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DATE: Tuesday 3 September 2013

CARE SERVICES PORTFOLIO HOLDER BRIEFING

Meeting to be held on Tuesday 3 September 2013

This item will only be debated if a member of the Committee requests a discussion be held, in which case please inform the Clerk 24 hours in advance indicating the aspects of the information item you wish to discuss. In addition, questions on the briefing should also be sent to the Clerk at least 24 hours before the meeting.

QUESTIONS ON THE INFORMATION BRIEFING

- 1 **ANNUAL FOSTERING PANEL REPORT S012/13** (Pages 3 - 16)
- 2 **BROMLEY SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2012/13** (Pages 17 - 56)
- 3 **ECS CONTRACT ACTIVITY REPORT** (Pages 57 - 66)
- 4 **NO RECOURSE TO PUBLIC FUNDS** (Pages 67 - 70)

Members and Co-opted Members have been provided with advanced copies of the Part 1 (Public) briefing via email. The Part 1 (Public) briefing is also available on the Council website at the following link:

<http://cds.bromley.gov.uk/ieListMeetings.aspx?XXR=0&Year=2013&CId=559>

Printed copies of the briefing are available upon request by contacting Helen Long on 020 8313 4595 or by e-mail at helen.long@bromley.gov.uk.

Copies of the Part 1 (Public) documents referred to above can be obtained from
www.bromley.gov.uk/meetings

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London Borough of Bromley

PART 1 - PUBLIC

Briefing for Care Services Policy Development and Scrutiny Committee 3rd September 2013

ANNUAL FOSTERING PANEL REPORT 1st April 2012 – 31st March 2013

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1. Summary

This is the third annual report of the LBB Fostering Panel and covers the period April 2012 – March 2013.

2. THE BRIEFING

- 2.1 Under regulation 23 (constitution and membership of fostering panel) of the Fostering Services (England) Regulations 2011, Bromley Council as a Local Authority is responsible for appointing an appropriate Fostering Panel.
- 2.2 Fostering panels are intended to be multi-disciplinary bodies with a considerable element of independence from the fostering service. The annual report provides information about the membership of the panel and how the decision making process works.
- 2.3 The panel met 15 times in 2012/13 and approved 22 new fostering households they also approved six short term breaks placements and four supported lodgings. The annual report also provides a demographic profile of the looked after children population as at 31st March 2013. For 2013/14 the panel has set the following priorities (full details are given on page 11 of the annual report):
 - Continue to recruit a number and range of foster carers to meet the diverse placement needs of looked after children and young people;
 - Review current recruitment policy including the process, and the pro-forma that is currently being use;
 - Continue to provide quality support and training to foster carers;
 - Introduce a new pre-approval course that has a particular focus on the needs and circumstances of connected person carers;

3. SUPPORTING DOCUMENTS

- 3.1 Annual Report of the Bromley Fostering Panel 2012/13

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LONDON BOROUGH OF BROMLEY

ANNUAL FOSTERING PANEL REPORT

1st April 2012 – 31st March 2013

Linda Shephard
Deputy Group Manager/Panel Advisor

Contents

1.	Introduction	P.3
2.	Statutory Basis of the Fostering panel	P3
3.	Statutory functions of the fostering Panel (Regulation 25)	P.3
4.	The Constitution and Operation of the Fostering Panel	P.5
5.	Panel Business	P.7
6.	LBB Looked After Children Data	P.8
7.	LBB Fostering Service Data	P.10
8.	Additional information <i>Complaints</i> <i>Exemptions</i> <i>Independent Review Mechanism</i> <i>Matching</i> <i>TSDS</i> <i>Foster Carers Handbook</i>	P.11
9.	Conclusion	P.12

1. INTRODUCTION

This report has been prepared to provide information on the operation of Bromley Fostering Panel from 1st April 2012 to 31st March 2013. This is the third annual report produced by Bromley on the work of its fostering panel.

2. STATUTORY BASIS OF THE FOSTERING PANEL

Under regulation 23 (constitution and membership of fostering panel) of the Fostering Services (England) Regulations 2011, Bromley Council as a Local Authority is responsible for appointing an appropriate Fostering Panel with sufficient capacity to undertake the required duties of such panels. Constitution and membership of fostering panels are set out in Regulations 23 and 24 (meetings of fostering panel) and National Minimum Standard 14 (NMS).

Fostering panels are intended to be multi-disciplinary bodies with a considerable element of independence from the fostering service. This independence means that they cannot themselves make decisions, which are the responsibility of the fostering service, but instead make recommendations in relation to their statutory functions as listed below.

Decisions are made by the fostering service, through its decision-maker, after taking into account the panel's recommendations (and any recommendation by the independent review mechanism - IRM). Bromley's current agency decision-maker is the Assistant Director of Safeguarding and Social Care / Education and Care Services.

One of the key functions of the fostering panel is to recommend the approval of short and long term foster carers, connected person carers (also known as family and friends carers), and to review the ongoing approval of foster carers. Although not being a statutory requirement, but is good practice Bromley Fostering panel also makes recommendation on the approval of supported lodgings carers.

The Fostering Panel plays an important quality assurance role, providing objectivity and having the ability to challenge practice which is felt to fall short of the Regulations or the NMS, or not to be in the best interests of children. Panel is required to give regular feedback to the fostering service. Bromley's Fostering Panel achieves this through the panel adviser and annual appraisals, and the implementation of feedback forms that were introduced in March 2013. In addition to this the Panel Chair meets with the Assistant Director of Safeguarding and Social Care/Education and Care Services once a year where feedback is also provided.

