revised to reflect any required changes.

4. POLICY IMPLICATIONS

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

5. FINANCIAL IMPLICATIONS

- 5.1 The changes to the personal budgets and contributions policy addressed the need to provide an actual cost against all service elements contained within personal budgets and also increased, where feasible the contributions levied through charges from service users towards the costs of their care services.
- 5.2 This was necessary as adult social care is now required by Government to change the way the cost of social care support is calculated. A core element of this new approach is that the calculation is based not on the particular packages of services that the person receives but rather on the monetary value of the services they receive, subject to their ability to pay. How we assess people's ability to pay was not changed.
- 5.3 The table below shows the financial impact of these policy changes:

	Budget 2011/12 £'000	Budget 2012/13 Full Yr £'000	Revised 2012/13 Full Yr £'000
<u>Additional Income</u>			
Reducing Direct Payment rate for Personal Assistants (£11.00 p	-75	-115	-115
Charging for Double Handed Care (16.20 1/2 hour, £28.00 ph)	-160	-160	-160
Supplement for evenings (£1 and £2)	-65	-65	-65
Charging for Day Care & Transport	-25	-35	-85
Standard rate DRE of £15	-160	-160	-360
Community Alarm Service (£5 pw monitoring, £7.50 pw full res)	-45	-45	-45
	-530	-580	-830
<u>Loss of Income</u>			
Increasing Direct Payment half hour rate to £8.10	265	265	265
Reducing charging for domiciliary care (£16.20 hr to £14 hr)	100	100	100
	365	365	365
Net Additional Income (estimated)	-165	-215	-465
<u>Full Cost Recovery</u>			
Estimated Savings from full cost recovery (shopping/laundry etc	-100	-100	-100
Day care charge for non eligible users	-42	-50	-50
	-142	-150	-150
TOTAL ESTIMATED SAVINGS	-307	-365	-615

5.4 The 2011/12 Budget savings agreed by Full Council on the 28 February 2011 assumed additional income from charging of £300,000 in 2011/12 and £365,000 in 2012/13. The latest projection is that this figure will be around £615,000 in a fully year resulting in an additional £250,000 above budget.

5.5 This additional income will contribute towards the Councils 2012/13 budget savings.

6. LEGAL IMPLICATIONS

6.1 Fairer Charging Contributions Guidance is issued under Section 7 of the Local Authority Social Services Act 1970.

6.2 This document provides guidance on how both the chargeable amount of a personal budget, and the actual contribution made by the personal budget holder, might be calculated. The chargeable amount is the maximum possible contribution a person can be asked to make to their personal budget, subject to their available income and savings. The calculation of the actual amount to be paid begins with a means test which determines the income and savings available to make a contribution. This part of the process is covered in the original Fairer Charging guidance and remains unchanged. Thus this guidance does not introduce any changes to the way councils undertake financial assessments, or how they treat the income or savings of personal budget holders.

6.3 The Department of Health's latest guidance on Direct Payments states that: "*the direct payments legislation provides that it must be equivalent to the council's estimate of the reasonable cost of securing the provision of the service concerned, subject to any contribution from the recipient*" Thus the system for determining the amount of service required to meet social care needs should not be different for Direct Payments to that used for Personal Budgets.

6.4 In the DOH 2010 guidance "Prioritising need in the context of Putting People First: a whole system approach to eligibility for social care" Councils are enjoined to use the eligibility framework set out in the guidance to specify their own eligibility criteria and in

setting these to take account of their own resources, local expectations and local costs. These criteria may be reviewed in line with the Council's usual budget cycle and reviews may be brought forward if there are major or unexpected changes including those with significant resource consequences. The guidance draws a distinction between "presenting needs" and "eligible needs". Eligibility criteria therefore describe the full range of eligible needs that will be met by the Council, taking its resources into account.

Non-Applicable Sections: Personnel	
Background documents	<p>Council's eligibility criteria http://www.bromley.gov.uk/info/200050/help_for_adults/117/adult_social_services_support/2 Personal Budget and Contributions Policy http://www.bromley.gov.uk/downloads/file/152/domiciliary_care_charging_policy Adult and Community Portfolio Holder report ACS 11016 http://sharepoint.bromley.gov.uk/mgConvert2PDF.aspx?ID=3638&T=10 Adult and Community PDS committee report ACS 110006 http://sharepoint.bromley.gov.uk/mgConvert2PDF.aspx?ID=1713&T=10 Executive report ACS10075 http://sharepoint.bromley.gov.uk/mgConvert2PDF.aspx?ID=3300&T=10 Guidance on direct payments for community care, services for carers and children's services: England 2009 http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_104840</p>

Appendix 1

DRE changes - Case Studies

1. Mr A receives a supported living service. Previously Mr A had a maximum assessed charge of £77.47 and a DRE allowance of £1.62. Under the new policy Mr P now has a standard DRE allowance of £10.45 and his maximum contribution has reduced to £71.06 a week.
2. Miss B receives a supported living service. Previously Miss B had a maximum assessed charge of £77.43 and did not have a DRE allowance. Under the new policy Mrs M now has a standard DRE allowance of £10.45 and her maximum contribution has reduced to £70.06 a week.
3. Mrs C receives a single handed personal care service. Previously Mrs C had a maximum assessed charge of £23.88 and a DRE allowance of £49.70. Under the new policy Mrs C now has a standard DRE allowance of £10.45 which means her maximum contribution has increased to £35.92 a week. Mrs C has not made a complaint or lodged an appeal against her charges.
4. Mr D receives a mixture of single handed and double handed personal care. Previously Mr D had a maximum assessed charge of £95.28 and a DRE allowance of £52.31. Under the new policy Mr D now has a standard DRE allowance of £15.67 which means his maximum contribution has increased to £120.85 a week. Mr D has not made a complaint or lodged an appeal against his charges.
5. Mr E receives a live in carer service. Previously Mr E had a maximum assessed charge of £58.92 and a DRE allowance of £42.47. Under the new policy Mr E was given a standard DRE of £15.67 which meant his maximum contribution increased to £74.47. Mr E lodged an appeal that was upheld. He was awarded an additional DRE allowance of £12.22 reducing his maximum contribution to £62.25 a week. Mr E has accepted the decision had has not lodged a 2nd stage appeal.

Double handed care - Case Studies

6. Mrs F receives a single handed and double handed service and a full care link service. She also attends a day centre one day a week. Mrs F is required to pay for the full cost of her care because she has capital above £23,250. Previously Mrs F had to pay £262.33 for the services she received and now she has to pay £525.70. Mrs F's complaint about the charges was resolved at the first stage of the complaints procedure and Mrs F has continued to pay for the services she receives.
7. Mrs G was receiving a double handed service and was paying for the full cost of her service (£174.15 per week). Under the new contribution policy Mrs G's weekly contribution increased to £186.42 per week. Mrs G decided to end her service with the council and is now purchasing her care direct from the domiciliary care agency.

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Report No.
ACS 11056

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: Adult and Community PDS Committee

Date: 30th November 2011

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

Title: **UPDATE ON RESTRUCTURE - ASSESSMENT AND CARE
MANAGEMENT TEAMS IN ADULT AND COMMUNITY
SERVICES**

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

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

Ward: Borough- wide

1. Reason for report

As requested by PDS on 25th January 2011 this report informs Committee of the changes in performance resulting from the new structure designed to improve the response to service users agreed by the Executive on 8th December 2010.

2. **RECOMMENDATION(S)**

The PDS Committee is asked to note the progress towards achieving the objectives of the assessment and care management restructure, which were:

- a. Improve the speed of response in terms of assessment and care packages
- b. Provide advice and guidance to people not meeting the Fair Access to Care Services (FACS) criteria
- c. Embed the Reablement service to support people to regain their independence
- d. Explore and increase the joint pathways with the NHS

Corporate Policy

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

Financial

1. Cost of proposal: N/A Costs are already in the budget
 2. Ongoing costs: Recurring cost. Staffing costs as set out in 4 below
 3. Budget head/performance centre: Assessment and Care Management (825)
 4. Total current budget for this head: £4,855,480
 5. Source of funding: Existing budget includes £232,200 externally funded from the PCT and DoH.
-

Staff

1. Number of staff (current and additional): 120 approx
 2. If from existing staff resources, number of staff hours:
-

Legal

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

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Borough-wide services to Bromley residents, currently over 10,000 people receive social care services at a gross cost of £48,809,280.
-

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 The new structure based on the Customer Journey (Appendix 1) was agreed by Executive at their meeting of 8th December 2010 and was implemented on 18th April 2011.

It was designed to improve the performance of the assessment and care management service to:

- provide a faster response to those people contacting care services for assistance
- ensure those not meeting the criteria for Fair Access to Care Services (FACS) are given advice and guidance so that they can access appropriate support
- promote independence, choice and control for service users and carers
- improve speed of response to all service users and carers
- offer a re-ablement service to promote independence and reduce expenditure
- provide younger adults with a physical disability and older people a seamless care management service.
- increase the opportunities for joint work and integrated care pathways with NHS services

3.2 This approach is consistent with the requirements of the recent Government guidance on the transformation of adult social care (LAC(DH) 2009 1) and meets the Council's Core Operating Principles, Portfolio Plan, Building a Better Bromley and ACS Business Plan objectives.

3.3 Prior to the restructure there were duplications by care management and occupational therapy staff resulting in longer waiting times for assessments. The teams were divided by age rather than need with three separate duty teams responding in slightly different ways (Appendix 2). The table below shows the majority of service users and carers were assessed within 28 days meeting the required target but with acceptable waiting times for packages falling just below the end of year target.

Table 1 Assessment Timescales for previous year

	National Indicator	2010/ 11 Target	2010/ 11 Actual
Acceptable waiting times for assessment (within 28 days)	NI 132	90%	96.3%
Acceptable waiting times for care packages	NI 133	95%	91.1%
Carers receiving needs assessment or review and a specific carer's service, or advice and information.	NI 135	25%	31.6%

Restructure

- 3.4 The new structure is streamlined and supports the customer journey (appendix 3). The implementation was successful and staff were involved through-out the process. During the development stage front line staff were seconded into the various projects being managed by the Supporting Independence in Bromley (SIB) Project Manager to ensure they acquired the knowledge and skills needed to work within the new structure. They were also involved in reference groups and were joined by their colleagues providing opportunities for staff to contribute in determining how the new teams would operate.
- 3.5 The new structure was implemented over a two week period to coincide with the opening of the library and offices at the Walnuts. This minimised disruption to staff who were moving from the Old Town Hall and ensured the service remained open during this period thus minimising the impact on service users, carers and partners.
- 3.6 The SIB Project Team and Senior Management visited Partnership Boards where statutory and voluntary partners, services users and carers were present to provide details of the new structure and implementation date.
- 3.7 All Service Users directly affected by the new structure were prepared for the changes by their allocated worker and were advised of the contact details of their new team and worker prior to the implementation date.
- 3.8 A range of National Indicators have ceased to be recorded due to a new Outcomes Framework being introduced, this means we are collecting data and monitoring differently from 2011/12 (This is covered in the ACS mid year performance report presented on the same agenda). The table below reflects the new outcomes and early indications are that we are now assessing and confirming services within 10 days for 72% of people who make contact with Adult Social Care.

Table 2 Assessment Timescales for current year

Outcome 3: Ensuring that people have a positive experience of care and support	2011/12 Target	Quarter 1	Quarter 2
% of people who make contact with Adult Social Care who have their service confirmed within 10 working days.	New	69%	72%
Carers receiving needs assessments or review and a specific carer's service or advice and information	25%	28.68%	27.66%
My Life Portal total number of visitors	New	1893	2523

Short Term Intervention

- 3.9 The Contact and Assessment Team (COAT) is co-located with our telephone answering service, Bromley Social Services Direct (BSSD). Together they provide an effective universal service giving information, advice and guidance to those who can meet their needs from mainstream services along with a proportionate assessment of need. This has reduced the number of people unnecessarily going through a full assessment. Where a full assessment and further support is required the team refers to either re-ablement or the complex care team.

- 3.10 The My Life Web Portal is designed to provide information, advice and guidance regarding available support and services. The benefit of instant information being available for people is part of the universal offer. The portal, which includes a website and information regarding mainstream services, equipment, support available from care services and how to make contact, was introduced in May with an official launch being held the week commencing 31st October 2011. As can be seen from the table above there were 2523 visits to the site since going live in May. The Portal is still being fully developed and the impact in terms of reducing demands on BSSD are therefore yet to be realised and are being closely monitored.
- 3.11 The Princess Royal University Hospital Care Management team continue to assess in-patients and arrange services for those needing them on transfer from hospital, with many people being transferred directly to the Reablement Team described below. The team has also taken on the role of single point of contact for all out of borough hospital referrals ensuring consistency of approach. With the additional responsibilities the team has managed to maintain their low delayed discharge cost of between £2,000 and £5,000 per year.
- 3.12 The Reablement Team provides a combination of assessment and personal assistance to those who would usually be provided with domiciliary care. This active service promotes independence and assists people to regain confidence, including those with high levels of need. As can be seen from the table below the service is showing improvements in outcomes for service users since April this year in the numbers of people who remain at home and who leave re-ablement with no ongoing service. This service is currently under review.

Table 3 Reablement

Key national and local indicators:	10/11 Actual	11/12 Quarter 1	11/12 Quarter 2	11/12 Target
Proportion of older people (65 plus) who were still at home 91 days after discharge from hospital into re-ablement/rehabilitation	221/278 (79.5%)	80.97%	n/a	80%
%age of people leaving re-ablement having no ongoing care package.	NEW	101 70.63%	144 72.73%	New

3.13 The Community Assessment and Rehabilitation Team (CART) has been strengthened and works alongside the Re-ablement, Hospital, COAT and Complex Care Teams to provide specialist rehabilitation to enable people to continue to live at home. The work of this team remained unchanged in terms of the restructure but it was recognised that strengthening the team with additional posts would support the future plans to reduce the intermediate care bed capacity based at Orpington Hospital. As can be seen by the table below there has been significant improvements in the length of days a patient remains in an intermediate care bed since 2008.

Table 4 Intermediate Care

Length of stay(days)	2008/09	2009/10	2010/11
Orpington	39	42	33
Elmwood	39	42	30

Complex Care

- 3.14 Some people referred to adult social care have complex and variable needs which require a flexible service, regular contact and interventions. Usually this is associated with complex health needs. The Complex Care Teams are based in the East and the West of the borough to maximise joint work with the GPs and the community NHS staff in Bromley Healthcare.
- 3.15 This service includes specialist staff such as Stroke Care Co-ordinators, Consultant Lead Practitioners, Drug and Alcohol Team Care Managers and Care Management from the Physical Disabilities and Sensory Impairment Team (PDSI) so that people receive assessments, ongoing support and reviews by staff with the relevant specialist knowledge.
- 3.16 There are further opportunities to develop services for those with complex needs. Work is progressing with Bromley Healthcare to explore options for an integrated service with District Nurses and other community NHS staff working alongside care management staff. Through these developments it is believed that we will be better placed to meet complex needs in a more cost effective manner avoiding duplication of effort and resources.
- 3.17 The Review and Brokerage Team became the Co-ordination Team in the restructure and has the combined functions of completing the annual reviews for stable packages of care, Brokerage for services, managing care placements, support planning and direct payments for those receiving a funded service.
- 3.18 The team leads on encouraging the take up of direct payments for those who want to use and seeks innovative ways of meeting needs through the support planning process so that there is a wider range of services available to all. There has been an increase in the take up of direct payments and but more work is needed if the 40% target is to be reached. All new service users are being given the option to use a direct payment to purchase the support they require.

Table 5 Direct Payments

Key national and local indicators:	10/11 Actual	11/12 Quarter 1	11/12 Quarter 2	11/12 Target	12/13 Target	13/14 Target
Of the people who are eligible for a direct payment; the percentage who did receive a direct payment.	NEW	210 (12.4%)	349 (20.5%)	40%	45%	50%

- 3.19 Despite more face to face reviews and the changes to the charging policy the team have managed to improve on the numbers of reviews from 87.4% (7225) in 2010/11 to a projected end of year figure of 98.9% (4085). Work is underway to consider more efficient ways of managing the workload of the team to ensure that the service is responsive to service users.
- 3.20 Adult Safeguarding remains the responsibility of all teams; the complex care teams are responsible for those cases requiring detailed assessment and those with complex issues requiring a longer term intervention. The new structure has provided opportunity for consistency of approach in safeguarding and it is currently being reviewed to ensure most effective use of resource.

Conclusion

There are improvements in information and advice being given at the front door resulting in people being more appropriately directed to mainstream services. Fewer people being referred and assessed go on to receive services and there is an increase in service users leaving reablement with no services. With the reablement assessment process comes

confidence that the service user is provided with an accurate service to meet needs and there is a positive impact on the domiciliary care budget and there are fewer admissions in to care homes. There is an increase in personal budgets and the take up of direct payments is beginning to show signs of improvement.

3.21 There are challenges in terms of the new processes and this has directly impacted on fewer carers assessments being recorded and completed in the COAT. There are also concerns regarding the number of people receiving a direct payment although this is an area that has shown some improvement.

3.22 The service is undergoing a review to consider whether additional efficiencies can be achieved in terms of fine tuning processes and integrating with Health.

4. POLICY IMPLICATIONS

Promoting the Independence of Adults and Older People is one of the key objectives set out in the Council’s strategy “Building a Better Bromley”. Promoting choice, personalisation and Independence is the overall aim of the ACS Portfolio Plan. The new structure will improve performance on these objectives as well as those set out in the Government’s White Paper “Equity and excellence: Liberating the NHS”, in particular building partnership and integration with NHS community services.