3. STATUTORY FUNCTIONS OF THE FOSTERING PANEL (Regulation 25)

The functions of the fostering panel in respect of cases referred to it by the fostering service provider are:

- (a) To consider each application for approval and to recommend whether or not a person is suitable to be a foster parent;
- (b) Where it recommends approval of an application, to recommend any terms on which the approval is to be given;

- (c) To recommend whether or not a person remains suitable to be a foster parent, and whether or not the terms of their approval (if any) remain appropriate:
 - (i) On the first review carried out in accordance with regulation 28(2), and
 - (ii) On the occasion of any other review, if requested to do so by the fostering service provider in accordance with regulation 28(5), and
- (d) To consider any case referred to it under regulation 27(9) or 28(10).
- (2) In considering what recommendation to make under paragraph (1), the fostering panel:
 - (a) Must consider and take into account all of the information passed to it in accordance with Regulation 26, 27 or 28 (as the case may be);
 - (b) May request the fostering service provider to obtain any other relevant information or to provide such other assistance as the fostering panel considers necessary, and
 - (c) May obtain such legal advice or medical advice it considers necessary.
- (3) The fostering service provider must obtain such information as the fostering panel considers necessary and send that information to the panel, and provide such other assistance as the fostering panel may request, so far as is reasonably practicable.
- (4) The fostering panel must also:
 - (a) Advise, where appropriate, on the procedures under which reviews in accordance with regulation 28 are carried out by the fostering service provider, and periodically monitor their effectiveness;
 - (b) Oversee the conduct of assessments carried out by the fostering service provider, and
 - (c) Give advice, and make recommendations, on such other matters or cases as the fostering service provider may refer to it.

In this regulation "recommend" means recommend to the fostering service provider.

4. THE CONSTITUTION ON OPERATION OF THE FOSTERING PANEL

The Bromley Fostering Panel has one independent Chair Person and 8 panel members, these members form the central list (Reg 23(1)) and are invited to attend every panel. Panel members bring a great deal of variety in terms of both expertise and experience to the operation of Bromley's Fostering Panel, such expertise includes social work knowledge regarding child protection, Children Looked After, adoption and fostering. There is also expertise in health, local

geographical and political knowledge, housing for teenagers, as well as being a young person previously in the care of Bromley and a foster carer from another Local Authority.

In March 2013 the panel received the resignation of a panel member who was also Vice Chair and whose expertise was in Education (particularly in terms of Children Looked After). The recruiting of a replacement is underway to enable panel to continue to keep a central list that is adequate in size and expertise.

The Panel Chair person, Dr Helen Cosis Brown, is independent and she was appointed on the basis of her extensive experience and knowledge in relation to fostering. The Vice Chair Person up until she resigned was the Specialist Education Adviser for Children Looked After in Bromley. A replacement for her role as Vice Chair was found within the current central list, and the panel Vice Chair is now Claire Cornelius who represents young people who are leaving care in her role as Supported Housing co-ordinator.

In August 2012 Bernadette Wilby took up the post of Panel Administrator following the resignation of Kathryn Stapley. The current Panel Advisor Linda Shephard replaced Andrew Bravery when she joined Bromley in November 2012.

For details of the current panel membership, please refer to the table below.

Panel meets at least every month on the second Thursday of the month. The average length of a panel meeting is six hours. However, due to the demand of panel places the panel meetings increased bio monthly to twice a month towards the end of 2012. Papers for the panel are distributed at least ten days before the meeting, which exceeds the requirements of at least five working days as stated in NMS 14 (3). This then gives the panel members enough time to read, digest the paperwork and record their thoughts and comments prior to the panel meetings. It is recognised that the preparatory reading for the panel requires a minimum of four hours but often much longer for each panel member.

Between the 1st April 2012 and the 31st March 2013 the panel met 15 times. Attendance at panel has remained high averaging seven members at each panel over this period. This demonstrates a continuing high level of commitment from our panel members. However it has been recognised that extending the panel's central list would widen expertise and help prevent the risk of a panel failing to be quorate or just being quorate should unforeseen circumstances of panel members occur, or if they have a prior engagement. The latter is likely to be more common with the increase of panel meetings as when members on the current central list were accepted panel meetings were only 12 times a year.

Standard 14(2) of the National Minimum Standards for Fostering states that 'Panel/s provides a quality assurance feedback to the fostering service provider on the quality of reports being presented to panel. In March 2013 a feedback form for panel members was piloted and is in the process of being monitored in respect of how useful providing feedback in this format is, and its effectiveness towards improving standards within the reports that are presented to panel.

CONSTITUION OF THE FOSTERING PANEL

Panel membership at the end of March 2012 was as follows:

Name	Role	Start date	Resignation Date
Dr Helen Cosis Brown	Independent Panel Chair	October 2009	Continuing
Helen Priest	Specialist Education Adviser and Vice Chair.	September 2009	April 2013
Claire Cornelius	Supported Lodgings Co-ordinator & Vice Chair	November 2011	Continuing
Cllr Judith Ellis	Elected Member	June 2006	Continuing
Cllr Anne Manning	Elected Member	March 2004	Continuing
Barbara Mayne	Foster Carer	April 2008	Continuing
Brianne Lindsey	Bromley Children's Project, and former Bromley Looked After Child	November 2011	Continuing
Lissa Coward	Looked after Children's Nurse	December 2006	Continuing
Ray Suomi	Independent Reviewing Officer/ Social Worker	September 2009	Continuing
Joy Bullen	Social Worker	March 2012	Continuing
Linda Shephard	Deputy Group Manager for Fostering and Panel Advisor	November 2012	Continuing
Bernadette Wilby	Panel Administrator	August 2012	Continuing

The Panel membership continues to meet the requirements of the Fostering Regulations 2011.