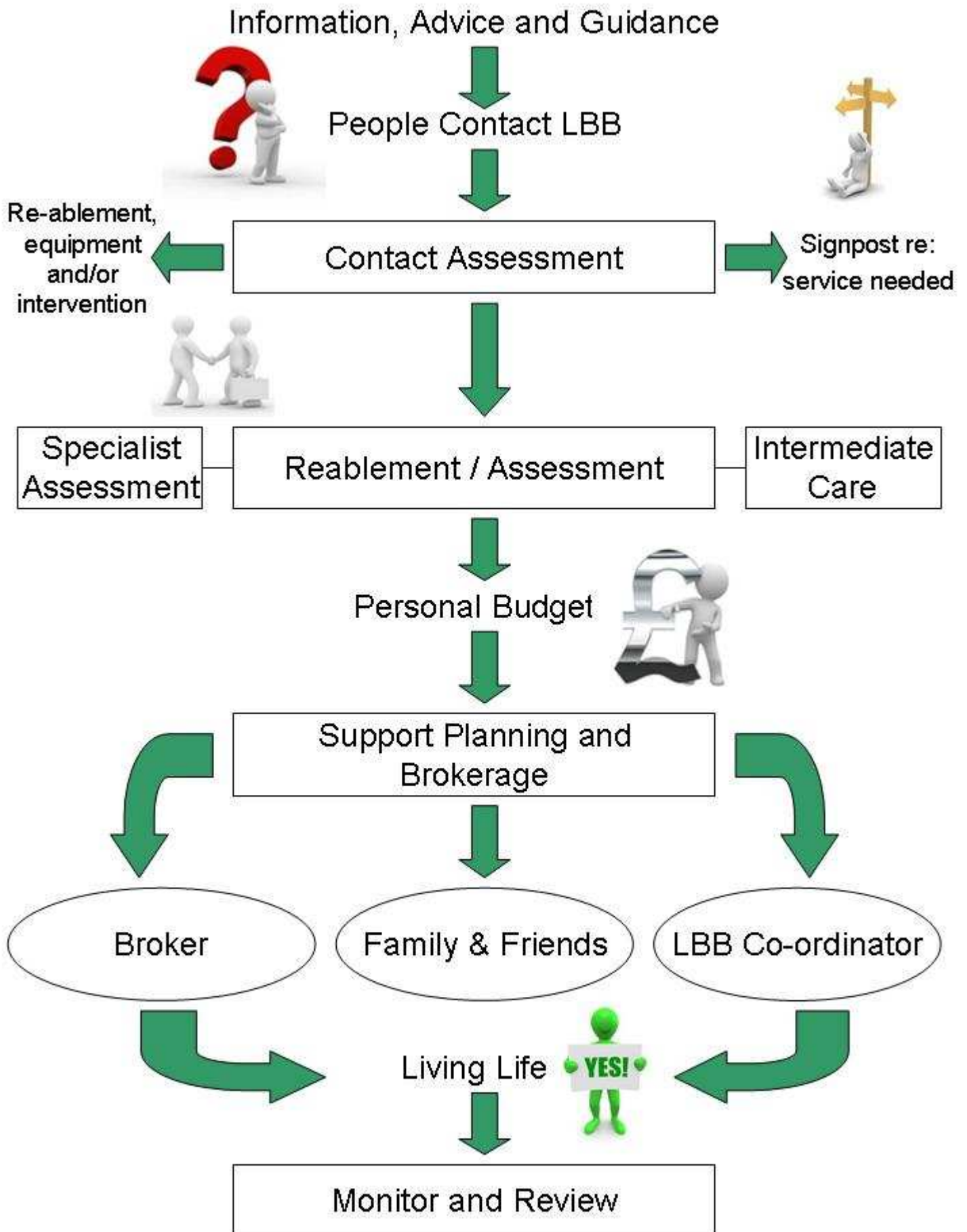
5. FINANCIAL IMPLICATIONS

5.1 Efficiency savings in management costs of £39k per annum has been achieved by this restructure.

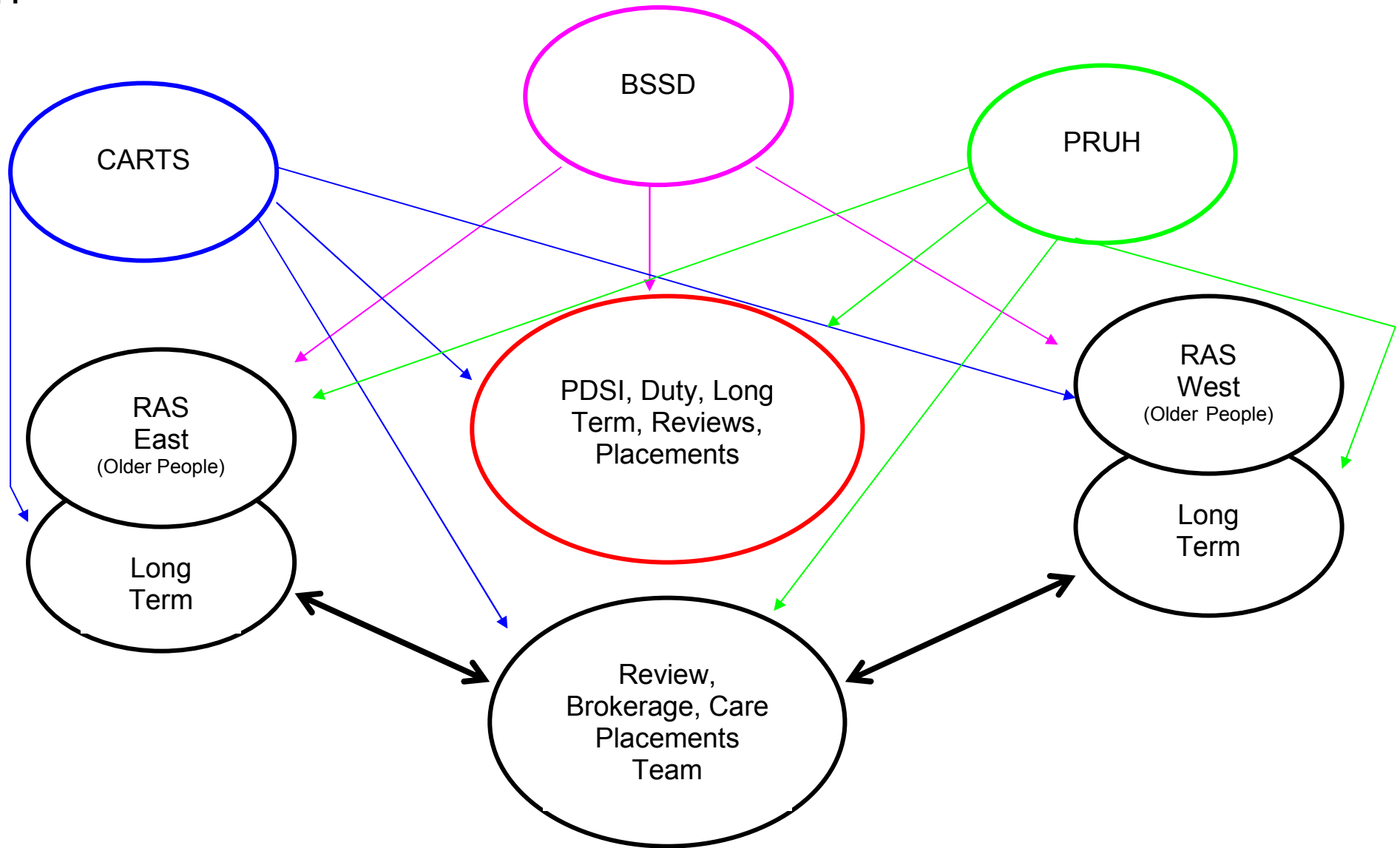
Non-Applicable Sections:	Legal, Personnel
Background Documents: (Access via Contact Officer)	Transforming Adult Social Care Local Authority Circular(DH) (2009) 1 White Paper “Equity and excellence: Liberating the NHS” 2010 “Assessment and Re-ablement Service” report to A&C PDS 29 th September 2009 “Supporting Independence in Bromley Programme - Changes to Care Management Arrangements” Report to A&C PDS and A&C Portfolio Holder 21 st Sept 2010 “Proposed Restructure – Care Management and Assessment” Report to Executive 8 th December 2010

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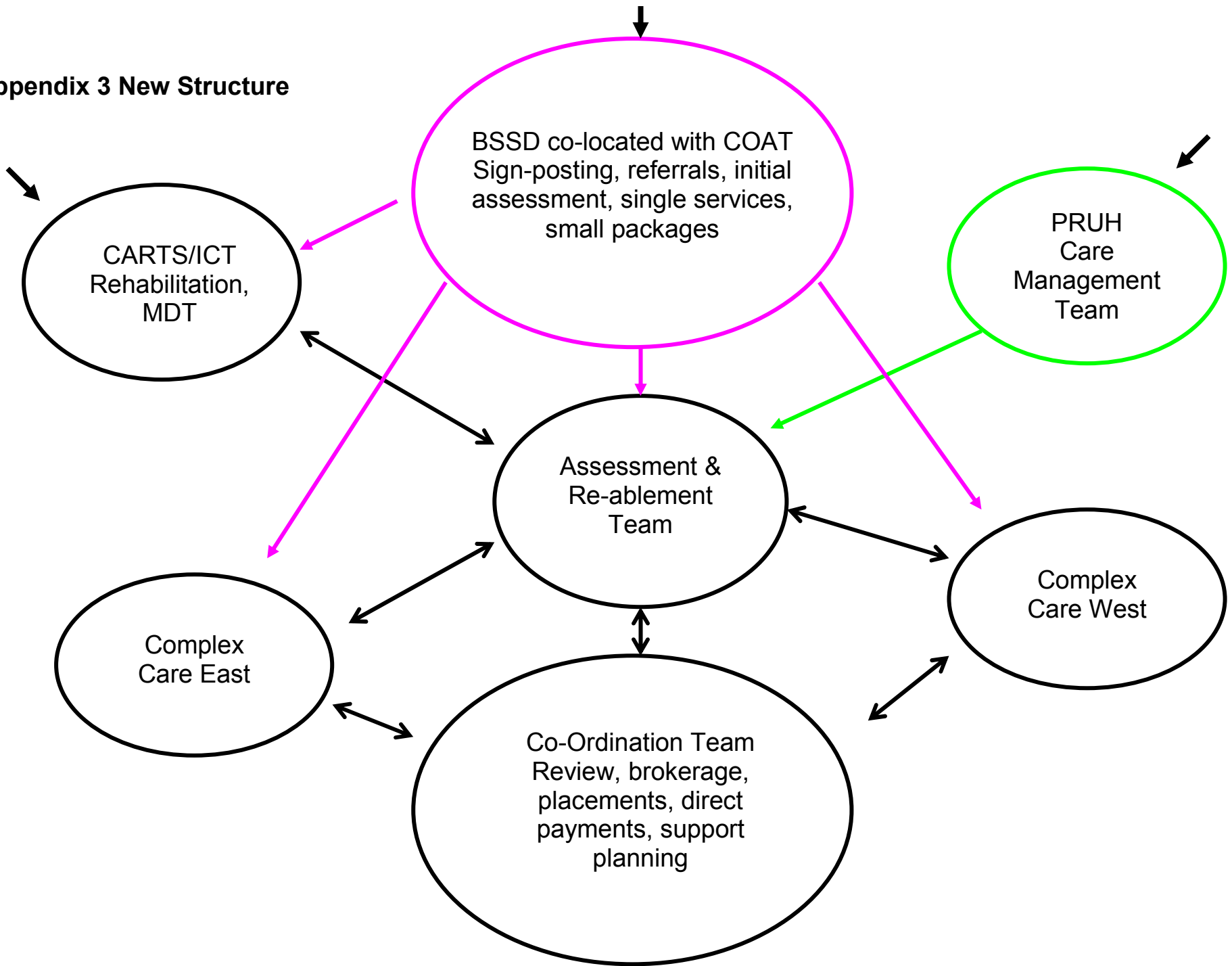
Appendix 1 The Customer Journey



Appendix 2 Previous Structure



Appendix 3 New Structure



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Report No.
ACS 11058

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: ADULT AND COMMUNITY PDS COMMITTEE

Date: 30th November 2011

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

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

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

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

Ward: N/A

1. Reason for report

- 1.1 The Adult & Community 2011/12 Portfolio Plan reflects the Council's agreed vision for 'Building a Better Bromley – 2020 Vision'.
 - 1.2 This report provides PDS committee with progress on the Portfolio Plan 2011/12 and the first Bromley Local Account for the year 2010/11, the new performance assessment framework for adult social care announced by the Government in spring 2011, which will have full implementation from April 2012.
 - 1.3 The Portfolio Plan progress summary is attached as Appendix A, with Appendix B providing the year to date performance. Appendix C is the Bromley Local Account Report for the year 2010/11, which will be published on the Council Web site.
-

2. RECOMMENDATION(S)

- 2.1 The PDS Committee is asked to consider and comment on the report;
 - a) note the progress that has been made against the actions in the 2011/12 Portfolio Plan;
 - b) highlight any areas for scrutiny in the current year and agree timescales for this;
 - c) Note the outturns within the Bromley Local Account, areas of strengths and the areas requiring further improvement.

Corporate Policy

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

Financial

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

Staff

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

Legal

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

1. Estimated number of users/beneficiaries (current and projected): Approx 8,000 receiving services in social care with approximately 8000 people on the Housing Register across the Portfolio.
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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 The priorities within the Adult and Community Services Portfolio Plan 2011/12 are aimed at improving the quality of life of the most vulnerable members of our community, underpinning the Building a Better Bromley – 2020 Vision theme of 'Independence & Health'.

3.2 The priority outcomes for 11/12 are:

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

3.3 The attached summary report (Appendix A) highlights the key areas of progress so far this year as well as identifying areas where more work is required. The key areas where there has been progress are:

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

- All new customers entering the service who are in receipt of eligible services are informed of their personal budget.
- The launch of the MyLife web portal was achieved during National Get Online Week (31st October 2011) with a range of events held across the Borough. MyLife continues to attract approximately 240 users per week and user feedback continues to be incorporated into the improvement of information available on the portal.
- Crown Meadow Court extra care housing scheme opened in April 2011 and is now fully occupied with residents successfully moved from Cranbook Court and Denton Court, a further two extra care housing schemes scheduled to be available early in 2012 for 110 people.
- Extensive work continues on a range of projects providing supported living to people with learning disability including achieving planning consent for the Johnson Court development, and in September 2011 opening Albermarle Road which supports 7 service users from the PCT Reprovision programme.

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

- 94 homes have been brought back into use within the Borough since April 2011. Additionally 5 households have been provided with financial assistance via grants to bring homes back into full use.
- New care management structure has been implemented as planned. The reablement service supports on average 65 customers per week, with 73% at the end of quarter 2 leaving the service with no ongoing care need enabling them to remain independent in their own homes.
- No 16 or 17 years have been placed in bed and breakfast accommodation.

- The Mortgage rescue and debt advice service has prevented homelessness for 45 households by the end of July 2011.

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

- The number of annual reviews continues to be high with 4085 being completed, which equates to 98.9% achievement.
- Experts by Experience are aiming to be fully user led by the end of December and are currently looking at how they can provide services to the Local Authority, which could include input into the Quality Assurance Framework as peer reviewers. Firm proposals will result from this work.

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

- The Safeguarding training plan for 2011-12 has been implemented, reflecting the revised Competency Framework as approved by the Adult Safeguarding Board.
- Information in respect of accredited pharmacy providers for disability living equipment is available on the MyLife portal, enabling easier access to information to all residents.
- The number of safeguarding strategy meetings held within 5 days continues to exceed the annual target of 90%, with Quarter 2 being 92% (n=61).
- The target for the number of investigations to be completed by qualified staff is 100% and actual performance for Quarter 2 is 100%.

3.4 The summary report (Appendix A and Appendix B) also highlights areas that require more input to meet the end of year targets and these include:

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

- The local target to ensure that people who make contact with adult social care have their service confirmed within 10 working days is 80%. The performance as at end of September was 73% (n = 689), further improvement is expected in the second half of the year.
- Contract tendering for the Drug Action service has taken place, with the new contracts being in place from the 1st December. Work to improve performance monitoring information will continue with the new providers.

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

- Temporary accommodation has continued to increase, which is a similar picture across all London Boroughs. As at the end of September, there were 553 people in temporary accommodation. Work continues on initiatives to increase the supply of accommodation and reduce the pressure on temporary accommodation. More detailed information is contained within the Housing Report on this agenda.
- There has been a marked decrease in supply of private rented accommodation. To date 82 households have been assisted to secure accommodation with the use of incentive schemes and 142 households have been assisted through signposting.

- 3.5 Housing register applications have continued to increase this year, with the number of new applications on the register at 8,000 as at the end of September 2011, which is an average of 400 new applications per month this year. The service has assisted more than 2,000 households to remain in their accommodation or find alternative suitable accommodation in the first six months of the year; and current trends suggest continued increases in homelessness during 2011-12. These issues are covered more fully in the Housing mid year performance report on this agenda.
- 3.6 **Bromley Local Account.** As reported in January 2011, the Care Quality Commission will no longer be publishing annual performance ratings for adult social care, which means for the Performance year 2010-11 there will be no formal assessment by the Care Quality Commission.
- 3.7 Consultation of the new framework was held between November 2010 and February 2011.
- 3.8 The Association of Directors of Adult Social Services (ADASS), The Local Government Group (LGG) and The Department of Health (DH) replaced the Annual Performance Assessment by Adult Social Care Outcomes Framework, (ASCOF) which was confirmed by Government on 31 March 2011.
- 3.9 The purpose of the ASCOF is essentially two-fold:
- Nationally, the ASCOF will give an indication of the strengths of social care and success in delivering better outcomes for people who use services. This will support the Government's role in reporting to the public and Parliament on the overall system, and influence national policy development.
 - Locally, one of the key uses of the ASCOF is for 'benchmarking' and comparison between comparative councils. This will enable councils to compare their results with others and to discuss policy approaches with outstanding performers, to enable shared learning and best practice to be available. The new framework also supports the production of an annual "Local Account" of social care by a council by providing high-level information to customers within the community.
- 3.10 It is also important to confirm that the ASCOF is not a national performance management tool. Instead, the framework is intended to be the beginning rather than the end of a conversation about the state of adult social care both locally and nationally. For example:
- Councils can use the nationally facilitated comparability of the outcome measures as a way in to more detailed conversations between colleagues about how to achieve better outcomes.
 - Councils can also use data sources such as the Adult Social Care Survey to compare other information they are interested in that are not formal national measures.
- 3.11 The 'Local Account' Report will be the way that progress on adult social care will be communicated with the wider community. Currently only guidelines have been issued as to the content of the Local Account by Government, but it will mandatory the current performance year 2011/12 and onwards.
- 3.12 Specific responsibilities of Elected Members as to how they will be involved in the Local Account, along with involvement from the community is still unclear, so further work will be completed during 2011/12, to inform the Local Account report for 2011/12.

3.13 However, Bromley has produced a Annual Local Account for the past performance year 2010/11 (attached as Appendix C) which brings together the existing key performance reports giving an overview of key performance areas. Being the first year of production, the Annual Local Account will be reviewed to see how it can be improved on in future years to provide clear and improved information on Social Care Performance.

3.14 Bromley Local Account has recognised a significant range of strengths across all service areas in 2010/2011 which support the department's continuation of improved performance, including:

- Continued good progress in safeguarding, with quality assurance mechanisms in place which show improved consistency in practice.
- Continued improvement in the speed of assessments and reviews. The outturn for 2010/11 is 96% compared with 86% in 2009/10. Service user reviews as well as carer assessments and reviews continue to above that of comparator authorities.
- More timely services for people in Bromley when transferring from hospital than in comparator councils, and an increase in community based intermediate care options.
- The up take of uptake of self directed support has continued to increase with an outturn of 31% of eligible service users having a personal budget in place by the 31st March 2011.
- Service user and carer complaints have continued to fed back into the service, resulting in some service changes (as reported to members in the annual ACS complaints report). Full details of complaints performance are available in the Annual Complaints Report published in June 2011 <http://sharepoint.bromley.gov.uk/mgConvert2PDF.aspx?ID=3800&T=10>
- Continuing support for people with disabilities into employment has increased the achievement level to 17.3% in 2010/11, an increase from the previous year's outturn of 15.7%.

3.15 These are also areas for development::

- Continue to reduce the number of older people in residential or nursing care. Bromley has a higher number of older people in residential care than its comparator authorities in 2010/11 (1013) this was a reduction on 2009/10 with a drop of 32 (981 placements). However, fewer new people are entering residential/ nursing care each year and more are taking up alternatives such as extra care housing.
- Making it easier and simpler for people to use their personal budgets with more people managing their support with a direct payment.
- To continue to improve how we involve customers with service development.
- To develop better ways of demonstrating a positive outcome for a service user.

3.16 The above areas for improvement are within the current year's portfolio plan and are being monitored by the standard reporting process.

3.17 **Monitoring and Reporting Systems.** All Portfolio Priorities will continue to be monitored and a final report will be presented to PDS in spring 2012 in conjunction with the draft plan for 2012/13.

4. POLICY IMPLICATIONS

The plan reflects the priorities of 'Building a Better Bromley – 2020 Vision'. Development of the 2012/13 Portfolio Plan will be planned for early in 2012 in light of planned organisational changes to the Council's Departmental structure.

5. FINANCIAL IMPLICATIONS

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

6. LEGAL IMPLICATIONS

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

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

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Portfolio Plan Half Year Update

↑: On track to achieve aim by year end; ↔: Aim is likely to be achieved by or soon after year end; ↓: There is a risk that the year end aim will not be achieved

Priority	Aim	Comments for September 2011
Priority Outcome 1	Enhancing quality of life for people with care and support needs.	
Aim 1a	Locally relevant quality information and advice about care and support need is easily available to enable control and inform choice.	
Aim 1a1	Maximise the use of technology to enable people to access up to date information and advice on a range of services and support options through Bromley MyLife web portal.	↑ The launch of the MyLife web portal was achieved in October during National Get Online week (31st October 2011).
Aim 1a2	Using the Information, Advice & Guidance strategy, develop the MyLife web portal to provide access to quality assured information, advice and guidance, ensuring that it is available and accessible to all through different formats and channels and meets the needs of all people in the community.	↑ MyLife continues to attract approximately 240 users per week. User feedback continues to be used to improve the range and quality of information available. New information is now available via the Interactive guides on topics influenced by customers searching for information.
Aim 1a3	Launch the self assessment access on Bromley MyLife web portal.	↑ The online assessment tool has been developed and is currently being tested prior to being released on the portal. It is anticipated that it will be implemented in the Spring 2012. Work to explore how the MyLife web portal can be used to provide interactive information for people seeking advice on homelessness and housing options has also commenced as part of the Housing Avoidable Contact project. The formal launch of MyLife took place on the 31 October 2011.
Aim 1a4	Evaluate the learning from the Age Concern Bromley and Mencap Brokerage services to determine a model of brokerage across all user groups for people who do not meet the criteria for social care funding or who self fund, and need help to plan their lives and access support and services.	↑ Discussions have already occurred exploring the future business model for brokerage services across both client groups and for eligible & non FACS eligible clients. Discussions are under way with Age Concern Bromley regarding the future service and is due to be presented to ACS PDS in November.
Aim 1a5	Continue working with partners to improve the accessibility of universal services e.g. leisure, adult education, transport, employment, healthy living and health improvement along with housing and supported living options.	↑ The Council continues to work with and fund partner organisations (e.g. Bromley MyTime, Shaw Trust, Bromley Mencap, Mobility Forum) to ensure that people with disabilities can access services within the community.
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.	
Aim 1b1	Ensure commissioning decisions enable service users to exercise choice to secure good quality services.	↑ The support contract for Direct Payments has been reviewed and will be recommissioned later in 2011-12.
Aim 1b2	Agree and implement outcomes of the review of respite care for Older People, People with Learning Disabilities, and their carers.	↑ The Commissioning Strategy for older people's residential and nursing home respite care was presented to ACS PDS in September 2011.