All Panel members attend regularly and approach the task conscientiously, studying the papers in advance and preparing thoroughly for the meetings. The proceedings are very ably managed by the Chair and capably organised and recorded by our dedicated Panel Administrator.

Annual appraisals are conducted with all panel members, chaired by the Panel Chair and with the Panel Adviser also in attendance. The panel Chair's appraisal is conducted by the Agency Decision Maker. The appraisals for 2012 have been completed and one common theme that came out of these was that panel members wanted training that Focus on the Fostering Regulations and Standards, and Delegated Authority. In response to this a joint training day for Panel members and Supervising Social Workers was held on the 6th December 2012. A date for further training has been set for the 10th July 2013.

Additional comments within the appraisals were regarding tea/lunch breaks being structured into the panel agenda, and I am pleased to say these are now incorporated in the agenda, and the Chair is very good at keeping to time to enable breaks to take place.

5. PANEL BUSINESS

Summary of Recommendations (April 2012 to March 2013)

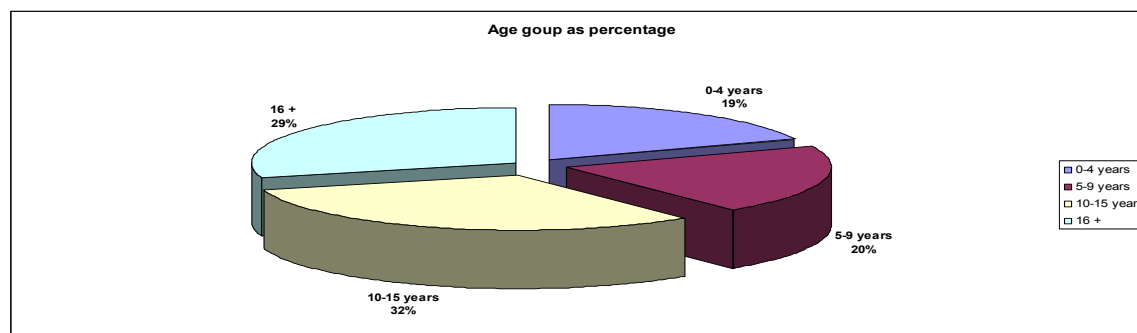
Placements refer to how many children placed in a family unit – additional sibling equates to approval where a family unit is also approved to take a sibling group if they can share a room.

Number of Panel Meetings	15		Additional
New approvals – fostering households	22		
Fostering placements	24	inc. 6 family units approved for 2 or 3 single placements	Inc. 5 family units were sibling group of two is attached to their approval (i.e. one child or same sex or sibling group of 2)
Short breaks placements	6		
Supported Lodgings placements	4		
New Connected Person placements	1		
First Reviews	14		Inc. 1 change of approval
Annual Reviews every three years (no change to approval)	11		
Annual Review every three years & Changes of Approval	7		
Change of approval (outside annual review)	10		Inc. 2 long term matches of YP
Long term matches	11		
Special Guardianship Orders	0		
Updates	4		
Change of circumstances	3		
Addendum reports	3		
Deregistration/ resignation	18		
Total number of cases considered		108	

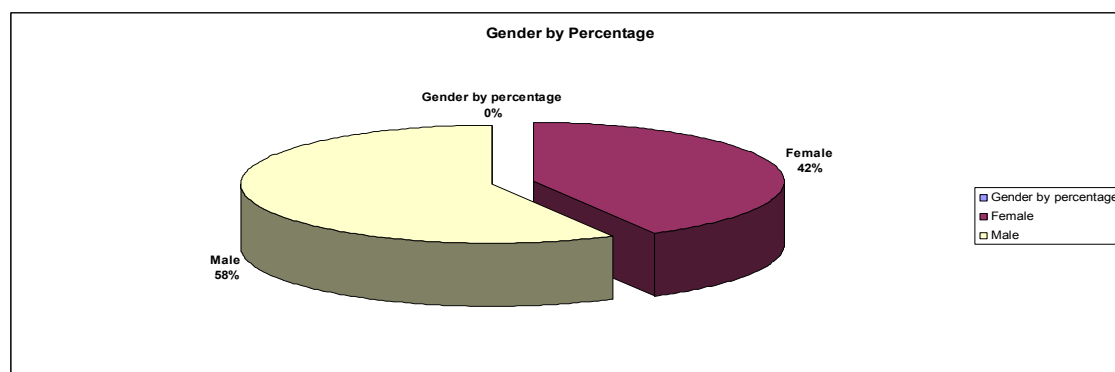
6. LBB LOOKED AFTER CHILDREN DATA

On the 31st March 2013 there were 286 looked after children/young people

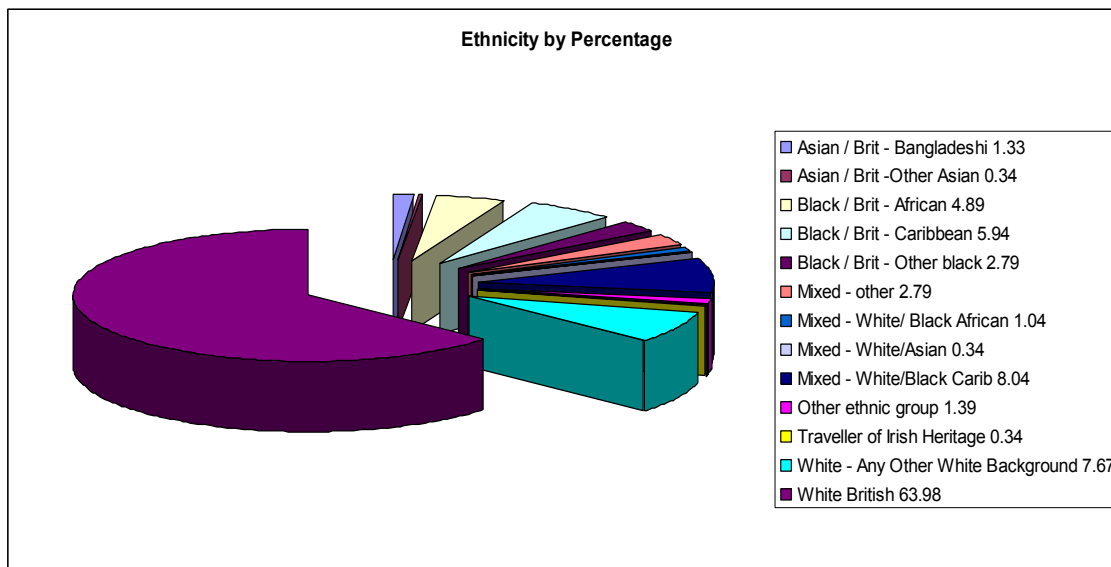
Age	
0 – 4 years	54
5 – 9 years	58
10 – 15 years	90
16 +	84



Gender	
Female	120
Male	166



Ethnicity	
Asian / Brit - Bangladeshi	4
Asian / Brit -Other Asian	1
Black / Brit - African	14
Black / Brit - Caribbean	14
Black / Brit - Other black	8
Mixed - other	8
Mixed - White/ Black African	3
Mixed - White/Asian	1
Mixed - White/Black Caribbean	23
Other ethnic group	4
Traveller of Irish Heritage	1
White - Any Other White Background	22
White British	183



Placement type	Total	Percentage
Foster placement with relative / friend outside LA	10	34.9%
Foster placement with relative or friend in LA	20	6.99%
Placed with foster carer provided by LA outside LA	50	17.48%
Placement with agency foster carer in LA	2	0.69%
Placement with agency foster carer outside LA	29	10.13%
Placement with foster carer, provided by LA in LA	93	32.51%
Missing from placement - Whereabouts known	3	1.04%
Missing from placement - Whereabouts unknown	0	0%
Independent living	19	6.64%
Placed with parents / person with parental resp.	4	1.39%
Placed for adoption	7	2.24%
Children's home inside LA boundary	1	0.34%
Children's home outside LA boundary	22	7.69%
Family Centre / Mother and Baby Unit	1	0.34%
Residential accommodation not subject to Children's Home regulations Act 1984	8	2.79%
Residential Care Home (Regulations Homes Act 1984)	3	1.04%
Residential School	12	4.19%
Secure unit outside LA boundary	1	0.34%
NHS / Health Trust / medical or nursing care establishment	0	0%
YOI or Prison	1	0.34%
Grand Total	286	

7. LONDON BOROUGH OF BROMLEY FOSTERING SERVICE DATA

LB Bromley Approved Carers (as at 31st March 2013)

Total of Approved Fostering Households*	129	Including 9 connected person households
Actual number of foster carers (not households)	210	Including 11 connected person approved carers
Total number of foster placements (not carers) provided by the fostering service during the period 1 st April 2011 to 31 st March 2012 (FY11/12)	172	
Total number of short breaks placements provided by fostering service during FY 11/12	18	
Total number of children placed by the fostering service during FY11/12	227	
Total number of children placed in short breaks during 11/12	12	
Total number of disabled children placed as at 31 st March 2012	10	

8. ADDITIONAL INFORMATION

Complaints

From the 1st April 2012 to the 31st March 2013 The fostering service received one complaint that was partially upheld and response issued in July 2012.

Exemptions

Eleven exemption requests were made and out of these 4 exemptions request did not proceed.

Independent Review Mechanism

One case was heard by the IRM and the decision which came back from the IRM regarding was to uphold panel's decision. The main reason for their decision was due to the breach of trust and the foster carer's lack of understanding regarding safeguarding issues. The foster carer also demonstrated no reflection on what she could have done differently. The IRM did however highlight the inadequate letter that was sent by the local authority which did not outline the reasons as to why the foster carer was being deregistered and also the lack of annual reviews in the past that the foster carer had. In response to this letters now state clearly the recommendation and reason/s why when a recommendation to not approve is made.

The fostering Service have worked hard to ensure that annual reviews are undertaken within the 12 month time frame, and this is work ongoing.

Matching

The Panel commented on the amount of paperwork contained within the bundle when a match is presented to panel. They asked if it was necessary to have a Form F included with the matching paperwork and they would in place of the Form F prefer the minutes from the last annual review, and this preference has now been applied.

TSDS

The numbers of carer's completing their TSDS has increased, but there are still some that are outstanding. Linda Shephard signed off carers Portfolios when she joined Bromley in November 2012. However, LBB training section has taken over responsibility for TSDS work shops and for signing off Portfolios. Supervising Social Workers will commence taking responsibility for keeping the TSDS on the agenda at each supervisory visit, and this together with any forthcoming work shops this should ensure that all Portfolios for new foster cares are completed on time.