Portfolio Plan Half Year Update

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Priority	Aim	Comments for September 2011
Aim 1b3	Secure support for people in specialist supported living schemes (including ECH) which enable people to exercise choice and control in how they secure elements of their support and care.	↑ A new ECH scheme for 60 people, Crown Meadow Court, opened in April 2011. Two further schemes for 110 people are due to open early in 2012. A framework agreement is being put in place to establish arrangements for care and support to be secured from external providers. Planning consent for Johnson Court, a new build supported living scheme has been obtained. This scheme will provide high quality living accommodation for 6 people with complex needs and is scheduled to open in July 2012. Plans for the development of the Ravensbourne College property and two other sites at Copers Cope continue to be developed and negotiated with developers/RSLs. Albemarle Road, a property under the PCT reprovion, opened this month and has had a positive effect on the lives of the clients who have moved in. The remaining PCT Reprovion schemes will be completed by the end of 2011.
Aim 1b4	Develop an accreditation scheme for personal assistants so that people can access safe services and support with particular focus on support for young adults.	↑ The accreditation scheme has been developed in partnership with Community Links Bromley. 8 personal assistants have been accredited, with 13 more accreditations in the pipeline. Mylife is being used to promote the scheme and recent feedback indicates people have applied to become an accredited personal assistant after seeing information on the site.
Aim 1c	Provide choice and control over how support needs are met.	
Aim 1c1	Ensure all service users have control over their care by continuing to offer personal budgets to all service users and carers when they have eligible needs requiring LBB funding.	↑ All service new service users are provided with a personal budget and a support plan. All new service users are offered a Direct payment to purchase their support. Based on 2010/11 eligible service users (4686), 69% of service users have a personal budget, which indicates that reaching the annual target of 90% by 31/3/2012 will be achieved.
Aim 1d	Develop support services for older people with mental health needs.	
Aim 1d1	Ensure that there are appropriate and effective day opportunities for people with dementia and their carers.	↑ Following the dementia needs assessment (part of the wider JSNA 2011) A commissioning strategy for dementia services is currently being developed by the OPMH group - this will be shared with relevant stakeholders prior to implementation.
Aim 1d2	Continue to provide targeted training for staff in extra care housing schemes to increase access for older people with dementia to ECH schemes and prevent moves into residential care.	↑ The Bromley Mind training has been rolled out in the in-house ECH schemes to all staff. Initial training has been delivered in Crown Meadow Court. An estimated 20 people with dementia are now cared for by trained staff at Crown Meadow Court.

Portfolio Plan Half Year Update

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Priority	Aim	Comments for September 2011
Aim 1e	Develop alternatives to residential care within the borough to promote independence.	
Aim 1e1	Enable people with a learning disability who are living away from Bromley to return to supported living placements within the borough.	↑ The priority work for the supported living initiative during Quarter 2 has been reviewing service users with tenancies in other localities with a view to transferring funding responsibility to the authority where they reside.
Aim 1e2	Complete the move of the remaining people with learning disabilities from campus accommodation into supported living during 2011/12.	↑ The last of the clients receiving NHS provided care transferred to 2 new schemes during September and initial feedback states they are settling in to their new homes well. Work continues with the remaining build schemes and we anticipate all clients finally vacating the NHS campus site at the end of November 2011. The external care provider (MCCH) has started to provide care and support to 17 individuals still at the NHS campus site from July as planned.
Aim 1e3	Develop a wider range of housing options for people with mental health needs to ensure that move on opportunities exist and an appropriate level of support is provided to prevent and reduce the need for residential care.	↑ There is a continued reduction in the number of people in residential and specialist provision as a result of the initiatives being followed within the Mental Health service. Further options are being developed to reduce the reliance on residential services. In 2009/10, there were 53 people in Out of Borough Placements. In 2010/11 this reduced to 43 and in 2011/12 to date, the number is 29. In Borough placements remain static at 36.
Aim 1e4	Secure alternatives to residential care for older people through: - The completion of the Crown Meadow Court Extra Care Housing Scheme—60 homes. - The provision of further Extra Care Housing places, including completion of another 50 apartment scheme in the north of the borough and a second 60 apartment scheme at Bromley Common.	↑ The transfer of residents from Denton/ Cranbrook Courts and those on the waiting list for Crown Meadow Court was completed by 13/7/11. Building works are progressing well for Regency and Sutherland Courts and the estimated date for completion is April/May 2012. Both schemes will provide an integrated care and support service for people with a physical/learning disability and those with varying levels of dementia. With the closure of Bellegrove Residential Care Home, we have identified a number of residents who have the potential to move to the new ECH schemes rather than to another care home. Assistive Technology and Re-ablement programmes will be part of the assessment process to ensure we are actively promoting independence. Local engagement with Age Concern and Bromley College is also being developed at Crown Meadow Court with the focus on social interaction between young and older people.
Aim 1f	Services effectively enable service users to live their lives to the full and maintain independence.	
Aim 1f1	Evaluate the effectiveness of the Drug Treatment Programme and its impact on obtaining and retaining employment and access to housing and meaningful activities.	← Contract tendering for the Drug Action service has taken place, with the new contracts being in place from the 1st December. Work to improve performance monitoring information will continue with the providers under the new contracts.
Aim 1f2	Work with Children and Young People service to ensure an effective transition with the ambition of all young people living in the community once they become adults.	↑ All young people with a physical disability who are in need of services are assessed by Care Management teams between the ages of 16 and 18 yrs. There are links with Education, Children With Disabilities Team, Colleges and Universities to ensure adapted environments are available for young people to continue their education. A transition strategy was submitted to PDS Committee in September 2011 prior to consultation being commenced.
Aim 1f3	Agree and publish the autism strategy for the borough in line with national guidance.	↑ The Autism Commissioning Plan was presented to the July PDS meeting, and is currently out for consultation.

Portfolio Plan Half Year Update

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Priority	Aim	Comments for September 2011
Aim 1g	With partners develop more work based opportunities (paid/unpaid) for people with learning disabilities or recovering from mental illness.	
Aim 1g1	Increase the number of vulnerable service users (PDSI, MH) who are accessing work (paid/unpaid).	↑ A review of specialist employment services for people with mental health problems was undertaken during Quarter 1 and a commissioning framework drawn up jointly with the PCT to look at developing a new model of service provision which is more cost effective. Work continues with the Community Involvement Advisor in providing working age adults with a physical disability with activities and volunteering opportunities to build confidence and gain valuable experience in preparation for employment. Deaf Access are also commissioned to provide support, advice and guidance and build confidence for working age adults to help them find voluntary and paid work.
Aim 1g2	Increase the number of people with learning disabilities in paid work in the borough through social businesses and through Jobmatch and Job Carve.	↑ Thyme Out have put in a bid for further Lottery funding that will both secure and it is hoped expand the opportunities for people to access this scheme. Work has been carried out with the Shaw Trust to deliver a Community Café, and a provisional start date of January 2012 has been agreed. This project will significantly increase work/volunteering opportunities but exact figures will not be known until January 2012.
Priority Outcome 2	Delaying and reducing the need for care and support.	
Aim 2a	Reduce health inequalities for the most vulnerable within Bromley.	
Aim 2a1	Update Joint Strategic Needs Assessment to reflect the main areas of need to inform the planning process for health and wellbeing including specific focus on people with physical disabilities, dementia and on end of life care needs.	↑ The Joint Strategic Needs Assessment was presented to the Health and Wellbeing Board on the 17th November 2011 which highlighted the priorities for April 2012.
Aim 2b	Improve energy efficiency in homes and return vacant houses to use.	
Aim 2b1	Carry out work, offer grants and loans or take action (e.g. EDMO) to bring 30 private sector dwellings back into use.	↑ So far this year 94 homes have been brought back into use, and 5 households have been provided with financial assistance to bring homes back into use. Additionally 1 new dwelling has been created.
Aim 2b2	Bid to HCA for funding to bring 50 empty homes back into use.	↑ An Expression of Interest for Empty Homes funding has been submitted to the HCA for consideration. The HCA have yet to issue a timescale for a formal decision.

Portfolio Plan Half Year Update

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Priority	Aim	Comments for September 2011
Aim 2b3	Bid for any available funding and initiatives to improve energy efficiency.	<p>↑ The existing Carbon Emissions Reduction Target (CERT) funding has been extended beyond the end of the previous programme, (March 2011) and now runs out at the end of 2012 when it is thought that the "Green Deal" will be the only funding initiative, replacing all previous initiatives.</p> <p>Bromley have agreed to participate in a revised RE:NEW programme as part of a Sub Regional bid for LDA/GLA funding for a one year programme to carry out an intensive programme of contacting residents, surveying properties, fitting simple cost effective measures free of charge and providing information. Tenders have been evaluated and the successful contractor "Climate Energy" notified. The contract should be signed to allow commencement of works by late September.</p> <p>The funding available for each Borough equates to approx £180K and will cover the cost of all works carried out by contractors who will also seek to lever in other funds from the energy supply companies by way of CERT and any other available funding such as from the government's Warmfront scheme etc.</p>
Aim 2c	Support service users to stay independent for as long as possible.	
Aim 2c1	Maximise the usage of tele-care and tele-health equipment across Care Services.	<p>↑ Since April 2011 the number of assistive technology installations has increased to 49 within the community and 31 within the supported living initiatives being implemented by the Council. There have been awareness raising days and workshops to support staff in ECH to use equipment to enable service users with problems such as dementia and wandering to remain safe and secure within these types of accommodation.</p>
Aim 2c2	Implement revised Intermediate Care arrangements to maximise the rehabilitation potential of people to support them to remain in their own homes.	<p>↑ The new restructure of the assessment and care management has provided increased capacity within the skill mix within the Intermediate Care Team to ensure that more timely and effective discharge from the service occurs. Work is underway looking at a single point of contact for this service within PCT and Social Care.</p>
Aim 2c3	Develop, as part of the Community Equipment Retail model, a prescription service for the future provision of selected small items of daily living.	<p>↑ The introduction of the prescription service will be considered by Members in February 2012.</p>
Aim 2c4	Assist 500 eligible service users to remain in their own homes through the provision of advice, handyperson services and loans, to carry out small works, repairs and adaptations where appropriate.	<p>↑ As at 7th September 674 jobs have been completed through the handyman scheme, with a large percentage of these assisting with discharge from hospital. A further 53 people have been assisted with disability adaptations and a further 16 with repayable grants or loans, making the total assisted 743.</p>

Portfolio Plan Half Year Update

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Priority	Aim	Comments for September 2011
Aim 2c5	Work with the Bromley Healthcare 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.	↑ Initial scoping work has been undertaken to identify the potential phasing of integrated team, this has included looking at what teams are already working closely together to provide services. This is a long term project which is likely to be achieved over a 2 year period.
Aim 2d	Focus on preventing homelessness by working in partnership to pursue new initiatives, maximise and make the best use of the supply and range of affordable housing.	
Aim 2d1	Continue to avoid the use of temporary accommodation where possible. (Planned reduction since March 2006 from 1013 to 429 in March 2011)	↓ Bromley has continued to experience a significant increase in homeless presentations, together with a slowing up of the housing market and available accommodation across all sectors, thus placing immense pressure on temporary accommodation. It has therefore not been possible to further reduce placements into temporary accommodation, with the number of placements totalling 553 at the end of September. Work is underway to pursue a number of initiatives to increase the supply of accommodation and reduce the pressure on temporary accommodation and in particularly nightly paid accommodation. These initiatives were detailed in the report to PDS on 27th September and within the Housing Mid Year Annual Report.
Aim 2d2	No 16 or 17 year olds will be housed in Bed and Breakfast accommodation unless an emergency placement. Expand the number of alternative placements through the 'Nightstop' short term supported lodging service.	↑ Zero placements into shared B&B has been sustained. Nightstop and Safepad schemes are fully operational. Work is also currently underway to seek to expand the crashpad schemes to cover the whole of the sub-region to maximise the number of suitable placements.
Aim 2d3	Through effective use of Mortgage Rescue funds and debt management advice, reduce the number of people made homeless through repossession.	↑ Work continues to focus on the prevention of homelessness as a result of debt and mortgage arrears, with all notifications of potential homelessness being offered advice and assistance through the dedicated mortgage prevention officer and debt advice surgeries. Repossession was prevented for 45 households during Quarter 1. Quarter 2 figures will be presented as soon as they are available from MRS and Blackfriars money advice service
Aim 2d4	Deliver an early intervention home visiting service to reduce homeless presentations.	↑ The housing report commentary is 'despite considerably increased numbers of households presenting at risk of homelessness, more than 1,000 households at risk of imminent homelessness have been assisted to either remain in their existing accommodation or to access alternative accommodation thus resolving their homelessness.
Aim 2d5	Continue to pursue social housing tenancy fraud and regain possession of all properties where identified.	↑ The Social Tenancy Fraud Initiative work with Affinity Sutton has progressed well with the planned block inspections well underway and 10 properties regained so far this year which have been let to Council nominees.

Portfolio Plan Half Year Update

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Priority	Aim	Comments for September 2011
Aim 2e	Develop the range of Housing Options available within Bromley.	
Aim 2e1	Work with additional Housing Associations to encourage them to open up their property registers to Bromley Homeseekers increasing available property.	↑ All Registered Social Landlords currently advertise through Bromley Homeseekers. The majority now advertise 100% of vacancies within the borough. Work will be undertaken once auto banding and the new allocations scheme is launched later in the year to expand the number of Registered Social Landlords also advertising those properties to which they have sole nomination rights.
Aim 2e2	House at least 300 households in the Private Rented sector.	↓ There has been a marked decrease in the supply of private rented accommodation across the whole of London. Officers continue to work closely with private landlords to maximise access to accommodation and to review all schemes to encourage acquisition. 82 households have been assisted to secure accommodation with the use of incentive schemes, with approximately a further 142 households assisted through sign posting and introductions to private rented accommodation.
Aim 2e3	Work closely with Housing Associations to identify overcrowded households and to address under occupancy.	↑ Housing continue to work closely with all of housing association partners to tackle overcrowding and maximise the number of under occupier moves to free up much needed family sized accommodation. The dedicated officer has successfully worked with 50 households during Quarter 1.
Aim 2e4	Work with Housing Associations and developers to provide a level of Affordable Housing to at least meet statutory and high priority needs and enable temporary accommodation reductions/ overcrowding, special needs (e.g. ECH, LD) targets to be met.	↑ 79 affordable properties were completed in the first two quarters of 2011-12. This figure comprises 68 units for social rent (including ECH, SHI and LD) and 11 units for intermediate housing. These include two schemes which form part of the Council's LD PCT re-provision programme which will house 10 service users; and Affinity Sutton's development at Castledine Road delivering 23 rented units, including 3 fully wheelchair adapted units and new improved community facilities. Work continues at the two extra care housing schemes currently under construction and due to complete in 2012.
Aim 2e5	Implement the London wide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.	↑ This work continues to progress as the housing associations undertake the programmed inspections and work to designate accommodation and populate the register.
Aim 2e6	Review processes around and information available for visitors to housing services to reduce numbers and facilitate more self help.	↑ Analysis of the reasons for people using the current reception points has been undertaken, work has commenced to update and provide more information via the web including the use of MyLife. New ways of working will be in place for the move to the new reception points including implementation of an electronic appointment only system (for non emergency cases).

Portfolio Plan Half Year Update

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Priority	Aim	Comments for September 2011
Priority Outcome 3	Ensuring that people have a positive experience of care and support.	
Aim 3a	Develop a 'promoting independence' model that encourages community participation and increases access to services.	
Aim 3a1	Ensure that all carers are routinely offered carers' assessments.	↑ All staff are required to offer a carers assessment, and training regarding carers is mandatory for all staff on a three year refresher basis. ACS has agreed to be involved in carers rights week in December 2011 and staff have met with the Chief Executive of Carers Bromley to start planning for the day.
Aim 3a2	Review and implement advocacy arrangements for all groups within the community.	↑ The Gateway review will be presented to ACS PDS in November.
Aim 3b	Service users and carers contribute to service planning and delivery of council services/projects; their views are heard and incorporated.	
Aim 3b1	Complete and evaluate the transport review travel training for people with learning disabilities.	↑ A review of the first stage of the project has been completed. Of the initial 12 participants, 6 are travelling independently, 3 are still training, 3 have withdrawn. The initiative has received good feedback from schools. Another 16 potential new trainees have been identified.
Aim 3c	There are effective partnerships with people using services, carers and other local citizens.	
Aim 3c1	Strengthen the voice of users within existing organisation and support development of a user led organisation that will contribute to policy and service design and development in the future.	↑ Experts by Experience are aiming to be fully user led by the end of December and are currently looking at how they can provide services to the Local Authority, which could include input into the Quality Assurance Framework as peer reviewers. Firm proposals will result from this work
Aim 3c2	Agree arrangements for the setting up of Health Watch.	↑ Initial discussions have been held to determine the approach to involving all relevant partners in development of Healthwatch. A workshop will take place during Quarter 3 which will help to inform future arrangements once detailed guidance is available from the Government.
Aim 3d	Provide better access to community support and improve health outcomes through working with NHS partners and the voluntary and independent sectors.	
Aim 3d1	Increase joint commissioning with health partners to focus more effectively on prevention.	↑ Proposals for joint commissioning with the PCT of services for carers, stroke pathway and domiciliary care services are in progress.
Aim 3d2	Explore the potential for Adult & Community Services and Bromley healthcare to provide a single point of contact for access to community and social care support.	↑ A workshop has been held with key Stakeholders. Co-location is being investigated as an option to move forward.

Portfolio Plan Half Year Update

↑: On track to achieve aim by year end; ↔: Aim is likely to be achieved by or soon after year end; ↓: There is a risk that the year end aim will not be achieved

Priority	Aim	Comments for September 2011
Priority Outcome 4	Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.	
Aim 4a	Social Care workforce has capacity, skills and expertise in Safeguarding.	
Aim 4a1	Implement the Bromley Safeguarding Adults Board annual training plan.	↑ BSAB has implemented the 2011-12 Training Plan. Training dates are publicised on One Bromley and the external site. Training has been commissioned for managers at Oxleas to support competency in the Pan London safeguarding adults procedure. Additionally two multi-agency safeguarding practice meetings have been held to explore lessons learnt from the experiences of safeguarding cases.
Aim 4a2	Ensure ACS care staff are trained in safeguarding practice and meet the standards of the BSAB competency framework.	↑ The Bromley Safeguarding Adults Board Adult Safeguarding Competence Framework has been revised for 2011-12, and the content of the courses has been revised to match the required competences. Training sessions include: 1 to Bromley College, 1 to the Health and Social Care Provider Forum, and 7 for teams to introduce the changes to safeguarding procedures following the introduction of Pan London procedures.
Aim 4a3	Work in partnership with Oxleas to implement the dementia support to care homes project.	↑ A pilot project is being delivered to provide specialist nursing support to 4 care homes to support the management of challenging behaviours in the home, thus avoiding admissions to hospital and nursing care. The project also aims to reduce pharmacological interventions.
Aim 4b	Our workforce effectively delivers modernised services.	
Aim 4b1	Continue successfully engaging with endorsed providers to ensure services are developed that meet the current and future needs of vulnerable adults.	↑ Accredited pharmacy providers of disability living equipment are listed on the MyLife portal. An accreditation scheme for safe recruitment of personal assistants for people self-directing their own care has been developed and piloted by Community Links. 8 PAs have been accredited, and Community Links has run 8 information sessions on the scheme.
Aim 4b2	Continue to deliver the training and awareness around deprivation of liberty safeguards in Care Homes.	↑ The training programme for social care staff and others continues to be delivered. An audit is being carried out on a range of care homes and hospitals to look at compliance and awareness.
Aim 4c	Promote excellent customer service through effective complaint handling.	
Aim 4c1	Encourage customers to share their experience of our complaints handling in order to learn and improve the service provided.	↑ In Quarter 2 feedback forms were sent to all complainants and 5 forms were returned. The evaluation of the Responses received has revealed that the complaints team are helpful, complainants are treated with courtesy and respect, and complainants have not experienced any recurrence of the issue which caused their complaints.
Aim 4c2	Improve complaint resolution through effective investigation and implement lessons learnt to improve the outcomes for individuals using our services.	↑ Lessons learnt from complaints resolved since April 2011 include the introduction of written guidance on how charges are applied by hospital teams following a complaint about how the charging policy is applied for people receiving reablement services; and consent forms being sent to all complainants to ensure they consent to a complaint being made by a third party following a complaint to the Local Government Ombudsman.