Foster Carers Handbook

Standard 17 and NMS 21.10 states that on approval foster carers are given information either in a handbook or by an electronic resource which covers: policies, procedures, guidance, financial information, legal information and insurance details. The fostering service commenced a review of its foster carer's handbook at in March 2013 and this is currently almost completed. The new foster carer handbook will reflect current government legislation and guidance, as well as LBB procedures, and will be available electronically for all LBB foster carers and staff.

9. CONCLUSION

This report has set out the functions of the fostering panel/team and outlined its core business and successes over the past year.

Our priorities over the coming year are:

- 1) To continue to recruit a number and range of foster carers to meet the diverse placement needs of our looked after children and young people
- 2) To review our current recruitment policy and this includes the process, and the proforma that is currently being use. It will also include the re-introduction of information evenings.
- 3) To continue to provide quality support and training to our foster carers in order to ensure their retention and to enable them to provide quality care and placement stability for the children and young people they look after.
- 4) The fostering services recognises that connected person carers play a unique role in enabling children and young people to remain with people they know and trust if they cannot, for whatever reason, live with their parents. In order to support our connected person carers, the fostering service aims to introduce a new pre-approval course that has a particular focus on the needs and circumstances of this group of carers (NMS 30(11)). Post approval connected person carers have equal access to training alongside our mainstream and short breaks foster carers.
- 5) The fostering service will continue to work closely in partnership with all professionals in order to provide a quality service to our carers and to improve the life chances of our looked after children and young people.

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PART 1 - PUBLIC

**Briefing for Care Services
Policy Development and Scrutiny Committee
3rd September 2013****BROMLEY SAFEGUARDING ADULTS BOARD
ANNUAL REPORT 2012/13**

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1. SUMMARY

- 1.1 This report provides Members with an overview of the main issues raised from the Bromley Safeguarding Adults Board (BSAB) Annual Report (**Appendix 1**), which outlines the Board's work to drive improvement in multi-agency action to safeguard vulnerable adults.

2. BRIEFING

- 2.1 The Bromley Safeguarding Adults Board (BSAB) has been responsible since 2008 for the coordination and development of work to safeguard vulnerable adults from abuse and neglect in accordance with the Government guidance, *No Secrets (Department of Health 2000)*. This requires the local authority to act as 'lead agency', holding partner agencies accountable, whilst emphasising the responsibility of all agencies to work in partnership to plan, implement and monitor adult safeguarding work.
- 2.2 The provisions of the draft *Care and Support Bill (Department of Health 2012)* set out Government plans for new legislation to provide greater clarity on the responsibilities of public services to collaborate and work together to safeguard vulnerable adults. Core membership of Boards is specified and this would be the local authority, the NHS and the police. The local authority is required to set up the Board and, in consultation with its members, appoint as the Chair a person considered to have the required skills and expertise to ensure the activities of local agencies are effectively co-ordinated. Guidance will be issued on the obligations of Boards and will include the development of its own strategic plan with the local community and publication of an annual report on its progress against that plan. These duties are already embedded in the work of the BASB and so the Board is well placed to meet these requirements.
- 2.3 Councillor Robert Evans, Care Services Portfolio Holder, is a member of the Board. Dr Nada Lemic, Public Health Director has led as Chair since September 2011 and from September 2013 the newly appointed Independent chair will oversee of the *BSAB Adult Safeguarding Prevention Strategy 2011-14*. The work of the Board is reported annually to both the care services and public protection policy and scrutiny committees.

- 2.4 The BSAB annual report (Appendix 1) provides a full update of progress with the Boards prevention strategy 2011-14 and the achievements last year including:
- 2.4.1 Improved access to justice for vulnerable people, police officers made significant contributions in a number of other safeguarding investigations including, neglect of a person lacking mental capacity (Section 44 of Mental Capacity Act) 2005; an unexplained death of resident leading to a Nursing Midwifery Council referral. Within a psychiatric hospital a number of allegations of serious sexual assaults/violent assaults by both staff and patients against service user. The SAR team have assisted with the Sapphire and CAG lead.
 - 2.4.2 Trading Standards has provided advice and guidance to over 1500 older consumers through 44 educational talks to groups in the Bromley area, and 30 training sessions to 570 carers or other professionals in the adult safeguarding field.
 - 2.4.3 The London Fire Brigade Bromley Team internal governance arrangements for the safeguarding adults at risk programme Home Fire Safety Visits (HFSV) is targeting vulnerable residents as identified by their internal risk matrix. In addition, a joint initiative with environmental services delivered workshops in home fire safety and working with hoarders to adult social care teams, district nurses, domiciliary care providers and supported living providers.
 - 2.4.4 Public Protection offered internal training focusing on legislation relating to individuals who hoard, and premises where hoarding is present. This training opportunity will continue in 2013-14. A presentation given, by the London Fire Brigade and Bromley Council Public Protection Division highlighted the issues arising from these cases. Following referral a large number of cases have now been resolved, with properties having been cleaned and, where applicable, additional support implemented.
 - 2.4.5 In September 2012 a computer based e-learning system was commissioned in collaboration with neighbouring local authorities and in conjunction with the Bromley Safeguarding Children Board. It offers unlimited access to free e-learning modules on safeguarding adults and children, over 700 courses have been completed since the launch in mid-September.
 - 2.4.6 The Bromley Annual Safeguarding Adults Conference was held on 09/10/2012, with 150 people attending.
- 2.5 A report was submitted to the BSAB Executive Meeting of 23rd January 2013 detailing the actions taken in response to the South Gloucestershire Serious Case Review (SCR) undertaken in relation to Winterbourne View Hospital. The SCR provided Bromley Learning Disability Service with the opportunity to review practices and consider whether there are any lessons which can be learnt to improve care management and to increase assurance that Bromley service users are safeguarded against abuse in hospital settings.
- 2.6 The Board also considered the Francis Report recommendations to improve NHS services and prevent a repeat of the appalling lack of care. All NHS Hospitals will be required to set out how they intend to respond to the Inquiry's conclusions by the end of 2013. The BCCG has asked all providers to describe how they are implementing the Francis Inquiry report locally, and specifically how they are engaging with front line staff. This is being monitored through the Clinical Quality Review Groups.