Portfolio Plan Half Year Update

↑: On track to achieve aim by year end; ↔: Aim is likely to be achieved by or soon after year end; ↓: There is a risk that the year end aim will not be achieved

Priority	Aim	Comments for September 2011
Aim 4d	Improve quality assurance of services and safe practices.	
Aim 4d1	Implement the lessons learnt from safeguarding investigations and improve service delivery.	↑ Bromley Police have responded to the lessons learnt from a case review in 2010-11 by setting up a dedicated resource of 4 officers for vulnerable adults from 01.04.11. Police protocol has also been revised. Regular Safeguarding Adults Practice Standards group are held, with all investigating teams represented. Topics covered have included how to ensure informal carers who are at risk due to a deterioration in the mental health of the person they are caring for have fast and effective access to support from mental health teams.
Aim 4d2	Continue to improve the reliability of Domiciliary Care providers.	↑ Complaint information for domiciliary care providers is monitored monthly. The Domiciliary Care Forum has discussed issues to promote good practice and service delivery. Contract monitoring officers meet monthly with the complaints manager to feed back comments and ensure domiciliary care agencies learn from complaints received to improve their service. The annual Quality Of Domiciliary Care monitoring report is on the PDS Committee agenda for November 2011.
Aim 4e	Vulnerable adults are protected through the engagement, contributions and commitment of partner agencies, including the voluntary sector, towards the work of the safeguarding board.	
Aim 4e1	Empower vulnerable adults to express their wishes and to exercise control over their lives by maximising their choices and supporting them in the management of risks.	↑ The Positive Risk Taking Policy was approved by Bromley Safeguarding Adults Board in May 2011. Decision making in cases is now undertaken in line with this agreed multi agency policy. In conjunction with the Positive Risk Taking Policy guidance is issued to all service users using direct payments to assist them to self-direct their own care.
Aim 4e2	Promote the roles of the NHS, Police, Fire Brigade, Community Safety and the community in safeguarding vulnerable adults to minimise the risks faced by people in ongoing vulnerability.	↑ The safeguarding conference held in September brought together NHS, Police, Fire Brigade and other professionals in the safeguarding community as part of Bromley Safeguarding Board's aim to promote safeguarding and minimise risks to vulnerable people. In October the adult safeguarding board exhibited at the safeguarding children's board annual conference to promote their work to the professionals who are often involved in broader family work. The BMA GP toolkit, Safeguarding Adults, and the Pan London procedures were both featured in the GP weekly newsletter.
Aim 4e3	Promote wider involvement and action within the Council and in partnership with other agencies to improve community safety and reduce risks from harassment. - Minimise the risks faced by people who live in situations of ongoing vulnerability. - Personalisation risk assessment.	↑ In September the Safeguarding Adults Board held its conference "Getting it Right" with 140 delegates attending. A training session on the anti-social behaviour risk matrix was particularly well attended with up to 70 delegates participating in this session run by the anti social behaviour officer. Other presentations included personalisation and the use of assistive technology to support vulnerable people to remain safe and independent.

Adult and Community Services Portfolio Plan 2011-12 **Second Quarter Summary Update Report**

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

Key national and local indicators:	10/11 Actual	11/12 Quarter 1	11/12 Quarter 2	11/12 Target	12/13 Target	13/14 Target
1. Number of eligible people supported by a Personal Budget .(Denominator from 10/11)	31% 1498	33% 1552	69% 3204	90%	95%	100%
2. Of the people who are eligible for a direct payment; the percentage who did receive a direct payment.	NEW	12% 210	21% 349	40%	45%	50%
3. Proportion of adults with learning disabilities in paid employment.	17% 165	Annual	Annual	18%	19%	20%
4. Proportion of adults with physical disabilities who live in their own home or with the family.	NEW	Annual	Annual	New**	New**	New**

** baseline being established in 2011/12

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

Key national and local indicators:	10/11 Actual	11/12 Quarter 1	11/12 Quarter 2	11/12 Target	12/13 Target	13/14 Target
1. Number of households living in temporary accommodation	427	506	553	400 or less	400 or less	400 or less
2. Homeless households approaching LA housing advice services for whom housing advice casework intervention resolved the situation per 1,000 households. (Total number of households is 135,246) * annual equivalent	15.69 per 1,000 2112	15.3 per 1,000* 517	16.1 per 1,000* 1087	10 per 1,000	60% (new definition)	65%
3. Proportion of households accepted as homeless who were previously accepted as homeless.	0.88%	0%	1/158 0.6%	2% or less	2% or less	2% or less
4. Proportion of older people (65 plus) who were still at home 91 days after discharge from hospital into re-ablement/rehabilitation	79.5% 221	80.97%	n/a	80%	80%	80%
5. Delayed transfers of care from hospital and those which are attributable to adult social care to be kept below 5.	4.2	5.38	n/a	5	5	5
6. % of people leaving re-ablement having no ongoing care package ** baseline being established in 2011/12	NEW	71% 101	73% 198	New**	New**	New**

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

Key national and local indicators:	10/11 Actual	11/12 Quarter 1	11/12 Quarter 2	11/12 Target	12/13 Target	13/14 Target
1. % of people who make contact with Adult Social Care who have their service confirmed within 10 working days.	NEW	69%	72%	80%	80%	80%
2. Carers receiving needs assessment or review and a specific carers service, or advice and information.	31.6%	28.68% 493	27.66% 951	30%	30%	30%
3. The proportion of people who use services and carers who find it easy to find information about support.	54%	Annual	Annual	56%	58%	60%
4. Proportion of reviews completed.	87.4% 7225	98.7% 2038	98.9% 4085	95%	95%	95%
5. Total number of visitors to the Bromley MyLife Web Portal. ** baseline being established in 2011/12	NEW	1893	2523	New**	New**	New**
6. Total number of unique visitors to the Bromley MyLife Web Portal. ** baseline being established in 2011/12	NEW	1127	1481	New**	New**	New**

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

Key national and local indicators:	10/11 Actual	11/12 Quarter 1	11/12 Quarter 2	11/12 Target	12/13 Target	13/14 Target
1. Proportion of safeguarding strategy meetings/discussions held within 5 working days of alert.	87%	78% 60	92% 61	90%	*	*
2. Percentage of safeguarding cases completed within 40 working days of acceptance of a referral. ** baseline being established in 2011/12	NEW	N/A	N/A	New**	New**	New**
3. Percentage of safeguarding investigations completed by trained and qualified staff.	NEW	100% 77	100% 54	100%	100%	100%
4. Proportion of people who use services who feel safe.	68%	Annual	Annual	68%	70%	72%

London Borough of Bromley

Adult and Community Services

“Local Account Report”

2010 - 2011

The Journey of Change to a 'Local Account'

This is a time of transition for adult social care and housing with challenges and opportunities in the years ahead which we as the Council and you as customers will be part of. There are a number of key agendas which are driving our approach to keeping our customers informed of how we are meeting their needs and delivering services that they want and need to maintain their independence, whilst within a climate of economic fragility.

In the last eighteen months new thinking has altered our relationship with our customers and national government. This new thinking has focused on:

- The Vision for Adult Social Care and *Think Local, Act Personal*
- The Spending Review and financial challenges posed by budget reductions
- Changes to the local NHS and councils: Health and Wellbeing Boards
- The localism agenda – where local people can have their say

Wherever possible, we want people in the community to have an overview of the decisions that affect their lives which means:

- A focus on local accountability to citizens, not to regulators and national bodies;
- A new responsibility for the social care sector to lead its own improvement supported but not directed by national bodies.

This increased transparency to all areas of service delivery and public life will mean that we will reduce the bureaucracy of the past and find intelligent ways to encourage people to make better choices for themselves.

This '**Annual Local Account**' report will be the first one produced in keeping with the new approach to customers and will in following years be refined and improved, not only from feedback we receive from you '**our customers**', but also by the impact of other key government agendas such as the introduction of Health and Well Being Boards.

Our focus for the **Local Account Report** for the performance year **2010-2011** is on:

- **Outcomes:** Placing a focus on the results achieved in delivering services to you, the customers of Bromley;
- **Quality:** The effectiveness, safety and efficiency of services delivered and 'What it was Like' for people who use them;
- **Transparency:** Empowering local citizens to hold services to account through sharing of information, publication of reports and a greater voice for users and carers.

This Report will:

- Inform you on the achievements in 2010-2011 for Supporting Independence and Housing in Bromley and priorities for the coming year;
- Inform you on key outcomes in respect of Complaints and Safeguarding;
- Inform you on how well we did in the National Mystery shopping survey about how we responded to people at the front door;
- Inform you of what your views were in the annual Adult Social Care Survey completed in the Spring 2011;
- Inform you of our overall performance in comparison with other comparator local authorities – how well we did in 2010-2011.

Supporting Independence - Our Achievements

In times of constrained finances we continue giving adults who need care and support more choice and control over their lives, helping them to live as independently as possible, in safety, and in their own homes:

During 2010/2011 we :

Enabled more people to have total control over their care by offering personal budgets to all people who are eligible for services, and carers when their needs are assessed or reviewed.

- Over 1498 people had greater choice and control over their care last year through having their own personal budgets. We achieved our plan of 30% of eligible people having the choice to direct their own support by March 2011, and by May 2011 personal budgets had been made available to all people currently receiving services.

Ensured the involvement of disabled and older people in service developments by supporting the Expert by Experience group.

- During the year, people who have experience of our services represented by the “Experts by Experience” group, made a significant contribution to the strategic developments in Adult Social Care. In particular, Experts by Experience were part of the Supporting Independence in Bromley Programme –a major programme of work to ensure people have greater choice and control of their services. Experts by Experience were also part of the evaluation of providers for our new Extra Care Housing services.

We secured alternatives to residential care for older people through:

- The completion of Crown Meadow Court extra care housing scheme provided 60 new homes, with 40 residents having moved in by the end of May 2011;

- The provision of further extra care housing places, including commencement of another 50 home scheme in the north of the borough;
- Secured the development of a new care home in the east of the Borough;
- Worked with a care home provider to secure the development of a new care home in Green St Green in the east of the borough, which will cater for older people who need nursing care including people with dementia.

We enabled people with learning disabilities to move from campus accommodation into supported living during 2010/11.

- A further 11 people with learning disabilities moved from campus accommodation into supported living during last year. All people will have moved from the campus accommodation by November 2011 as all properties have had planning permission granted and all care support contracts have been awarded.

We worked with partners to ensure that carers support enables them to remain in, or seek employment.

- In partnership with Carers Bromley, work is now underway to assist carers to put contingency plans in place to ensure continuity of employment when unforeseen circumstances arise due to their caring role. This resulted from the Carers Outreach day where carers had an opportunity to talk about and have an assessment of their needs.

We implemented the priority actions arising from the Transport review ensuring vulnerable people can use public transport safely.

- As part of the transport review, travel training has been started with the focus on intensive work with 12 individuals with learning disabilities plus group work in schools. The Mobility Forum was set up during 2010-11 led by Community Links Bromley. As a result of a survey of bus passenger experience amongst people with disabilities, a range of issues have been identified and will be fed back to the bus providers. The Forum has also contributed their views to the Council and other bodies on a range of mobility related issues including the Taxi Card and Blue Badge schemes.

We monitored and reported publicly on the quality of care services commissioned by the Council through the “Quality of Care Homes” and the “Quality of Domiciliary Care” Annual Reports which are available on Bromley’s Website.

Housing – Our Achievements

Progress against the priorities in the Housing & Residential Services Business Plan and Portfolio Plan priorities are detailed in Annual Housing Performance Report published in June 2011.

During 2010/2011 we :

Enabled more people to remain independent and safe.

- Continued achievement of zero use of shared nightly paid accommodation for under 18s.
- Completed the review of Housing Allocations policy and achieved formal approval of the new Allocations Scheme in preparation for implementation and launch during 2011/12.

Working with external organisations and government departments, secured increased funding for the Council to develop more homes in Bromley.

- Achieved Planning permission and £11.8m of funding 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. Within the Social Housing Tenancy Fraud Initiative regained 30 properties which have been let to Council nominees.

Using innovative approaches, improved the quality of life experienced by our residents.

- 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 a 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.

Safeguarding – Our Achievements

The Bromley Safeguarding Adults Board (BSAB) continues to oversee the coordination of work to safeguard vulnerable adults from abuse and neglect.

The Annual Safeguarding Report for 2010-2011 detailing quality of outcomes delivered to our customers is available at

(<http://cds.bromley.gov.uk/mgConvert2PDF.aspx?ID=3864&T=10> (Agenda item 11)).

During 2010/2011 we:

Received evidence from an external review which confirms that the service continues to be effective in preventing abuse, ensuring that when concerns arise they are dealt with appropriately.

- An 18% increase in the overall number of referrals investigated through the Bromley Safeguarding Adults Multi-Agency Procedures from 443 in 2009/10 to 523 in 2010/11.
- Of concluded cases this year, 174 (40%) have been substantiated or partially substantiated (40% last year). Benchmarking reported to the Board indicates this is comparable with other outer London authorities.

We implemented the Adult Safeguarding Prevention Strategy 2011-14, developed with the involvement of service users and informal carers.

- Delivered comprehensive training to help partners ensure all staff and volunteers in the Bromley health and social care workforce can deliver their safeguarding role effectively;
- Held first BSAB annual conference in June 2010, with the theme 'Prevention through Partnership'. The conference, attended by 127 people across partner organisations, aimed to improve outcomes for vulnerable people by enhancing knowledge of services available including Safer Bromley Partnership initiatives.

Complaints – Our Achievements

Every year the Annual Complaints Report provides information on all the complaints received and shows how they were responded to, how the customers felt about the way they were dealt with and had their complaint resolved.

During 2010/2011 we :

Received a total of 275 formal complaints of which 185 related to adult social care and 90 to housing and the drug action team

- The number of complaints received by adult social care in 2010/11 was 185, a decrease of 27% from 2009/10.
- Only 2% of adult social care service users made a complaint.
- 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%.
- Of the 185 adult social care complaints resolved, 54% were either upheld or partially upheld and 46% were not upheld.
- The number of complaints regarding adult social care resolved before reaching the Local Government Ombudsman (LGO) is high, at 95%.
- Continual review and feedback has installed a 'lessons learnt' approach to improve the response the customer received when their complaint is being

handled. The positive approach to complaint handling has resulted in service improvement.

Mystery Shopping in 2010

In 2010, the Care Quality Commission (CQC) completed a national mystery shopping survey, which focused on assessing how council's respond to a customer when seeking advice, guidance and support from the Council in respect of social care.

The national review covered all councils with adult social services responsibilities..

The review focused on what happens when people first approach their local social services with a request for help or information and looked at:

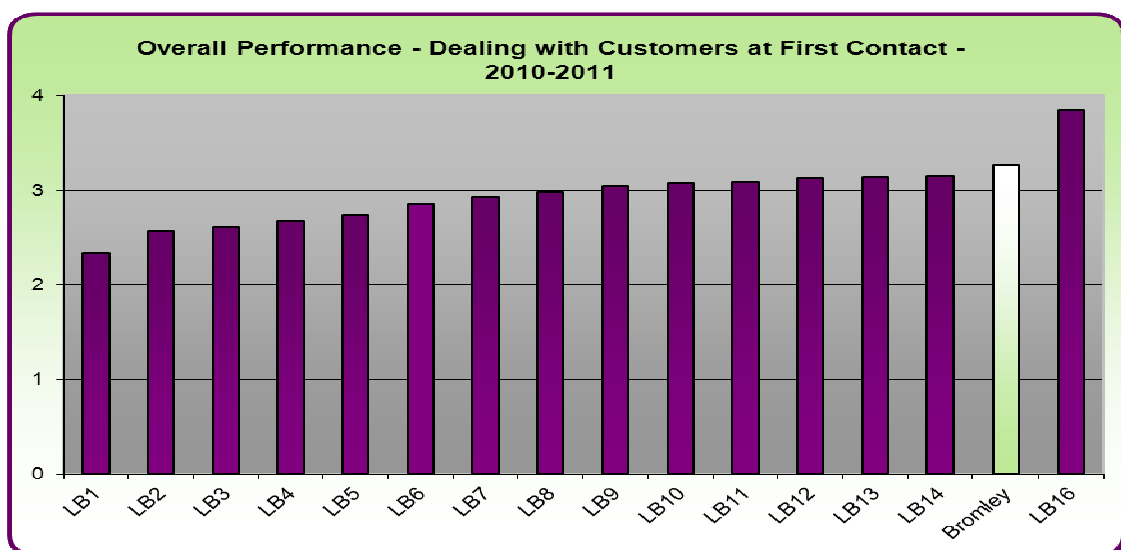
- initial contacts from, or on behalf of, people aged 18 and older;
- the information, advice and support provided at, or following first contact with the customer;
- the processes in place for follow-up and monitoring of people not given a full assessment, or not found to meet the council's eligibility criteria and therefore 'sign-posted' to other services and providers

Data was collected in 2010/11 with a Mystery shopping exercise being completed in August 2010, where each council in England received 50 mystery shopping calls.

The information collected from the 'Mystery Shopping' exercise identified that

- 28 councils assessed as Best Performing,
- 53 councils assessed as Better Performing, where Bromley is;
- 48 Councils assessed as Fair Performing
- 23 Councils assessed as Least Well Performing.

When compared to our comparator authorities within London, we were placed second from top in respect of dealing with our customers efficiently and effectively.



Annual Adult Social Care Survey 2010/11

The national adult social care survey aims to collect information from service users about the services they receive that impact on their quality of life. The survey was completed between January 2011 and March 2011. The key messages from the first national adult social care survey and how Bromley compares are listed below:

With regards to Choice & Control customers were saying that :

- In Bromley 56% (nationally - 62%) of service users who responded said that they were extremely or very satisfied with the care and support services they receive. 34 % (nationally - 28%) said they were quite satisfied, 7% (nationally - 7%) said they were neither satisfied nor dissatisfied and the remaining 4% (nationally - 3%) said they were dissatisfied.
- In Bromley 24% (nationally - 26%) of respondents reported their quality of life was so good, it could not be better or was very good. 28% (nationally - 31%) reported it was good and 38% (nationally - 33%) reported it was alright. 7% (nationally - 7%) reported their quality of life was bad and the remaining 4% (nationally - 3%) reported their quality of their life was very bad or so bad, it could not be worse.
- In Bromley 29% (nationally - 30%) reported they have as much control as they want over their daily life. 41% (nationally - 45%) reported they have adequate control, 21% (nationally - 20%) reported they have some control but not enough and 9% (nationally - 5%) reported they had no control.

With regards to Personal Care:

- In Bromley 52% (nationally - 55%) of respondents said they felt clean and were able to present themselves the way they liked. In Bromley 42% (nationally - 40%) said they felt adequately clean and presentable, 5% (nationally - 4%) said they felt less than adequately clean or presentable and 1% (nationally - 1%) said they didn't feel at all clean or presentable.

With regard to food and drink:

- In Bromley 62% (nationally - 63%) of respondents got all the food and drink they liked when they wanted. In Bromley 30% (nationally - 31%) of respondents said they got adequate food and drink at OK times, 4% (nationally - 4%) didn't always get adequate or timely food and drink and 1% (nationally - 1%) said they didn't always get adequate or timely food and drink and they think there is a risk to their health.

With regard to feeling safe, secure and Independent:

- In Bromley 66% (nationally - 62%) of respondents felt as safe as they wanted, 28% (nationally - 30%) felt adequately safe, but not as safe as they would like, 5% (nationally - 5%) felt less than adequately safe and 1% (nationally - 2%) did not feel safe at all.
- In Bromley 37% (nationally - 42%) of respondents said they had as much social contact as they want with people they like. In Bromley 35% (nationally - 36%) said they had adequate social contact with people, 23% (nationally - 18%) said they had some social contact with people, but not enough and 5% (nationally - 5%) said they had little social contact with people and feel socially isolated.
- In Bromley 55% (nationally - 57%) of respondents said the way they were helped and treated made them think and feel better about themselves. In Bromley 34% (nationally - 32%) reported the way they were helped and treated did not affect the way they think or feel about themselves. The remaining 11% (nationally - 11%) reported the way they were helped and treated sometimes or completely undermined the way they think and feel about themselves.

Response rate to the national adult social care survey

- In Bromley 460 (out of a sample of 999) (nationally - 61,100 out of a sample of 150,800) recipients of care and social care services responded to the survey, which is a response rate of 46% (nationally - 40%).

All the findings from the survey are being reviewed and will be used by the service to inform improvements and better outcomes for service users.

Abuse of Vulnerable Adults 2010/11

This is a new information collection which all councils had to complete for 2010/11. Some of the key messages from the first national data collection of Abuse of Vulnerable Adults and how Bromley compares are listed below:

- More abuse alerts were received about females in Bromley 65% (nationally – 61%) than males 35% (nationally – 39%);
- 30% (nationally – 42%) of the abuse alerts were about vulnerable adults aged 18 to 64; with 42% in Bromley in age group 65 to 84 and 28% related to adults aged 85+.

With regard to referrals

All councils reported a total of 96,000 abuse referrals to adult safeguarding in 2010-11. Of these, 94,500 were about vulnerable adults where their age, gender and client group were known. The information on referrals below relates to these 94,500 referrals nationally and 501 in Bromley.

- In Bromley 30% (nationally – 39%) of the referrals related to vulnerable adults in the 18 to 64 age group, followed by 28% (nationally – 26%) in the 85 and over age group, 30% (nationally – 23%) in the 75 to 84 age group and 12% (nationally – 12%) in the 65 to 74 age group.
- In Bromley 57 (nationally - 13,900) referrals were recorded as repeat referrals, where one or more separate referrals about the same vulnerable adult were received within the same reporting period as the initial one.
- Physical abuse, the most common type of abuse reported in Bromley, was 31% (nationally – 36% of the referrals). This was followed by financial abuse, 21% (nationally – 24% of the referrals) and neglect abuse 18% (nationally – 28%). Lastly 19% of referrals in Bromley related to emotional or psychological abuse (nationally – 19%) and sexual, institutional and discriminatory abuse made up the remaining 11% in Bromley (nationally – 12%).
- The majority of referrals in Bromley cited the vulnerable adult's own home 42% (nationally – 42%) or a residential care home 24% (nationally – 35%) as the location the alleged abuse took place. In Bromley 24% (nationally - 26%) of referrals cited various other locations such as hospitals, a public place or 'Not Known'.
- Of the data submitted, the most common investigation outcome for the vulnerable adult in Bromley was 'No Further Action' at 36% (nationally – 31%), followed by 'Police Action' 23%. Nationally, the next highest outcome was 'Increased Monitoring' (26%) but in Bromley this was only 2%.

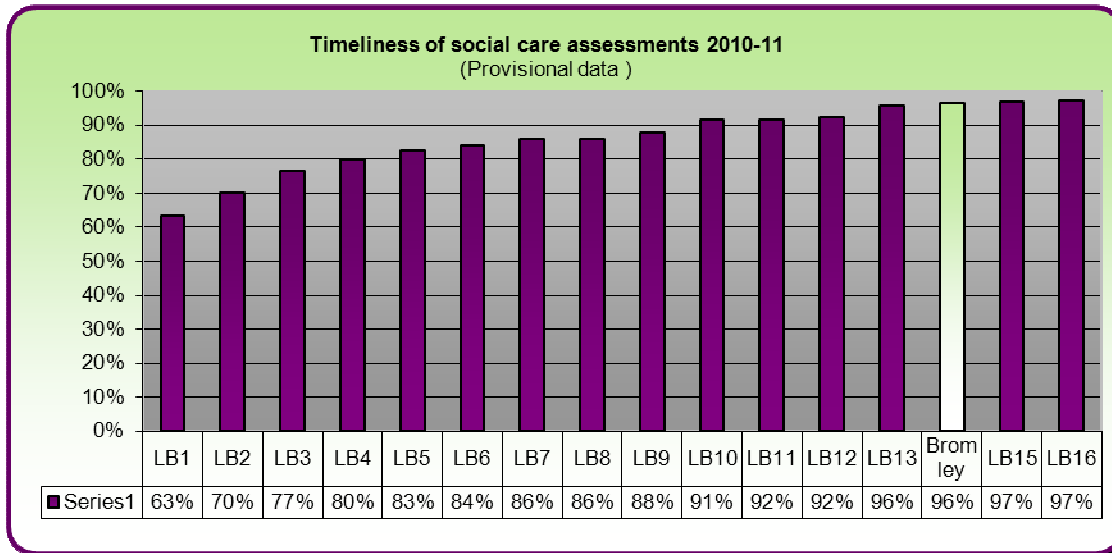
Bromley's Annual Safeguarding Report, published in July 2011, contains more detailed information about all the alerts and referrals dealt with in 2010/11, but overall in comparison to the national picture now available, Bromley continues to perform well in the area of safe guarding our residents.

Annual Adult Social Care Performance for 2010/11

A range of national returns submitted to the Department of Health covering the year April 2010 to March 2011 have yet to be formally released. However initial review of the provisional data has provided the following insight to Bromley's continued improvement in delivering better outcomes to service users. For example:

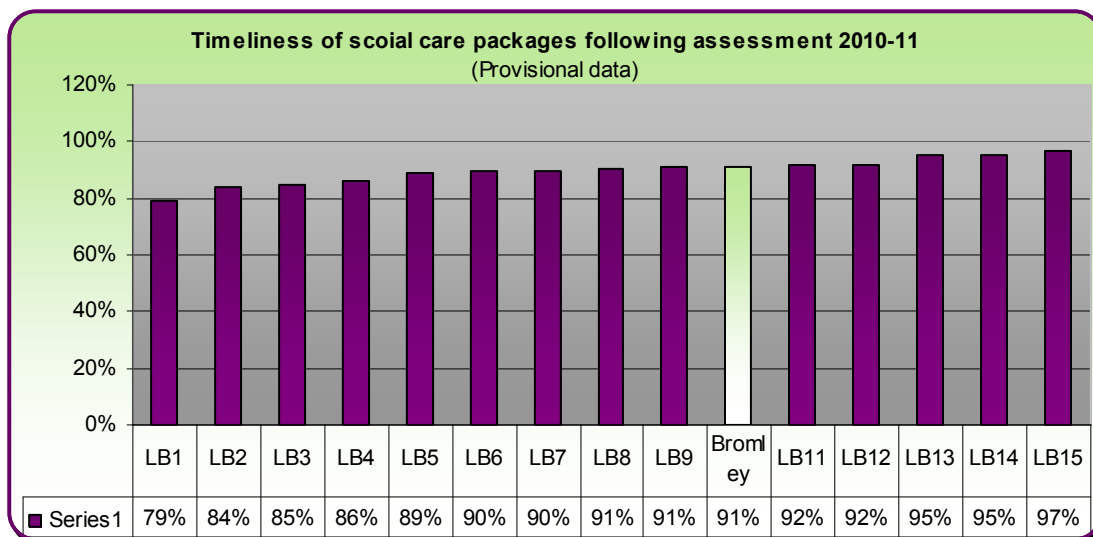
Bromley continued to improve in delivering assessments to customers quickly and efficiently and, in 2010/11 Bromley were among the top performing councils in London with 96% being assessed within 28 days.

Timeliness of assessments before a service is delivered



Bromley also improved in actually delivery of services, reaching 91% being achieved within 28 days, comparing well with other London Boroughs for 2010.11.

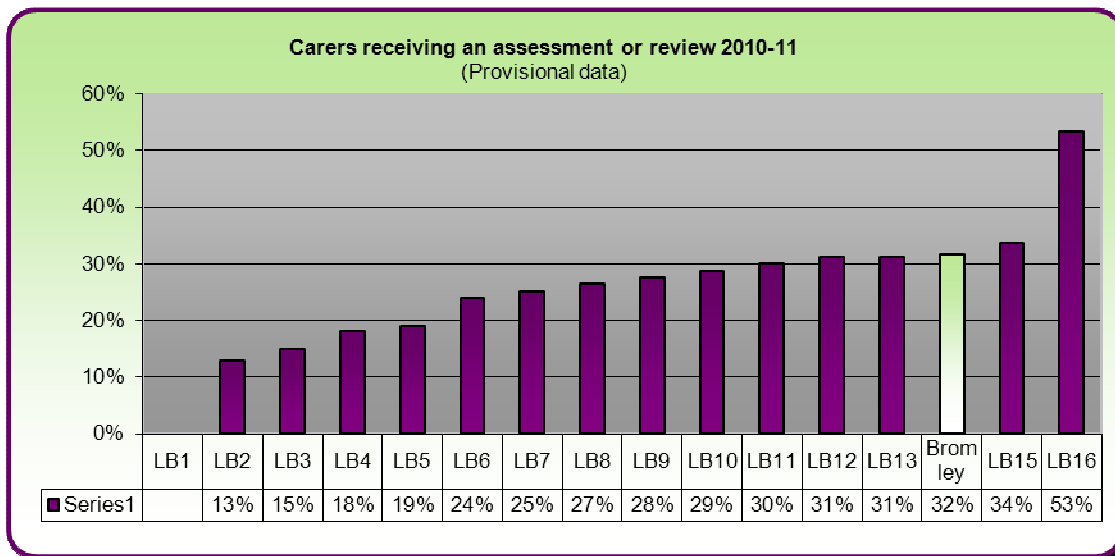
Timeliness of services being delivered after an assessment



As always there is still room for improvement, and continued management and monitoring will further reduce waiting times for an assessment and delivery of services to customers..

Carers continue to support relatives and friends to remain in their homes keeping their independence. Across London, Bromley is one of the top performing boroughs,

but more can be done to increase the support, advice and guidance available to carers.



Priorities for 2011-2012

Adult & Community Services Portfolio Plan 2011/12 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.

The Portfolio 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, with support that fits in with their lives, and to take control of that support through direct payments and domiciliary care packages. To deliver this we intend to:

Ensure residents seeking help from social care receive advice, guidance and services to assist them to maintain their independence swiftly by

- Launching and developing Bromley Mylife Web Portal to enable people to access up to date on-line information and advice on services and support options.
- Informing people in 10 working days of their entitlement to services and where appropriate when they will receive those services.

Continue to offer residents effective choice and control over the services they receive to maintain their independence by

- Making it easier and simpler for people to use their personal budgets with more people managing their support with a direct payment.

- Developing an accreditation scheme for personal assistants so that people can access safe services and support with particular focus on support for young adults.
- Providing further Extra Care Housing places, including the completion of a 50 apartment scheme in the north of the borough and a second 60 apartment scheme at Bromley Common.

Ensure social care services are regularly reviewed to ensure they deliver a quality service and continue to maintain service user's independence by

- Service user views and contract monitoring informing the commissioning of good quality social care services.
- Contract monitoring responding to any concerns raised about the quality of social care services. (Annual Reports – Quality of Domiciliary Care and Care Homes)
- Developing our Quality Assurance Services to include Experts by Experience as peer reviewers.
- Develop our MyLife web site to enable residents to access up to date information, advice and guidance to support them in maintaining their independence.

Instances of abuse of vulnerable adults are promptly and effectively investigated by

- Ensuring our services recognise significant safeguarding risks and where we can make a difference.
- Completing safeguarding investigations in a timely manner.

People experiencing housing difficulties are assisted with advice and support aimed at securing or maintaining a home and avoiding crisis by

- Providing housing advice and interventions that resolves the situation for people approaching the Council for housing services.
- Signposting and good information so that people can find their own housing solutions without approaching the Council.
- 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.
- Improvement of domestic energy efficiency through advice and discounts.
- Continuation of bids for external funding for energy efficiency improvements.

Ensure people's views and experience of social care and housing services are positively gathered and help to inform service developments, and any concerns responded to by

- Resolving complaints, demonstrating that concerns raised have made a difference to our services. (Annual Complaints Report)
- Experts by Experience, becoming fully user led, contributing to the planning, commissioning and quality assurance of services.

- Commission an external agency to maximise the collection of feedback from service users and their advocates, about their experience of the safeguarding process to develop actions to make further improvements to practice.
- Audit health and social care settings to ensure awareness.
- Ensure awareness and compliance with the principles of the Mental Capacity Act 2005.

Equalities

ACS is committed to the requirements of the Equality Act 2010 so that our services and activities do promote equalities and individual human rights. These are achieved by reviewing services using an Equality Impact Assessment and publishing these so that we can be held to account on the actions we plan to undertake.

We also consult key stakeholders on services and their views are used to ensure fairness and equality in service provision. Our contracts with providers have required them to comply with the Equalities Act since it was enacted

We welcome any feedback on the content and style of this Report, as it will become a focus in future years of Local Accountability for Adult Social Care.

To feedback any views, please E mail Helen Stewart, Information Services Manager helen.stewart@bromley.gov.uk

What the Figures Say – Performance Information for 2010/11

The full range of performance and monitoring information for 2010/11 is available via the links below.

Annual Reports on Services for 2010/11 by Adult & Community Services, Bromley Council.

Annual Complaints Report 2010/11:

<http://cds.bromley.gov.uk/mgConvert2PDF.aspx?ID=3800&T=10> (Agenda item 13)

Annual Safeguarding Report 2010/11:

<http://cds.bromley.gov.uk/mgConvert2PDF.aspx?ID=3864&T=10> (Agenda item 11)

Annual Housing and Residential Services Report 2010/11:

<http://cds.bromley.gov.uk/mgConvert2PDF.aspx?ID=3800&T=10> (Agenda item 11d)

Annual Update on the Adult & Community Services Portfolio Plan 2010/11:

<http://cds.bromley.gov.uk/mgConvert2PDF.aspx?ID=1714&T=10> (Agenda item 14)

Annual Domiciliary Care Report 2010/11:

30th November 2011 Adult & Community PDS Committee

National Performance Reports

All councils are required to submit statutory returns of social care information to the Department of Health. Once analysed and verified, the returns are made public. The following reports will be available by the end of November 2011 for the performance year 2010/11.

National Indicator set 2010-11 Report

(Link to be provided once released by the Department of Health)

Expenditure 2010- 11 Report

(Link to be provided once released by the Department of Health)

Use of Resources 2010-11 Report

(Link to be provided once released by the Department of Health)

Referrals, Assessments and packages of Care 2010-11 Comparator Report

(Link to be provided once released by the Department of Health)

Annual Adult Social Care Survey 2010-11 - Provisional Returns

<http://www.ic.nhs.uk/statistics-and-data-collections/social-care/user-surveys/personal-social-services-adult-social-care-survey-england--provisional-2010-11>

Abuse of Vulnerable Adults 2010/11 Provisional Returns

<http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/abuse-of-vulnerable-adults-in-england-2010-11-provisional-experimental-statistics>

Report No.
ACS11069

London Borough of Bromley

PART 1 - PUBLIC

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

Date: 30th November 2011

Decision Type: Non-Urgent Non Executive Non-Key

Title: BUDGET MONITORING 2011/12

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

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

Ward: Borough Wide

1. Reason for report

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

2. **RECOMMENDATION(S)**

2.1 Note that a projected underspend of £374,000 is forecast, based on information as at October 2011.

Corporate Policy

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

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: Recurring cost.
 3. Budget head/performance centre: Adult and Community Services Portfolio
 4. Total current budget for this head: £102.3m
 5. Source of funding: ACS Approved Budget
-

Staff

1. Number of staff (current and additional): 657 fte's
 2. If from existing staff resources, number of staff hours:
-

Legal

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

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): The 2011/12 budget reflects the financial impact of the Council's strategies, service plans etc. which impact on all of the Council's customers (including council tax payers) and users of the services.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.

Summary of Ward Councillors comments: Council Wide

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

- 3.1 Although forecasts based on the latest activity available show a full year overspend of £204,000 on placements and domiciliary care for older people and people with physical disabilities, it is anticipated that this budget will be brought into balance by successful management action from maximising income, continuing to review care packages and delivering reablement savings.
- 3.2 Pressure on temporary accommodation continues and options for temporary use of empty council owned properties and other initiatives (see report elsewhere on the agenda) are being explored to reduce costs going forward. General budgets within the Housing division are being scrutinised in order to find savings to offset the increasing costs.

4. POLICY IMPLICATIONS

- 4.1 The Resources Portfolio Plan for 2011/12 includes the aim of effective monitoring and control of expenditure within budget and includes the target that each service department will spend within its own budget.
- 4.2 Bromley's Best Value Performance Plan "Making a Difference" refers to the Council's intention to remain amongst the lowest Council Tax levels in outer London and the importance of greater focus on priorities.
- 4.3 The four year financial forecast report highlights the financial pressures facing the Council. It remains imperative that strict budgetary control continues to be exercised in 2011/12 to minimise the risk of compounding financial pressures in future years.
- 4.4 Chief Officers and Departmental Heads of Finance are continuing to place emphasis on the need for strict compliance with the Council's budgetary control and monitoring arrangements.

5. FINANCIAL IMPLICATIONS

- 5.1 A detailed breakdown of the projected outturn by service area is shown in appendix 1(a) with explanatory notes in appendix 1(b). Appendix 2 gives an analysis of the latest approved budget.
- 5.2 The main pressure is within the Care Services division where a net overspend of £461,000 is forecast and can be analysed as follows;

	£'000
Domiciliary Care for Older People	309
Nursing, Residential & Respite for Older People	-134
Aids/Hiv Grant	-40
Admissions Avoidance	147
Learning Disabilities Care Management	139
Other	40
Total Care Services	<u>461</u>

It is anticipated that the overspend on Assessment and Care Management will have a full year effect of around £204,000 in 2012/13, however it is expected that this will be offset by savings from greater reablement and by maintaining tight eligibility criteria.

5.3 A net underspend of £1,105,000 is forecast in the Commissioning & Partnerships division, an increase of £131,000 since August, mainly as a result of savings from procurement being greater than anticipated. The net underspend can be summarised as follows;

	£'000
Procurement & Contract Compliance - Contract Savings	-491
Negotiated contract uplifts lower than budgeted	-187
Mental Health Services	-275
Learning Disabilities Placements & Other	-138
Other	-14
Projected underspend	<u><u>-1,105</u></u>

5.4 The projected overspend on Bed and Breakfast and temporary accommodation placements has increased to £327,000 due to a continuing increase in the number of households presenting with housing needs, particularly those faced with imminent homelessness. There is a report elsewhere on the agenda that gives an update on the pressures.

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

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

ACS 11069
Community Services Budget Monitoring Summary - October 2011

Division Service Areas	2011/12 Original Budget £	2011/12 Latest Approved £	2011/12 Projection £	Variation £	Notes	Variation Last Reported £	Full Year Effect £
Care Services							
AIDS-HIV Grant	190	190	150	-40	1	-40	0
Assessment and Care Management	32,124	34,022	34,230	208	2	539	204
Direct Services	5,321	3,315	3,469	154	3	7	0
Learning Disabilities Care Management	2,230	2,230	2,369	139	4	31	192
Learning Disabilities Day Services	2,030	2,030	2,030	0		0	0
Learning Disabilities Housing & Support	1,317	1,328	1,328	0		0	0
	43,212	43,115	43,576	461		537	396
Commissioning and Partnerships							
Commissioning and Partnerships	2,435	2,633	2,624	-9	5	-9	0
Drugs and Alcohol	256	256	251	-5		0	0
Learning Disabilities Services	16,194	16,187	16,049	-138	4	-29	171
Mental Health Services	5,124	5,076	4,801	-275	6	-258	-167
PCT Funding (Social Care & Health)	0	0	0	0		0	0
Procurement & Contracts Compliance	5,185	5,049	4,371	-678	5	-678	0
	29,194	29,201	28,096	-1,105		-974	4
Housing and Residential Services							
Enabling Activities	-18	-18	-5	13	7	13	0
Housing Benefits	64	52	52	0		0	0
Housing Needs	1,173	1,996	2,323	327	8	150	500
Housing Strategy & Development	92	753	767	14	7	14	0
Private Sector Housing	0	0	0	0		0	0
Residential Services	998	46	46	0		0	0
	2,309	2,829	3,183	354		177	500
Strategic Support Services							
Concessionary Fares	8,777	8,777	8,766	-11	9	-9	0
Customer Services	542	520	513	-7	9	-44	0
Performance & Information	1,543	1,556	1,485	-71	9	-9	0
Quality Assurance	199	191	196	5		0	0
Transforming Social Care	0	0	0	0		0	0
	11,061	11,044	10,960	-84		-62	0
TOTAL CONTROLLABLE	85,776	86,189	85,815	-374		-322	900
TOTAL NON CONTROLLABLE	1,381	6,857	6,858	1		-3	0
TOTAL EXCLUDED RECHARGES	9,214	9,222	9,222	0		0	0
PORTFOLIO TOTAL	96,371	102,268	101,895	-373		-325	900

Notes

1. AIDS/HIV Grant - Cr £40k

It is currently anticipated that the AIDS/HIV budget will not be fully committed this year and that an underspend of £40k will assist in off-setting pressures within the Care Services division.