BSAB has reviewed information that confirms Bromley is broadly in line with other similar local authorities in terms of the distribution and outcome of safeguarding referrals: (*Abuse of Vulnerable Adults 2012-13 Comparator Report for Bromley, NHS Information Centre, March 2013*). In 2012/13, 272 cases were concluded of which 55 were repeat referrals.

- 2.7 In 2012-13 fewer alerts have turned into referrals. This reflects the efforts that have been made to ensure that alerts are properly assessed against local criteria (as set out in 'Protecting adults at risk: London multi-agency policy and procedures' to safeguard adults from abuse). This assessment of each alert or concern helps to make sure that issues are treated in a consistent, effective, and proportionate way.
- 2.8 In Bromley a higher number of cases in 2012-13 resulted in no further action. The Board has supported efforts to ensure that alerts are measured against agreed thresholds. This work will continue, to ensure that only appropriate cases are considered for adult safeguarding action.
- 2.9 Bromley Care Services continue to work with both Kings College London and Kingston University on two projects which aim to improve our understanding of the outcomes for adults at risk. Feedback is sought from the adult at risk and carers about their experience of the adult safeguarding process after case conferences
- 2.10 The BSAB strategic work plan for 2013/14 is detailed in the annual report.

3. SUPPORTING DOCUMENTS

- 3.1 **Appendix 1** Bromley Safeguarding Adults Board (BSAB) Annual Report 2012/13.
- 3.2 Supporting documents listed below can be downloaded from the Bromley Council adult safeguarding web page:

www.bromley.gov.uk/bsab

Draft Care and Support Bill 2012

AVA 2012-13 Comparator report for Bromley

BSAB Prevention Strategy 2011-14

Protecting Adults at Risk: London multi-agency procedures 2011

Guide to scrutiny of adult safeguarding for councillors

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Bromley Safeguarding Adults Annual Report 2012/13



Bromley Safeguarding Adults Annual Report 2012/2013

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CONTENTS

	Page
Foreword by the Bromley Safeguarding Adults Board Chair	
Introduction	1
1. Outcomes for and the experiences of people who use adult safeguarding services in Bromley	1
• Mental Capacity Act - Deprivation of Liberty Safeguards (DOLS)	
• Publicity and promotion	
2. Leadership, Strategy and Commissioning	4
• Key tasks from previous year	
• Responding to the challenge: Winterbourne View, The Francis Report & Allegations against Jimmy Savile	
3. Service Delivery, Effective Practice and Performance and Resource Management	8
• BSAB Training Programme & E-learning	
4. Working Together	10
5. Information and Data Tables	22
Appendix 1 Budget 2012/13	31
Appendix 2 Bromley Safeguarding Adults Board Work Plan to 2014	32

Foreword by the Chair

Welcome to the fifth Bromley Adult Safeguarding Annual Report.

The last 12 months have been very significant for adult safeguarding; with two major reports highlighting that safeguarding adults at risk really must be “everybody’s business”.

In December 2012 ‘Transforming Care: A national response to Winterbourne View Hospital’ was published. The extent of the abuse of adults with learning disabilities at Winterbourne View, shown on the BBC’s Panorama programme, was shocking and disturbing. ‘Transforming Care’ is clear that fundamental change is now required, and further on in this Annual Report you will find a response from the Bromley Learning Disability Service, setting out Bromley’s vision for meeting the challenges presented by the events at Winterbourne View.

On Wednesday the 6th February 2013 the ‘Final Report of the Independent Inquiry into Care Provided by Mid Staffordshire NHS Foundation Trust’, otherwise known as the ‘Francis Report’, was published. This report highlighted the fact that all of us can be adults at risk at times in our life. When we are dependent on others for care and support we are often at our most vulnerable. What we hope for at such times, for ourselves, our friends and relatives, is dignity, compassion and effective care. Tragically, the experiences of many hundreds of patients fell far below even the most basic standards.

When things go wrong as badly as they did at both Winterbourne and Mid Staffordshire, we realise how easily this can happen. We need to be much more alert, but also much more proactive, to minimise the risk of such events happening again. In a civilised society it is a duty of us all to protect our most vulnerable members.

There is no doubt that these are challenging times. The need to ensure the quality of all services working with adults at risk across the borough has to be balanced against the very real funding issues affecting this, and every council.

As I step down from my role as the Chair of the Bromley Safeguarding Adults Board, I am confident that local adult safeguarding partners will continue to work together to prevent, identify and end the abuse of adults at risk. The last year has seen a great deal of positive progress in the work of the Safeguarding Adults Partnership Board. We have hosted a very successful Conference, continued to use effective multi agency working to ensure good outcomes for service users and developed a successful and popular training programme. I would like to take this opportunity to thank all of those who played a part in these endeavours.

Successful adult safeguarding sometimes involves asking questions, and setting challenges. In that spirit I would like our work over the next 12 months to focus on the views of adults at risk and carers, in order that we can use their experiences and resources to continue to improve our work. We need to know whether people who have used the adult safeguarding process in Bromley feel safer as a result, and if they feel empowered by the process?