2. Assessment & Care Management - £208k

The variation can be analysed as follows:-

	October	August
	£'000	£'000
a) Domiciliary care & direct payments for older people	309	357
b) Residential/Nursing care and respite for older people	(134)	182
c) Residential and domiciliary care for people with physical disabilities	33	0
	208	539

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

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

- b) The budgets for residential, nursing and respite care for older people are forecast to underspend by £134k based on activity to date.
- c) The variation comprises a projected overspend of £61k on residential and nursing care, which is partially offset by an underspend of £28k on domiciliary care. This is based on activity to the end of October, however costs can change significantly if complex cases arise.

3. Direct Services - £154k

An overspend of £147k is forecast on the Admissions Avoidance team. Bromley PCT had agreed to make a contribution to the service, but due to increased spend on emergency acute activity this year they are unable to do so. The service is 100% funded by this income, and the amount represents the full year costs of the service.

The meals service is now fully operated by our provider, so we no longer receive net income from the service. This has resulted in a small overspend of £7k.

4. Learning Disabilities Services - Dr £139k / Cr £138k

The budget for domiciliary care and direct payments is held by the Care Services division and is projected to overspend by £117k and staffing by £22k.

This is off-set by an anticipated underspend of £87k on residential placements and supported living and £51k on staff vacancies and other expenses within the Commissioning side of the learning disabilities service.

Despite the pressure being contained in-year, the full year effect of the current activity is forecast to be an overspend of £341k for residential, supported living and domiciliary care and managers are working on ways to reduce this.

5. Commissioning & Partnerships - Cr £9k / Cr £678k

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

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

	£'000	£'000
<u>Commissioning & Partnerships</u>		
Efficiency targets for all suppliers	(22)	
Non-achievement of staff turnover element in budget	13	
		(9)
<u>Procurement & Contract Compliance</u>		
Savings from sheltered housing higher than budgeted	(256)	
Savings from SP commissioning higher than budgeted (including FYE of savings achieved in 2010/11)	(235)	
Negotiated contract price increases lower than budgeted	(187)	
		(678)

6. Mental Health Services - Cr £275k

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

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

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

8. Bed & Breakfast Temporary Accommodation - £327k

The budget is now forecast to overspend by £327k, based on the latest information, as client numbers and unit costs continue to increase above earlier forecasts. It is becoming more evident and the trend is set to continue throughout this year and the next. The projections are based on the assumption that numbers will increase and will continue into 2011/12, with a full year effect of £500k.

A report elsewhere on the agenda provides an update on the actions taken and the initiatives reported to the September meeting of this Committee designed to try to address the current mismatch between housing need and supply.

9. Strategic Support Services Cr £84k

The net underspend of £71k on Performance and Information is as a result of the vacant director's post.

The Post Office contract for the issue of Freedom Passes is expected to underspend by £9k and minor variations on Customer Services and Quality Assurance amount to Cr £2k..

Waiver of Financial Regulations

There were 6 contract waivers approved in August for residential placements made as part of the Learning Disabilities PCT Campus Closure Programme. The individual costs range between £63k and £159k per annum and are wholly funded by the Learning Disabilities transfer grant.

There were also waivers for two further LD clients at £72k and £125k per annum and a client with physical disabilities costing £57k per annum.

The Director and other Chief Officers approved a waiver for a four month interim contract costing £760k, to support ex-PCT learning disability clients living on the PCT Campus pending the completion of new accommodation. The contract costs are fully funded from the LD Transfer grant.

There was also a waiver to allow for the continuation of the Citizens Advice Bureau - General and Housing services contract (£116k) till the end of the financial year.

Virements approved under Director's delegated powers

Re-grading and change of hours for 3 posts.	£
To - Housing Needs staffing	6,960
From - Housing Needs running expenses	(6,960)
Increased post hours	
To - Housing Strategy & Development staffing	9,000
From - Additional Income - Affordable Housing	(9,000)
Funding temporary member of staff in Mental Health team	
To - Mental Health staffing	9,000
From - Mental Health - Contribution to health	(9,000)

LATEST APPROVED BUDGET 2011/12
Adult & Community Services Portfolio

BUDGET VARIATIONS

	£'000	£'000
2011/12 Original Budget		96,371
Carry forwards from 2010/11:-		
<u>Agreed by Executive on 20/07/11</u>		
Choice Based Lettings		15
Hospital Discharge/Reablement Funding via PCT		
- Expenditure		98
- Income	Cr	98
Social Care Funding via PCT under S256		
- Expenditure		205
- Income	Cr	205
Social Care Reform (ACS)		
- Expenditure		521
- Grant Income	Cr	521
Joint Improvement Programme		
- Expenditure		20
- Grant Income	Cr	20
LD Revenue Campus Closure Grant (ACS)		
- Expenditure	459	
Housing Overcrowding Pathfinder Grant (ACS)	95	
Homelessness Prevention Grant	150	
Stroke Care Grant	90	794
Contribution from Earmarked Reserve	<u> </u>	Cr 794
Total Carry forwards		<u> </u> ----- 15
General		
Government Grants Deferred - Removal of 2011/12 Budget Allocation		5,550
Homelessness Grant Income - Transferred to General "Local Services Support"		500
Total General		<u> </u> ----- 6,050
Budget Transfers / Other:		
Non-Controllable Budget - Property Rental Income	Cr	37
Additional charging income funding 2 posts in Exchequer	Cr	54
Out of Hours Contract to Customer Service Centre	Cr	25
Contribution to BSSD additional call volumes	Cr	15
Landlord Building Maintenance virements (non-controllable)	Cr	37
Total Budget Transfers / Other:	<u> </u>	Cr 168
Total Variations		<u> </u> ----- 5,897
2011/12 Latest Approved Budget		<u> </u> ----- <u> </u> ----- 102,268

Report No.
ACS11060

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: **Adult and Community Services Performance Development and Scrutiny Committee**

Date: **30th November 2011**

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

Title: **QUALITY MONITORING OF DOMICILIARY CARE SERVICES**

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

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

Ward: Boroughwide

1. Reason for report

This report updates Members on the work undertaken to monitor the quality of domiciliary care services provided in the borough by internal and external providers. Members requested an annual update on the quality of this service.

2. **RECOMMENDATION(S)**

Members are asked to note that:

- a) The Council constantly monitors domiciliary services and takes action where concerns are raised.
- b) The Council undertakes quality assurance visits to individual service users.
- c) The Council uses lessons learned from complaints and safeguarding alerts to work with providers in order to continuously improve services.
- d) A report on domiciliary care will be made annually to this Committee.

Corporate Policy

1. Policy Status: Existing policy. Providing care and support to people to help them remain in their own home for as long as possible
 2. BBB Priority: Excellent Council. Supporting independence
-

Financial

1. Cost of proposal: No cost There are no costs directly arising from this report.
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Care Services, Domiciliary Care Budgets
 4. Total current budget for this head: £13m
 5. Source of funding: Existing revenue budgets
-

Staff

1. Number of staff (current and additional): LBB staff are engaged in contract monitoring and quality assurance. LBB also provides the reablement service.
 2. If from existing staff resources, number of staff hours: 1.5 FTE staff engaged in contract monitoring/ quality assurance; 5.9 staff are employed by LBB to plan and deliver the in house reablement service, plus 22 re-ablement facilitators.
-

Legal

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

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Approximately 1500 current service users receive domiciliary care
-

Ward Councillor Views

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

3.0 COMMENTARY

- 3.1 The Council supports approximately 1,500 people in Bromley to stay in their own homes through the provision of domiciliary care services. The Adult and Community Services Policy Development and Scrutiny Committee (ACS PDS) requested an annual report on quality monitoring of this service, following reports in April and November 2010. This report explains the contract monitoring and quality assurance processes which are in place for both external domiciliary care agencies and the in house reablement service. Information is collected through visits to care providers, feedback from service users and the Council's care management staff, and from complaints and safeguarding data.
- 3.2 The work undertaken by the quality monitoring officers has increased during the last year as all domiciliary care is now provided by external providers following the closure of the in house homecare service in June 2011. The Contract Compliance team assisted with the transfer of in house service users to new providers and undertook a critical quality assurance role, making a home visit to ensure that the care packages were still operating successfully six weeks after transfer. This meant that any problems were addressed at an early stage. The Council's in house reablement service is now the default service offer, not just for hospital discharges, but also for new referrals from the community and the reablement service is monitored in the same way as external services.
- 3.3 The current contracts with external providers will expire in August 2012. A gateway review of the service was reported to Executive in July 2011 setting out our procurement strategy for the future. Officers are currently undertaking a procurement exercise to set up a framework of external providers to deliver domiciliary care. The framework will deliver a set of providers who can be asked to deliver care packages, all of whom meet robust quality standards. The new contract will require providers to introduce an electronic call monitoring system which monitors the arrival and departure times of care workers. Electronic call monitoring is already in place for just over 20% of the Borough's domiciliary care service users and its implementation has led to a noticeable reduction in the number of complaints about short visits, or punctuality. Providers are required to submit a breakdown of their hourly rates when submitting prices in order that officers can be reassured that carers were receiving the minimum wage.
- 3.4 Members were previously informed about the introduction of a Quality Assurance Framework (QAF) which sets out detailed quality standards to be met by all providers in key areas. This sets clear improvement goals for providers and enables comparison between them.

REGISTRATION

- 3.5 Domiciliary care agencies providing personal care are required to register with the Care Quality Commission (CQC) under the Care Quality Commission (Registration) Regulations 2009 introduced by the Health and Social Care Act 2008. Agencies registered with the CQC prior to October 2010 were rated from nil (poor) to three (excellent) stars and these ratings are published on the CQC website. CQC withdrew the star ratings when the new registration process was introduced; therefore newly registered providers have not received a star rating. The CQC have recently withdrawn their proposals to set up a scheme run by an external provider to identify excellent providers and it is currently unclear how or if it proposes to replace the star system. Currently the CQC monitors for compliance against The Essential Standards of Quality and Safety which have replaced the Domiciliary Care National Minimum Standards. Compliance reports may identify 'minor', 'moderate' or 'major' concerns against any of the Essential Standards. Where concerns are identified, they will then take whatever they consider to be the most appropriate action to ensure that the necessary improvements are made
- 3.6 In order to comply with Financial Regulations, care packages that cannot be covered by the Borough's existing contracted providers are offered out to other providers delivering services in

the Borough. Providers are only approached if they are rated two or three stars under the old CQC star rating; or if they are newly registered will only be considered after an initial validation inspection visit by the Contract Compliance Officer and Team Leader. Once validated in this way they are invited to quote for care packages if any cannot be placed with existing providers.

- 3.7 The Council continually monitors the registration status of domiciliary care agencies and if at any time there are concerns about this status the contractual arrangements with the agency are reconsidered. All of the agencies contracted to the Borough have successfully re-registered with the CQC under the new regulations. Only one has been inspected by the CQC in the last year and was found to be compliant with the Essential Standards. The Borough raised concerns with the CQC regarding one of our providers following a series of missed visits which led to a compliance review. The CQC believed there were moderate concerns over the agency's practice in relation to two of the Essential Standards. The agency subsequently addressed the issues and we found them to be compliant at a second review six months later

CONTRACT MONITORING

- 3.8 Contract monitoring meetings are held quarterly with the main providers handling the majority of care packages. The Contract Compliance officers use the Essential Standards of Quality and Safety and the service specification to assess performance. The frequency of monitoring visits to other agencies is scheduled proportionate to risk and previous performance, however each agency is visited at least annually. Monitoring covers four key areas:

- Assessment and Care Planning.
- Protection of Service Users and Staff.
- Staff and Training.
- Organisation and Running of the Business.

- 3.9 At the meeting the monitoring officer discusses progress on each key area with the provider and their staff and scrutinises supporting documentation evidence produced. Following each meeting an action plan is jointly agreed which is then followed up on subsequent visits.

- 3.10 The in house reablement service is regulated by the CQC in the same way as external agencies. Regular quality monitoring is firstly the responsibility of the service itself and in addition officers from the ACS Contract Compliance team undertake regular checks.

- 3.11 Key areas for improvement that have been identified during recent monitoring and are being addressed by agencies are outlined briefly below.

- Risk assessment reviews following a change in a service user's needs.
- Ensuring that risk assessments accurately reflect risks to service users.
- Improvements to the detail and legibility of care logs.
- Ensure that staff follow the care plans when providing the service.
- Review care worker rotas in order to decrease travel time between visits.
- Review of rotas to ensure sufficient time and travel time allowed to each visit.
- Comparison of rotas to care logs to ensure accuracy of visit times.
- Feeding back to the Borough if visit times agreed with service users varies from those prescribed on the service request.
- Increased monitoring and supervision of care workers involved in complaints.
- Ensuring that any issues noted during an agencies quality assurance process are followed up to an appropriate conclusion

QUALITY ASSURANCE

- 3.12 A Quality Assurance Officer is employed to visit service users and their carers to find out first hand how well providers are performing. The information gathered from users is analysed and any issues highlighted are addressed with providers at monitoring meetings and if appropriate form part of action plans. As part of the preparation for the new contracts the Quality Assurance Officer completed a questionnaire with 58 service users (4%) and the results of this have been incorporated into one of the tender evaluation questions.
- 3.13 Key improvement areas identified for agencies are:
- Service users not being informed in advance of a change of carer.
 - Carers in a rush.
 - Carers not always staying for the full length of the planned visit.
 - Consistency of care worker.
- 3.14 When issues about poor standards of service are raised through contract monitoring or by other stakeholders LBB Officers initially investigate them with the agency. Often the investigation will result in the setting of an action plan for the agency which is then regularly monitored to ensure that improvements are made and sustained. If standards fail to improve officers may take additional action; for instance new placements to the agency may be suspended until improvement has been demonstrated. During 2011 the Council suspended new placements to AG Care for a period of 3 months following a succession of complaints about missed visits and poor communication. Our concerns were shared with CQC and following the completion of an action plan placement of care packages was resumed. Regular meetings are held between the Contract Compliance Team, commissioners, brokers and care managers from Care Services Division to ensure that performance information and concerns are shared appropriately. Officers also raise concerns about general quality issues at the quarterly Domiciliary Care Forums.
- 3.15 The Contract Compliance Officers also work with both service users and the providers' quality assurance staff in order to validate the performance monitoring information provided. A variety of methods are used to gather feedback including questionnaires, home visits, telephone calls and feedback from care manager reviews.
- 3.16 The Contract Compliance Team has developed a quality assurance framework (QAF) to enable measurement of the performance of agencies against a range of standards. Providers are required to self assess and gather evidence which demonstrates how they meet the standards. Compliance Officers then validate the collected evidence during monitoring visits. Standards are graded in three groupings 'A', 'B' and 'C' across seven key areas. 'C' graded standards are largely based upon the Essential Standards of Quality and Safety whilst 'B' and 'A' graded standards require providers to demonstrate continuous improvement to the quality of service. The standards are set out in Appendix 1.
- 3.17 Eleven providers were asked to work through the QAF and nine completed it, achieving 'C's in all seven key areas. A number of the agencies made efforts in working towards the 'B' criteria, with one agency completing all of the 'B's in customer care and needing to demonstrate only one more to complete the training and development criteria. Two agencies failed to complete this year's QAF due to changes in management and a lack of handover between personnel. The QAF has been discussed with the new managers and these agencies will be working towards demonstrating the criteria for next year. Most providers have accepted that the process is helpful in getting them to consider ways in which they can develop their service. Compliance

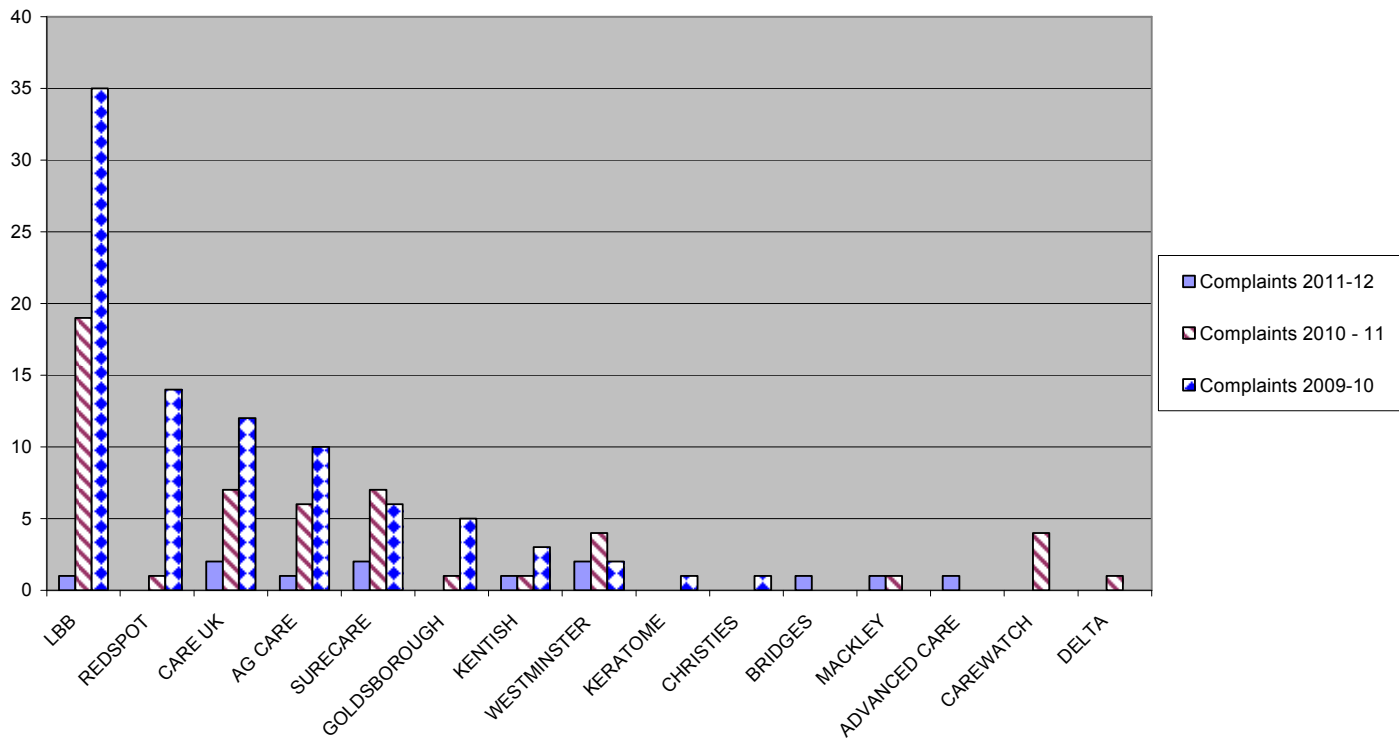
with the QAF will be a contractual obligation in the new contract and failure to demonstrate improvements will impact on the amount of new care packages offered to the agency.

Business continuity planning continues to be a focus of attention during monitoring meetings. Business continuity plans were tested twice during the year due to difficult weather conditions and in each case arrangements were found to be robust. Each incidence of using the business continuity arrangements has led to suggestions for improving future arrangements which have been shared with all providers and other council departments.

COMPLAINTS

- 3.18 Front line staff take the lead when dealing with informal (unwritten) complaints. Formal complaints are forwarded to the contract compliance officers by the ACS complaints team for investigation. Investigations are conducted with the relevant agency which is expected to provide any information relevant to the complaint. This may include timesheets, care records from service users' homes and statements from any agency staff involved in the issues raised.
- 3.19 Overall the number of complaints made about domiciliary care agencies continues to reduce. During the year 2010/11 there were 52 formal complaints about domiciliary care, 33 of which were made against the Borough's contracted agencies. Just over 40% of these complaints related to missed or late visits. In the first six months of 2011/12 there have been 12 formal complaints (11 made against contracted agencies). Only 25% related to missed or late visits, a significant drop in comparison to the previous year attributable to both the use of electronic data monitoring systems by some providers and the continued close scrutiny of staff rotas as part of the Borough's monitoring process to ensure good planning and the inclusion of travel time. There has been a noticeable number of complaints (33%) about medication issues, both missed medication and improper recording in 2011-12. The Contract Compliance Officer has followed these up and medication issues are discussed regularly at the Domiciliary Care Forum with the aim of improving practice. The new contract specification sets clearer expectations on providers in respect of medication.
- 3.20 The chart below shows the actual number of complaints per agency for the last 2 financial years and the first 6 months of 2011-12.

Comparison of complaints by agency



3.21 The number of formal complaints received about the services from external agencies has reduced in the last 2.5 years whilst the number of care hours commissioned has risen. In addition to monitoring formal complaints received by agencies the Contract Compliance officer also checks the number of complaints received and resolved by directly by agencies. The actual number of complaints about each agency is set out in the table below.

COMPLAINTS BY AGENCY			
	2009-10	2010 - 11	2011-12 to September
LBB	35	19	1
REDSPOT	14	1	
CARE UK	12	7	2
AG CARE	10	6	1
SURECARE	6	7	2
GOLDSBOROUGH	5	1	
KENTISH	3	1	1
WESTMINSTER	2	4	2
KERATOME	1	0	
CHRISTIES	1		
BRIDGES		0	1
MACKLEY		1	1
ADVANCED CARE		0	1
CAREWATCH		4	
DELTA		1	
Total	89	52	12

SAFEGUARDING

- 3.22 When safeguarding alerts are received the care management teams instigate the Bromley multi agency safeguarding procedures. Monitoring officers can be involved in safeguarding investigations and always follow up on learning points or action plans at the conclusion of each case. The Council's Adult Safeguarding Manager convenes the Care Services Review Group which brings together safeguarding and contract compliance with the safeguarding lead practitioners and Primary Care Trust staff in order to monitor current information, identify any patterns which need investigation and share any safeguarding concerns about local homes and domiciliary care agencies. This ensures that any potential issues are picked up and factored by into monitoring and training programmes early.
- 3.23 There were 35 safeguarding referrals relating to domiciliary care during 2010/11 and so far this year (to end September) there have been 9 referrals. Many referrals concerned suspected financial abuse, physical abuse or neglect. In every case of suspected financial abuse and in many other cases the police are involved and the care worker suspended as a matter of course whilst an investigation takes place. Officers consider all information available to establish the facts, including whether or not there are patterns of complaints or grumbles about the care worker, or from the user. Where allegations against care workers are substantiated they are reported to the Independent Safeguarding Authority (ISA) which has set up a register to prevent their future employment.
- 3.24 The Council has piloted an accreditation scheme for personal assistants who are employed by users of direct payments. The scheme ensures that satisfactory employment checks have been undertaken including, references, eligibility to work, insurance, enhanced CRB and training qualifications. The details of accredited Personal Assistants will be made available to service users and the wider population who are self funding via the Council's My Life website.

JOINT WORKING TO IMPROVE STANDARDS

- 3.25 The Council hosts a quarterly Domiciliary Care Provider Forum which works to improve on quality and consistency of care in peoples' homes and to promote and share good practice. Membership of the forum is extended to all local agencies, whether or not they contract with the Council. The forum has an annual work plan which has concentrated this year on safeguarding, development of a quality assessment framework, business continuity planning and the developments through the Supporting Independence in Bromley programme. The membership of the forum has continued to increase during the last year and there has been a significant increase in the number of providers that receive their training through the Council's Training Consortium.
- 3.26 The safeguarding team regularly attends provider forums in order to ensure that providers are kept up to date with changing requirements, such as the introduction of the London multi agency safeguarding arrangements. Providers are represented on the Adult Safeguarding Board which ensures that provider issues are considered as part of this multi agency approach.

TRAINING

The Council is committed to working in partnership with local private and voluntary sector providers to ensure adequate provision is made for training and that providers can access a comprehensive training programme. External domiciliary care agencies are encouraged to join a training consortium managed by the Council where providers can pool their available training funds and purchase places on training programmes. Courses are run throughout the year to address identified training needs. The Council works continuously with providers to ensure that

the courses provided are timely and assist providers in balancing the competing demands of delivering care and ensuring that staff receive both induction and refresher training.

- 3.28 The training courses provided for agency managers and their staff address the Essential Standards of Quality and Safety for registered care services. These standards include requirements about the competence of the workforce including their suitability, experience and qualifications. The overall intention of the Care Standards Act 2000 is to improve the quality of care provided and to ensure that services delivered meet user needs.
- 3.29 There are 28 agencies registered to work in Bromley. Nineteen are members of the training consortium. Two new domiciliary care agencies joined the consortium in 2010/11 and a further 5 new providers joined in 2011-12. The Contract Compliance officer ensures that agencies who are not accessing training via the consortium are fulfilling their obligations to train staff by scrutinising staff training and supervision records during monitoring visits.
- 3.30 Within the training programme approximately 35 different courses are currently provided, of which 5 are core training courses; fire safety, first aid, food hygiene, health and safety and manual handling. Safeguarding training and Mental Capacity Act training are available to all workers at nil cost. Other training courses provide valuable learning opportunities for care staff to gain additional skills and knowledge in the areas of infection control, dignity in care, dementia and safe administration of medicines.
- 3.31 The experience of attending formal training courses is valuable to staff because of the additional learning gained from meeting and exchanging experiences with other care workers, however for workers paid by the hour attendance on training courses has to be balanced against income. In order to make the training available more flexible and convenient for workers we are beginning to introduce certificated e-learning courses which can be undertaken at the care workers own convenience. E-learning courses are also cost effective to run which is a further consideration when budgets are under pressure. The Partnership Development Officer has taken several other initiatives to reduce the programme costs, having market tested the training providers to ensure that best value for money is achieved, secured cheaper training venues and negotiated an increase in the financial contribution from consortium members.
- 3.32 Each course delivered by the consortium ends with a test in order to ensure that learning has been achieved. Wherever possible the courses will be accredited in order that they can count towards the care workers professional development and the Qualification Credit Framework (QCF) Diploma which has replaced the NVQ. This system has been endorsed by training consultants and consortium members and recommended to other local authorities as good working practice. The Consortium Partnership Development Officer works closely with trainers in order to identify any areas of training which require further attention.

SUPPORTING INDEPENDENCE

- 3.35 The Council's approach to supporting independence will change the way that domiciliary care is commissioned for some people. It is anticipated that in order to meet their needs more flexibly a number of service users will choose to directly employ a personal assistant. A personal assistant can be a friend, neighbour, or family member and may not necessarily have received specific training. Training is available to Personal Assistants through the Training Consortium arrangements. This assists in maintaining the quality of care offered to service users and can cover at least the mandatory induction courses which all agency staff are required to undertake.
- 3.36 The Council is about to test the use of prepaid cards for users of direct payments. These will simplify the payment and monitoring arrangements for service users. Under the new contract providers will be expected to have the capacity to receive payment electronically.

4.0 POLICY IMPLICATIONS

National and local policies expect that continuous improvement be achieved in the quality of care delivered by domiciliary care agencies serving the local community.

5.0 LEGAL IMPLICATIONS

- 5.1 Under the NHS and Community Care Act 1990 the Council has a duty to assess individuals' requirements for social care support and depending upon those needs to provide for them. The legislation governing the provision of the support will depend upon the nature of the services required and the reasons for the individual's need for such services: National Assistance Act 1948, Chronically Sick and Disabled Persons Act 1970, Mental Health Act 1983
- 5.2 The Care Standards Act 2000 sets out the standards of care to be provided including that for domiciliary care. This has been supplemented by the requirements of domiciliary care agencies to be registered by the Care Quality Commission pursuant to the Domiciliary Care Agencies Regulations 2002. The Health and Social Care Act 2008 introduced revised Care Quality Commission (Registration) Regulations in 2009.

Non-Applicable Sections:	Financial implications. Personnel Implications
Background Documents: (Access via Contact Officer)	ACS10024 14 th April 2010 Quality Monitoring of Domiciliary Care Services ACS10062 10 th November 2010, Quality Monitoring of Domiciliary Care Services ACS 11033 20 th July 2011, Gateway review – Procurement Strategy for Domiciliary Care Services

QAF Key Areas and Criteria

1 Assessment and Support Planning

C) The risk assessment policy and procedure is written down and reviewed in response to changing legislative or contractual requirements and at least every three years.

C) Risk assessment procedures address:

- Risk to self
- Risk to others (including staff and the wider community)
- Risk from others (including staff and the wider community).

C) There is a lone working policy that sets out procedures to minimise the risks to people working alone and to clients.

C) Risk assessments of the service and the clients' premises are conducted at service inception and with appropriate frequency thereafter, following an incident and at least annually.

C) Clients' files show that risk assessments have been reviewed with appropriate frequency, following an incident or significant change in circumstances, and at least annually.??

C) Where staff work alone, risk assessments specifically address the risks faced by lone workers and clients.

C) Copies of assessments and service plans are stored in the client files and reviewed as appropriate (at least annually).

C) Assessments and service plans are visible in the home shortly after the start of service delivery.

C) Clients' individual service plans have been reviewed as required and at least annually.

C) The service complies with the Data Protection Act.

C) Staff understand and are sensitive to the diverse needs of clients.

B) Procedures are in place to trigger a review if changes in need or risk are identified.

B) There is evidence of clients' views being incorporated.

B) Specialist expertise is sought, where required, when conducting risk assessments and this is documented in both the clients' files and home.

B) Clients are supported to meet their cultural needs and are able to observe their religious and cultural customs.

B) The agency implements a point of review after the initial assessments have been carried out.

B) Assessments and reviews seek to involve other professionals, family and/or friends as the client wishes.

B) Clients confirm that staff are sensitive to their particular needs and respect their right to choice and control.

A) The agency can demonstrate that changes have been made to improve service delivery as a result of policy and procedure review.

A) Reviews of needs and risks are used to inform service development and strategic planning.

2 Security, Health and Safety

C) Information is provided to clients about health and safety within the service.

C) Out-of-hours support arrangements are documented and publicised to clients in ways appropriate to their needs.

C) Clients and staff understand and correctly describe the out of hours support procedures.

C) There is a plan for dealing with any disruption to the service which covers all service users.

B) The plan is documented and there is evidence of it having been tested.

B) Staff are able to describe the health and safety procedures and the impact on their work.

B) There is a periodic (at least annual) review of the effectiveness of the out-of-hours support.

A) The service can demonstrate that changes have been made as a result of policy and procedure review.

A) The service can demonstrate that changes have been made to improve service delivery as a result of review or testing of these procedures.

3 Safeguarding and Protection from Abuse

C) There is a Safeguarding Vulnerable Adults policy and procedure which complies with good practice and local multi-agency agreements.

C) There are recruitment checks, including professional references and CRB checks for staff.

C) There is a whistle blowing procedure in accordance with the Public Interest Disclosure Act 1998.

C) Individual client risk assessments address the potential for abuse from others.

C) Lone working risk assessments address the increased risk to clients.

C) Prompt action is taken in response to individual concerns from staff, clients or others and appropriate support is provided to them.

C) The service deals appropriately with alleged perpetrators.

- C)** The safeguarding and protection from abuse procedure is promoted in ways appropriate to clients' needs.
- C)** Clients know how to report concerns outside the organisation.
- C)** The service feeds back appropriately on action that has, or has not been taken following an allegation, and why.
- C)** A log records details of cases and outcomes and shows that appropriate action is taken, including reporting to appropriate authorities (including the service commissioner and contract manager).
- C)** Staff are appropriately supported through supervision in dealing with abuse cases.
- C)** There is documented evidence that staff are made aware of the potential for personal benefit through abuse and this has been reviewed in the last three years.
- C)** There are policies/procedures to prevent staff from personal benefit when working with vulnerable people.
- C)** A code of conduct (or similar document) makes clear appropriate boundaries for staff and is reviewed every three years.
- C)** Information to clients makes clear what are appropriate boundaries for staff.
- B)** There is a periodic (at least annual) review of the effectiveness of safeguarding and protection from abuse policies and procedures and their implementation.
- B)** CRB checks are updated every three years.
- B)** Clients understand what constitutes abuse and know to whom they should report any concerns.
- B)** Clients confirm they know what support they can expect to receive if they report a concern.
- B)** Clients confirm that they feel confident that concerns will be dealt with appropriately.
- B)** The service promotes safeguarding and protection with clients on a regular basis.
- A)** The policy and procedure review seeks to identify and address disincentives to reporting concerns.
- A)** Staff are able to explain how their practice maintains effective boundaries.
- A)** Staff are able to describe the policies concerning relationships with clients.
- A)** The service can demonstrate that changes have been made in response to client feedback.
- A)** The service can demonstrate that changes have been made to improve service delivery as a result of review or following an incident.
- A)** The service can demonstrate changes have been made to improve service delivery as a result of policy and procedure review.

4 Fair Access, Diversity and Inclusion

- C)** There is a policy (or policies) and procedures that cover:
- Equal opportunity, diversity, anti-discriminatory practice and harassment
 - Discrimination on any grounds that cause a person to be treated with injustice
- C)** There is a recruitment and selection policy that aims to eliminate discrimination in recruitment processes.
- C)** There is a planned approach to managing and responding to concerns or incidents.
- C)** Equality and diversity policies and procedures are covered in staff induction and training programmes, and integrated into staff management practices.
- C)** The communication needs of clients are catered for.
- C)** The service has clear procedures for staff to follow when terminating a service.
- C)** Clients confirm that they are given information about possible grounds for termination of the service.
- B)** The policies and procedures have been reviewed in the last three years and are in accordance with current legislation.
- B)** Policies and procedures are communicated to clients in ways appropriate to their needs and clients can confirm that this happens.
- B)** The service can demonstrate changes have been made to improve service delivery as a result of monitoring performance.
- A)** Staff are able to describe the policies and procedures, the principles behind them and the implications for their work.
- A)** There is a periodic (at least annual) review of the effectiveness of the equal opportunities and anti-discriminatory policies and plans.
- A)** Records show that staff are specifically recruited or trained to ensure their understanding and sensitivity to the diverse needs of clients.
- A)** The service can demonstrate changes have been made to improve service delivery as a result of policy and procedure review.

5 Customer Care

- C)** Clients consistently receive care at the times agreed at the start of the service or following review.
- C)** Times agreed with clients are fed back to the relevant Care Manager if they differ from those originally proposed.
- C)** Regular carers are allocated to clients to ensure consistency of care.

- C)** Clients are informed if carers are going to be more than 15 minutes late.
- C)** There are procedures for consulting service users and staff about the service on a regular basis including:
- Periodic (at least annual) visits to clients by supervisor or manager
 - Periodic (at least quarterly) supervision meetings for staff
 - Conducting an annual service user survey
 - Regular monitoring of records kept in clients' homes and of timesheets.
- B)** Clients are always informed in advance when agreed times cannot be met.
- B)** Clients are always informed in advance if they're to receive a change in carer.
- B)** Clients only receive care from 'unknown' carers in exceptional circumstances.
- B)** The service can demonstrate that changes have been made based on quality assurance data.
- A)** The service has a clear, documented approach to empowering clients and supporting their independence.
- A)** Staff understand the approach and can describe how they work with clients to promote independence.

6 Complaints

- C)** The complaints procedure is as straightforward as possible.
- C)** The complaints procedure specifically addresses complaints from external individuals or organisations.
- C)** Action is taken in response to individual complaints.
- C)** A log records outcomes to complaints and shows that appropriate action is taken within the agreed response times.
- C)** Outcomes of complaints are fed back to complainants.
- C)** There is a publicised appeals process.
- C)** The procedure is available in plain English and other formats appropriate to the needs of the client group.
- C)** The procedure is publicised in ways appropriate to the needs of the client group e.g. in client handbooks.
- B)** Staff, clients and third parties know how to use the procedure and are empowered to do so.
- B)** Clients confirm that they feel able to complain and are confident that their complaint will be dealt with in a positive manner.

B) There is a periodic review (at least annual) of complaints received.

A) The agency and its staff see complaints as a positive tool.

A) There is a periodic review (at least annual) that asks whether there is sufficient awareness of the procedure and what would inhibit complaints.

A) The service can demonstrate that reviews of policy, procedure and complaints received have been used to improve service delivery.

7 Staff Training and Development

C) Staff are appropriately inducted and trained.

C) Staff carrying out assessments have been trained to do so.

C) There is a variety of staff training targeted to meet the needs of the clients being supported.

C) Staff are committed to continuing professional development.

C) The health and safety procedures are covered in the staff induction.

C) Induction training includes raising staff awareness of the potential for their clients' needs and risks to change and staff are proactive in identifying these changes.

C) Safeguarding and protection from abuse policies and procedures are covered in staff induction and training programmes.

C) The nature and limits of relationships between staff and clients are covered in staff induction and training programmes, and integrated into staff management practices.

B) Empowerment and promoting independence are covered in staff induction and training programmes.

B) Staff are able to describe how their practice promotes safeguarding.

A) End-of-life care is included in the staff training programme.

A) Staff receive training in dealing with and encouraging complaints.

Report No.
ACS09123

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: **Public Protection and Safety Policy Development and Scrutiny Committee**
Adult and Community Services Policy Development and Scrutiny Committee

Date: **29 November 2011**
30 November 2011

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

TITLE: **Substance Misuse Commissioning Annual Report 2011**

Contact Officer: Claire Lynn, Strategic Commissioner, Mental Health
claire.lynn@bromley.gov.uk
020 8313 4034

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

Ward: Borough Wide

1. Reason for report

This report is presented annually to the Adult and Community Services Policy Development and Scrutiny Committee and the Public Protection and Safety Policy Development and Scrutiny Committee to update them on the work of the Substance Misuse Services in respect of substance misuse treatment. The report covers areas of progress and activity in relation to specific aspects of performance over the last year.

1. **RECOMMENDATION**

1.1 The Policy Development and Scrutiny Committee are asked to:

- **Note the performance information contained within the report.**

Corporate Policy

1. Policy Status: Public Protection and Safety Portfolio Plan 2009/2010, Building a Better Bromley, Local Area Agreement, Community Safety Strategy 2008 - 2011
 2. BBB Priority: Safer Bromley, Increasing Independence
-

Financial

1. Cost of proposal: £2,996,016
 2. Ongoing costs: £2,996,016
 3. Budget head/performance centre Drug Action Team – Budgets shared across LBB and PCT
 4. Total current budget for this head: £2,996,016
 5. Source of funding: Combination of Pooled Treatment Budgets, Partner Agency mainstream funding and Central Government Grant.
-

Staff

1. Number of staff (current and additional) –2FTE x Substance Misuse Co-ordinators plus 0.5 FTE administrative and 1FTE x data support
 2. If from existing staff resources, number of staff hours – N/A
-

Legal

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

Customer Impact

1. Estimated number of users/beneficiaries (current and projected) - Approximately 2000 people involved with substance misuse services at any time
-

Ward Councillor Views

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

3. COMMENTARY

Background

- 3.1 Substance misuse services in Bromley are commissioned by the Council and Bromley NHS Business Support Unit and overseen by the Substance Misuse Board (previously the Drug Action Team Board) which comprises of representation from the local authority (children's services, adult services, and housing) health, probation, police and the voluntary sector.
- 3.2 The strategic aims for substance misuse services are developed annually through the partnership planning process and with the National Treatment Agency. This takes place in November of each year with a needs assessment being updated annually in April.
- 3.3 The overarching aims for substance misuse services are.
- To counter the spread of drugs and to take rigorous enforcement actions both against dealers and drug users through focused action on disrupting drug markets and tackling all drug and alcohol related crime to ensure Bromley continues to be a safer, stronger and vibrant community.
 - Drug users will be identified and directed into appropriate treatment to break the cycle of addiction and appropriate harm minimisation interventions will be provided for people where complete abstinence is not yet possible.
 - Ensure that particularly young people understand the health, social and legal consequences of drug and alcohol misuse.
 - Deliver these services ensuring positive outcomes for service users efficiently and effectively delivering value for money.

3.4 The delivery of these aims has been achieved this year through the following actions

3.4.1 Redesign of substance misuse services and tendering of these services with improvements in pathways and access: Bromley substance misuse services are currently provided by a range of providers for separate drug and alcohol services with a single point of contact, separate prescribing services and aftercare. Individuals who are in the criminal justice system and who are identified as having substance misuse problems are seen by the Drug Intervention Project and if appropriate referred to substance misuse services. Whilst the performance of these services is good, the access to services can be confusing and there is potential for duplication in assessments and some interventions offered.

A new service model has been developed and tendered it provides an integrated drug and alcohol service, improves access for individuals as well as simplifying the pathway, ensuring that there are approximate timeframes for each stage. This will ensure that individuals are aware of the services being offered and they will move through to abstinence in a shorter time.