To help us to ask the right questions, this year’s Annual Report uses a different format, which reflects the 4 main themes or ‘probes’ in the Association of Directors of Adult Social Services and Local Government Association Adult Safeguarding & Standards Framework:

- 1. Outcomes for and the experiences of people who use services**
- 2. Leadership, Strategy and Commissioning**
- 3. Service Delivery, Effective Practice and Performance and Resource Management**
- 4. Working Together.**

I believe that this will help to assure those that we work with that adult safeguarding in the borough is being measured against clear, open and common sense standards.

Adult safeguarding is about prevention and about responding when things go wrong, but I also know that the vast majority of people who support adults at risk in Bromley are decent and caring. There is a phrase from The Minister for Care's introduction to 'Transforming Care' states that that captures this.

'Stories of poor care are a betrayal of the thousands of care workers doing extraordinary things to support and improve people's lives'.

There are a great many individuals and organisations here in Bromley that do just such extraordinary things every day. This is why I have no doubt that, together, we can continue to make Bromley a safe place, where adults at risk are supported and empowered to end abuse.

Nata Lewin

Introduction

This Annual report from the Bromley Safeguarding Adults Board (BSAB) reflects the partnership working that enables and empowers adults at risk to end abuse. The Bromley Adults Safeguarding Board firmly believes that adult safeguarding is everybody's business, and this year's report has a focus on multi agency working. We are therefore pleased to include contributions from some of the local authority's key partners including the Police, Bromley Clinical Commissioning Group, Oxleas NHS Foundation Trust, the London Fire Brigade, South London Healthcare and Bromley Healthcare. The whole community, the voluntary sector, care providers, bank staff, neighbours and active citizens all have a crucial role to play in recognising, reporting and responding to concerns about the abuse of adults at risk.

The Chair has noted that this has been a significant year in adult safeguarding. This has certainly been the case locally, where there has been a great deal of activity over the past year across the partnership. Further information about this can be seen under the 'Publicity & Promotion' and 'Working Together' sections of this report.

The past year also saw a significant increase in the number of adult safeguarding alerts. These concerns were raised from all areas of the community, and it has been heartening to see the care and concern that those who live and work in Bromley have for those who may be experiencing times of increased vulnerability.

1. **Outcomes for and the experiences of people who use adult safeguarding services in Bromley**

One of the principal aims of Bromley Council's 'Building a Better Bromley' Strategy is 'supporting independence'. This means that the Council, as lead agency for safeguarding adults at risk of abuse, will enable and encourage citizens to take more responsibility for their own lives, with the most vulnerable being provided with the help they need.

Adult safeguarding work here in Bromley aspires to this aim and has resulted in positive and very real changes for adults at risk and those who support and care for them.

Joint work between the Police, a care provider and the borough resulted in the successful prosecution of an abusive care worker. The worker received an 18 month sentence, having been found guilty on 6 counts under the Mental Capacity Act.

Adult safeguarding interventions in provider services have also helped to drive improvements in standards not only for individuals directly affected, but for all users of those services.

Mental Capacity Act - Deprivation of Liberty Safeguards (DOLS)

Bromley Safeguarding Adults Board oversees the implementation of multi-agency work to ensure that people who may lack mental capacity benefit from the safeguards provided by the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DOLS).

The Mental Capacity Act 2005 sets out a framework to enable professional care staff, health service staff and families to lawfully make decisions on behalf of vulnerable adults who are unable to do so. All such decisions have to be taken in the individual's best interests.

The Deprivation of Liberty Safeguards (DOLS) came into force during 2009 and provide for the lawful deprivation of liberty of those people who lack mental capacity. The safeguards cover situations when someone is unable to consent to the arrangements made for their care or treatment in either a hospital or a care homes, and he or she needs to be deprived of liberty in their own best interests, to protect them from harm. DOLS should be used when the care and treatment regime of an individual imposes such excessive restrictions on them, that they amount to a 'deprivation of liberty', in accordance with human rights legislation.

The process in Bromley for DOLS is well established, with an officer responsible for Mental Capacity Act implementation, who has been in post since 2008, providing continuity of service and a valuable point of contact as well as an important monitoring role. Hospitals and care homes are required to identify any potential deprivations of liberty and make an application for the deprivation to be authorised. Assessment for authorisation requires professional assessment and consultation with family and carers. DOLS applications that are deemed to meet the legal requirements are granted and then subject to periodic review in accordance with the legislation.

Data on DOLS is submitted to the Department of Health and the overall impact and effectiveness of DOLS is monitored and reported on by the Care Quality Commission.

Area	Total DOLS applications	DOLS applications granted	DOLS applications not granted	% DOLS applications granted
Bromley	7	6	1 withdrawn	100%

BSAB has maintained an overview of DOLS to ensure that the Council and BCCG continue to fulfil their legal duties.

The numbers of requests for DOLS assessments is slightly reduced this year, more so than in our neighbouring authorities. This might be related to managing authorities (care homes and hospitals) making greater attempts in care plans to avoid excessive restrictions on individuals. An above average percentage of cases referred which then receive authorisations may indicate that homes and hospitals are reaching a better understanding of situations in which a deprivation of liberty is happening and requiring approval.

Plans are in place to provide quarterly workshops, particularly for care home staff, though not exclusively for them, so that staff working with MCA/DOLS legislation can consider their work with clients, residents and patients. It is also the intention to provide more training for hospital staff where the legislation and procedures are taking longer to embed into daily care activities.