The service will be delivered through three new individual service contracts these will complement the existing services of Rapid Prescribing and Shared Care.

- **Stabilisation and Assessment Service** - This service will assess individuals within a short time frame and ensure that they have the services required to stabilise them. Referrals will be made to the prescribing services and, once the individual is stable, to the recovery service.

- Recovery Service - This service will provide treatment interventions and support to ensure people become abstinent and will include work with Job Centre Plus to move people into work.
- Intensive Prescribing Service - is a substitute prescribing service for individuals for up to two years with the aim of people becoming abstinent during this time.

The new service will be in place for 1 December 2011 with all organisations users and carers being given information on the new services and contact information. Cri, a current provider in Bromley has been awarded all the adult services contracts.

The expansion of Needle Exchange for wider coverage and to deliver additional functions like provision of general healthcare information and leaflets at points of contact, health checks, supply of sterile injecting equipment and advice on safer injecting and disposal, reduces the health related harms to both the individual and the community as will increasing the rates of Hepatitis vaccination and screening across the borough.

3.4.2 Continuous improvement on number of people in treatment: Problematic drug users are defined as those using heroin and crack; whilst those in effective treatment are people retained in treatment for twelve weeks or more and successfully discharged. Bromley's numbers in treatment year to date increased to 820 in 2009/10. An 11.5% increase on 2008/09 figure (735). The improvement can be attributed to revisions made to the treatment system in 2008 which developed a more 'joined up' and systemic approach to working across services. However, whilst the rate of penetration into the problematic drug user population has improved, there are continuing challenges to increase the percentage of problematic drug users who stay in effective treatment. This will form a key strand of the priorities for the new integrated service.

3.4.3 Drug Intervention Programme: The Drug Intervention Programme involves identifying Class A drug misusing offenders as they enter the criminal justice system putting into action a range of interventions to deal with their behaviour, getting them 'out of crime and into treatment' and other support. The programme is funded through a ring fenced grant from the Home Office. Arrest Referral workers work at the police station and the court to engage offenders into treatment. Bromley performance is consistently good across all these areas ensuring that the grant level is maintained. Overall for 2010/11 the number of assessments at 221 has decreased compared to 249 in the previous year.

3.3.6 Commissioning of young peoples substance misuse service: The current service to children and young people (known as Bypass) is provided by KCA and works directly with children and young people who abuse substances, their parents, schools and other services. This service model was reviewed by commissioners in conjunction with stakeholders and it was agreed that the current model meet the needs of this group. It provides an integrated drug and alcohol service with one point of access, important links with the Local Authority Children and Families services, mental health services and schools. It also ensures that the education training and information remit is undertaken in a proactive way to engage with children and young people.

Nationally alcohol and cannabis are by far the most prevalent drugs of choice in the overall under 18's population. Trends in Bromley are in line with the national trends. In Bromley in 2010/11 the primary drugs of choice for young people who misuse substances is cannabis and alcohol at 48.5%. The numbers of young people in treatment to date for the year 2010/11 is 176. This represents a decrease on the previous year but an increase against 2008/09. Alcohol solely is the second most reported primary drug at 41%, an increase of 10% which is significantly higher than the London average. A full alcohol needs assessment has been

completed to establish a more accurate picture of alcohol misuse by young people and to identify how services can be reconfigured to meet the need.

3.3.7 Alcohol needs assessment and action plan: The alcohol needs assessment and action plan was developed over the last year, with partners signed up to the following actions which are underway and will be reported on next year. The plan focuses on the following areas of work

- **Community Safety:** Crime figures would indicate that although crime is decreasing there are areas which require further development whilst maintaining the existing initiatives and services. To continue to work with drug and alcohol agencies to ensure that contracts are sufficiently flexible to enable agencies to support local borough and police initiatives which promote access into services.
- **Prevention:** In line with the Chief Medical Officer’s guidance; agencies in Bromley will continue to communicate with parents, carers and professionals the message of strict abstinence for under 15s and supervised drinking if at all for the 15-17 age group to minimise alcohol harm both in the short term and in the long term Services will also provide increased alcohol awareness and education amongst young people highlighting the importance of accurate and consistent messages in relation to harm reduction, safer drinking limits, and prevention
- **Primary care:** GP’s and primary care services provide a valuable point of contact for individuals, both in terms of providing information on alcohol harm and also in identifying health consequences of alcohol consumption, support to GP’s to provide this contact is continuing by direct contact with GP’s and by continued participation in GP training information on the services available in Bromley.
- **Access to services:** Services in Bromley continue to meet the demands of people accessing services although there are a number of issues which need to be addressed, firstly that people aged 18-24 years appear to be accessing services less, work needs to be undertaken to understand what the obstacles may be and to ensure if necessary this age is targeted.. Further work will also be undertaken in the following areas: Increase the numbers of points of access to treatment for problematic drinkers, including expanding outreach services.
- **Information and data:** There is limited data on the effects of alcohol on the elderly this will be an area for further work.

4 FINANCIAL IMPLICATIONS

4.1 The table below sets down the amounts and sources of funding available and the funding source. As part of the integration of health and social care commissioning work is underway to form an agreement for the pooling of these budgets which will be managed and monitored by substance misuse commissioning.

Budget	Banked by	Amount £	Used for
Pooled treatment budget (DH and Home Office grant)	PCT	1,373,635	Drug misuse treatment, ranging from the provision of advice, counselling and support to more complex medical interventions such as detoxification and substitute prescribing. This pooled treatment budget remains ring fenced.
Adult and Community Services	LBB	256,350	Funding allocated to meet needs of those requiring long term interventions following the completion of

			detrification. For example provision of care management, day programmes or significant residential treatment.
Young People' Partnership Grant	LBB	53,500	Funding for Young People's Treatment Service, as well as other YP focussed services to support delivery
PCT Mainstream	PCT	1,066,224	Drugs Alcohol
Drug Intervention Programme (Home Office grant)	LBB	246,307	Funding for a DIP staff and other Criminal Justice specific posts. In addition an allocation for specialist prescribing
Total		2,996,016	

5. POLICY IMPLICATIONS

- 5.1 The priorities for substance misuse supports the Council's Building a Better Bromley priority to build a safer and stronger community in the borough.

Non-Applicable Sections:	Personnel implications, Legal implications
Background Documents:	N/A

Report No.
RES11139

London Borough of Bromley

PART 1 - PUBLIC

Decision Maker: **Adult & Community Services PDS Committee**

Date: **30th November 2011**

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

Title: **CAPITAL PROGRAMME MONITORING - Q2 2011/12**

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

Chief Officer: Director of Resources

Ward: All

1. Reason for report

On 16th November 2011, the Executive received the 2nd quarterly capital monitoring report for 2011/12 and agreed a revised Capital Programme for the four year period 2011/12 to 2014/15. This report highlights in paragraphs 3.1 to 3.3 changes agreed by the Executive in respect of the Capital Programme for the Adult & Community Services Portfolio. The revised programme for this portfolio is set out in Appendix A and detailed comments on individual schemes are included at Appendix B.

2. **RECOMMENDATION(S)**

The Committee is asked to endorse the changes agreed by the Executive in November.

Corporate Policy

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

Financial

1. Cost of proposal: Estimated cost N/A
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: N/A (Capital Programme)
 4. Total current budget for this head: £Total £16.8m for the ACS Portfolio over four years 2011/12 to 2014/15
 5. Source of funding: Capital grants, capital receipts and revenue contributions
-

Staff

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

Legal

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

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

Capital Monitoring – variations reported to the Executive on 16th November 2011

3.1 A revised Capital Programme was considered by the Executive on 16th November, following a detailed monitoring exercise carried out after the 2nd quarter of 2011/12. The base position was the revised programme approved by the Executive on 20th July 2011, as amended by any variations approved at subsequent Executive meetings. In response to the major level of slippage at the end of 2010/11, the process has been made more robust by the introduction of considerably more challenge and review. The monitoring exercise resulted in a number of amendments to the approved programme for the Adult & Community Services (ACS) Portfolio and these are shown in the table below. Further details are included in paragraphs 3.2 to 3.3. The revised Programme for the ACS Portfolio is attached as Appendix A and comments on individual schemes, together with latest expenditure figures, are shown in Appendix B.

	2011/12	2012/13	2013/14	2014/15	TOTAL
	£000	£000	£000	£000	£000
Approved Programme (Executive 20/7/11)	13,170	1,639	1,020	1,020	16,849
Deletion of Residual Budget (para 3.2)					
– Improving Information Management	-8	-	-	-	-8
Re-phasing of Expenditure (para 3.3)					
- Care Standards Act 2000 requirements	-238	150	88	-	-
- Learning Disability Day Centre	-1,543	450	1,093	-	-
- Care homes – improvements to environment	-21	21	-	-	-
- PCT LD reprovision programme	-767	767	-	-	-
- Care home reprovision - decant	-102	102	-	-	-
- Social Care Grant - expenditure	-1,165	558	607	-	-
- Mental Health Grant - expenditure	-326	250	76	-	-
- Supporting Independence – Extra Care Hsg	-20	20	-	-	-
- Shared Ownership – NHS PCT Project	-256	256	-	-	-
- Disabled Facilities Grants	-200	200	-	-	-
Revised ACS Capital Programme	8,524	4,413	2,884	1,020	16,841

3.2 Deletion of residual budgets and budgets no longer required (reduction of £8k)

The Improving Information Management scheme has completed with a small underspend and the Executive agreed on 16th November that the residual budget of £8k be deleted from the 2011/12 programme.

3.3 Scheme Rephasing

In final outturn reports in June and July, the Executive and all the PDS Committees were informed of the major slippage at the 2010/11 year end, as a result of which some £25.2m had been rephased from 2010/11 into 2011/12. Some £2.0m of this related to ACS schemes, mainly comprising slippage on the PCT LD reprovision programme (£1.2m), on the Housing S106 (Payment in lieu) budget (£0.2m) and on the budget for expenditure funded by social care grant (£0.2m). Members were advised that slippage of capital spending estimates has been a recurring theme over the years and it is clear that a more realistic approach towards anticipating slippage still needs to be taken. This is the first monitoring report since July and, as reported, additional challenge and review has been introduced into the process. This has resulted in the changes set out above and also in an additional appendix (Appendix B) that provides an update on the progress of all schemes in the ACS Capital Programme. Schemes are now being monitored more closely and, in this quarter, expenditure estimates for many of the schemes have been rephased from 2011/12 into later years. These are listed in the table in paragraph 3.1 and comments are included in Appendix B.

Post-Completion Reports

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

4. POLICY IMPLICATIONS

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

5. FINANCIAL IMPLICATIONS

5.1 These were reported in full to the Executive on 16th November 2011. Changes approved by the Executive to the Capital Programme for the ACS Portfolio are set out in the table in paragraph 3.1.

Non-Applicable Sections:	Legal and Personnel Implications
Background Documents: (Access via Contact Officer)	Departmental monitoring returns October 2011. Approved Capital Programme (Executive 20/7/11). Capital Programme Outturn 2010/11 report (Executive 22/6/11). Q2 Capital Monitoring Report 2011/12 (Executive 16/11/11)

ADULT & COMMUNITY SERVICES DEPARTMENT - APPROVED CAPITAL PROGRAMME 2nd QUARTER MONITORING										
Capital Scheme/Project	Total		2011/2012			2012/13	2013/14	2014/15	Responsible Officer	Remarks
	Approved Estimate	Actual to 31.3.11	Approved Estimate	Actual to 31/10/11	Revised Estimate	Revised Estimate	Revised Estimate	Revised Estimate		
	£'000's	£'000's	£'000's	£'000's	£'000's	£'000's	£'000's	£'000's		
SOCIAL SERVICES										
Care Standards Act 2000 Requirements - general	500	187	313	0	75	150	88		Lorna Blackwood	
Learning Disability Day Centre	2310	767	1543	0	0	450	1093		Lorna Blackwood	Capital receipt £2.54m
Improving Information Management	128	128	8	0	0				Helen Stewart	Government grant
Care Homes - improvements to environment for older people	290	269	21	0	0	21			Lorna Blackwood	100% government grant
PCT Learning Disability reprovion programme	10379	5420	4959	1128	4192	767			Colin Lusted	Fully funded by PCT
Care Home reprovion - decanting costs	1500	998	502	75	400	102			Lorna Blackwood	To be met from capital receipts from disposal of homes
Social care grant - 2010/11 and prior years	558	0	558	0	0	558			Lorna Blackwood	100% government grant
Social care grant - 2011/12 and 2012/13 settlement	1226	0	607	0	0	619	607		Lorna Blackwood	100% government grant
Mental health grant	331	5	326	0	0	250	76		Lorna Blackwood	100% government grant
Social Care IT Infrastructure	233	150	83	22	83				Helen Stewart	100% government grant
Supporting Independence - Extra Care Housing	20	0	20	0	0	20			Lorna Blackwood	100% government grant
Transforming Social care	145	75	70	0	70				Helen Stewart	100% government grant
Feasibility Studies	40	0	10	0	10	10	10	10	Lesley Moore	
TOTAL SOCIAL SERVICES	17660	7999	9020	1225	4830	2947	1874	10		
HOUSING										
Shared ownership housing - Bromley NHS PCT project	320	64	256	0	0	256			Lorna Blackwood	100% Learning Disability Development Fund
Housing Provision - approved expenditure proposals	657	457	200	0	200				David Gibson	
Housing Provision - unallocated	220	0	220	0	220				David Gibson	Reinvestment of housing capital receipts; subject to reduction re pooling
Payment in Lieu Fund - unallocated	3745	2379	1366	112	1366				David Gibson	Expenditure subject to cash receipts from Affordable Housing Policy
London private sector renewal schemes	2771	2192	579	249	579				Kerry O'Driscoll/Steve Habgood	100% external funding
Renovation Grants - Disabled Facilities	7441	3132	1279	652	1079	1210	1010	1010	Kerry O'Driscoll/Steve Habgood	60% Govt grant capped at £690k in 09/10 & £714k in 10/11; £300k revenue cont p.a. £269k c/fwd from 10/11 into 11/12
TOTAL HOUSING	15154	8224	3900	1013	3444	1466	1010	1010		
OTHER										
Star Lane Traveller Site	250	0	250	0	250				Sara Bowrey	Urgent water and drainage works (statutory duty)
TOTAL ADULT & COMMUNITY SERVICES PORTFOLIO	33064	16223	13170	2238	8524	4413	2884	1020		

ADULT & COMMUNITY SERVICES DEPARTMENT - APPROVED CAPITAL PROGRAMME 2nd QUARTER MONITORING - EXECUTIVE 16/11/11					
Capital Scheme/Project	Actual to 31.3.11 £'000's	Approved Estimate £'000's	2011/2012		COMMENTS FOR Q2 MONITORING
			Actual to 31/10/11 £'000's	Revised Estimate £'000's	
SOCIAL SERVICES					
Care Standards Act 2000 Requirements - general	187	313	0	75	The funding is for alterations to properties for LD/PD clients to progress supported living in new build properties. Investment proposals for revenue funding to support these work streams were considered by Exec on 19.10.11.
Learning Disability Day Centre	767	1543	0	0	Priority in 11/12 was given to moving PCT clients from Bassetts day centre and this was achieved using Astley Day Centre with no requirement for capital investment. However proposals are being prepared for investment in new LD complex needs day centre provision, funding building alterations.
Improving Information Management	128	8	0	0	Budget no longer required
Care Homes - improvements to environment for older people	269	21	0	0	The expenditure is subject to requests from care homes for improvements, but no bids have been received in 2011/12.
PCT Learning Disability reprovion programme	5420	4959	1128	4192	The property schemes directly related to the closure of campus accommodation for adults with learning disabilities are due to complete before the end of the calendar year. However there are some related schemes, enabling the ultimate closure of the Bassetts PCT site, that will complete later and therefore £767k of expenditure has been re-phased into 2012/13.
Care Home reprovion - decanting costs	998	502	75	400	The final care home (Belle Grove) is now expected to close in July 2012.
Social care grant - 2010/11 and prior years	0	558	0	0	Guidance being sought regarding conditions of spend in order to identify suitable projects.
Social care grant - 2011/12 and 2012/13 settlement	0	607	0	0	Guidance being sought regarding conditions of spend in order to identify suitable projects.
Mental health grant	5	326	0	0	The funding is to enable the reconfiguration of existing mental health properties and is an ongoing work stream. Progress is dependent on agreement from PCT and other property owners.
Social Care IT Infrastructure	150	83	22	83	Expected to spend to budget in 2011/12
Supporting Independence - Extra Care Housing	0	20	0	0	No additional funding was required for the new scheme which opened in 11/12 due to high specification delivered by developer, however funding has been allocated for additional requirements in the two new Extra Care Housing schemes which are due for completion in 2012/13.
Transforming Social care	75	70	0	70	Expected to spend to budget in 2011/12
Feasibility Studies	0	10	0	10	
TOTAL SOCIAL SERVICES	7999	9020	1225	4830	
HOUSING					
Shared ownership housing - Bromley NHS PCT project	64	256	0	0	This project is as a result of funding received from the Learning Disabilities Development Fund. It is linked to the PCT Campus Closure programme which has several schemes remaining, particularly with regard to respite and day services plans, so it is likely that this budget will be utilised in 2012/13.
Housing Provision - approved expenditure proposals	457	200	0	200	Expected to spend to budget in 2011/12
Housing Provision - unallocated	0	220	0	220	Expected to spend to budget in 2011/12
Payment in Lieu Fund - unallocated	2379	1366	112	1366	Expected to spend to budget in 2011/12; £415k committed to date
London private sector renewal schemes	2192	579	249	579	Expected to spend to budget in 2011/12
Renovation Grants - Disabled Facilities	3132	1279	652	1079	Due to a staff reorganisation, referrals from the occupational health team have fallen over the past 4 months and it is anticipated that this will result in an underspend of £200k in 11/12.
TOTAL HOUSING	8224	3900	1013	3444	
OTHER					
Star Lane Traveller Site	0	250	0	250	Expected to spend to budget in 2011/12
TOTAL ADULT & COMMUNITY SERVICES PORTFOLIO	16223	13170	2238	8524	
Schemes overspent as at 31/03/2011 (under review)					
None					

Report No.
RES11121

London Borough of Bromley

PART 1 - PUBLIC

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

Date: **30th November 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: £344,054
 5. Source of funding: Existing 2011/2012 budgets
-

Staff

1. Number of staff (current and additional): There are 10 posts (9.22 fte) in the Democratic Services Team .
 2. If from existing staff resources, number of staff hours: Maintaining the Committee's work programme takes less than an hour per meeting.
-

Legal

1. Legal Requirement: No statutory requirement or Government guidance.
 2. Call-in: Call-in is not applicable. This report does not involve an executive decision
-

Customer Impact

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

Ward Councillor Views

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

3. COMMENTARY

- 3.1 The Committee's 2009/10 Work Programme to date is attached at **Appendix A**.
- 3.2 The Committee is asked at each meeting to consider its Work Programme and review its workload in accordance with the process outlined at Section 7 of the Scrutiny Toolkit. All PDS Committees are also recommended to monitor the Council's Forward Plan of Key Decisions for their portfolios and to use it for identifying issues for consideration in advance of executive decisions being made. The Forward Plan issued on 17th November 2011 includes key decisions related to the Adult and Community Portfolio and the next Forward Plan will be published on 16th December 2011.
- 3.3 The next meeting of the Accommodation and Care for Older People Reference Group will be held on 12th December 2011 at 10am.
- 3.5 In approving the work programme Members will need to be satisfied that priority issues are being addressed; that there is an appropriate balance between the Committee's key roles of (i) holding the Executive to account, (ii) policy development and review, and (iii) external scrutiny of local health services; and that the programme is realistic in terms of Member time and officer support capacity.

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

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

SLAM Update

14 June 2011

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

Health Scrutiny Sub-Committee: 19th July 2011

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

26 July 2011

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

27 September 2011

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

15th November 2011 – Health Sub-Committee

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

30 November 2011

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

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

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

13 December 2011

Information and Advice Review
Contract Matters

January 2012 – Health Sub-Committee

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

31 January 2012

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

10 April 2012

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

Future Issues to be considered:

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

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

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

*Part 2 (Exempt) Report

+Item requested by Chairman/Committee Member

§ Item Scheduled by NHS representatives

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Agenda Item 20

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Agenda Item 21

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Agenda Item 22a

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of the Local Government Act 1972.

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Agenda Item 22b

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of the Local Government Act 1972.

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Agenda Item 22c

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of the Local Government Act 1972.

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Agenda Item 23

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of the Local Government Act 1972.

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