Training on the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards

The Board oversees a training strategy for health and social care staff, to ensure:

- all staff can demonstrate compliance with the principles of the Mental Capacity Act (MCA), when working with people who may lack capacity;
- staff who make decisions about long term care or serious health treatment understand their duties under the Act;

- staff in care homes and hospitals can recognise and report potential cases for a DOLS assessment;
- specified staff are able to assess for deprivations of liberty and make recommendations about granting DOLS applications;
- in 2011/12 a total of 113 people attended MCA training:
 - (i) Introduction to Mental Capacity Act - 62 staff
 - (ii) Mental Capacity Act and Decision-Making – 35 staff
 - (iii) Deprivation of Liberty Safeguards – 16 staff
- the officer for Mental Capacity Act implementation has also conducted 24 specific training events in 2011/12 across partner organisations including care homes, voluntary organisations, and professional teams in the community and hospitals. In 2012/13 these sessions have been extended to GP surgeries.

During 2012/13 Bromley's use of Independent Mental Capacity Advocates (IMCAs) has continued to increase. Bromley is now significantly out-performing neighbouring comparator boroughs in ensuring that adults who lack mental capacity to make decisions about their care and accommodation and who are "un-befriended" are referred for support by Independent Mental Capacity Advocates.

This positive development has largely been achieved by the additional training delivered by the commissioned provider to increase the understanding of professional staff in LBB Education Care and Health and Oxleas NHS Trust of the role of the IMCA in achieving positive outcomes for service users and patients. The outreach training will be extended to the Princess Royal University Hospital in 2013/14.

Publicity and Promotion

We rely on the community to help us to identify instances of abuse. A key part of this is ensuring that people have information to help them to recognise and report any concerns.

Over 2,000 copies of the easy read 'How to Stop Abuse' leaflet have been distributed throughout the borough and are available at all council offices, GP surgeries and through a large number of community groups.

The adult safeguarding section of the Bromley Council website continues to receive numerous views and is an easy way for those people who have access to the internet to get information.

The popular Bromley Annual Safeguarding Adults Conference was held on 09/10/2012, with 150 people attending. It was considered to have been a positive day by all who took part.

Representatives of the BSAB try to make sure that they are present at as many public events as possible, to help to promote the key messages for adult safeguarding. In 2012/13 this included the following activities:

- Information stand at the Penge Festival
- Information stand in The Glades for Dementia Day
- Joint Information stand with trading standards at PRUH for World Elder Abuse day
- Presentation and distribution of adult safeguarding leaflets and Little Book of Big Scams at Bromley Community Engagement Forum.
- Home Fire Safety Initiative Workshop and Presentation on Working with Hoarders for adult social care teams, District Nurses, Domiciliary care providers and supported living providers.

Bromley's adult safeguarding work has also featured in the local media in 2012/13.

“Carer who stole from vulnerable Orpington man sentenced” (News Shopper April 2013)

“Bromley Council advises how to protect elderly people from abuse” (New Shopper June 2012)

2. Leadership, Strategy and Commissioning

Key tasks from previous year

Last year's Annual Report (2011-12) set out 3 key tasks for 2012/13. These tasks reflect the importance of partnership working, workforce competence and continuous learning and improvement.

Significant progress has been achieved for each of these aims.

Oversight of the progress of the action plans regarding the recommendations of Serious Case Reviews commissioned 2011/12

The action plans are regularly reviewed and updated at BSAB meetings to ensure that all recommendations are properly responded to. During 2013 a series of 'Lessons Learned' events will take place across the borough to help embed the learning from Serious Case Reviews. Preventative work remains a key priority across the adult safeguarding partnership.

E-learning implementation across partners and review of future training requirements in the light of lessons learned

A programme of e-learning for adult safeguarding is now well established in the borough and can be easily accessed by partner agencies. This approach has proven to be an effective way of ensuring that as many people as possible can access awareness training to help them to recognise, respond to and refer concerns about adults at risk who may be experiencing abuse. Detailed information can be found in the 'BSAB Training Arrangements Section –see page 8.

Ensuring adult safeguarding is prioritised in new healthcare commissioning arrangements

Bromley Clinical Commissioning Group (BCCG) is an important adult safeguarding partner and is represented at both the full Bromley Safeguarding Adults Board and the BSAB Executive committee. Information sharing agreements are in place between the London Borough of Bromley and the BCCG and this helps to ensure that relevant intelligence about commissioned services is shared. The BCCG participates in multi-agency decision making in regard to the suspension or termination of commissioning in provider services. The BCCG is fully compliant with the framework set out in "Safeguarding Vulnerable People in the Reformed NHS Accountability and Assurance Framework" (NHS Commissioning Board 2013) and has a nominated adult safeguarding lead.

As well as monitoring and reviewing the aims and actions set out by the BSAB and sub-groups, there are a number of other methods used to monitor the effectiveness of the partnership and ensure that adult safeguarding practice is leading to positive outcomes for adults at risk and those who support them.

- The appointment of Terry Parkin as a new Statutory Director of Adult Social Services has strengthened the strategic leadership of adult safeguarding within the local authority's role as lead agency
- Safeguarding case cases are regularly audited to ensure that they have been managed appropriately. These audits may indicate general areas where practice needs to improve. Where this is identified the specific issues are fed back to the Training and Awareness sub- group so that it can be incorporated into future training. The Training Strategy is discussed in greater detail below. Any concerns that an adult at risk may not have been appropriately safeguarded will lead to that case being reopened and reviewed.
- Feedback is sought from the adult at risk and carers about their experience of the adult safeguarding process after Case Conferences. Ensuring that we get a higher level of feedback is a central aim for 2013/14. Bromley Social Services will continue work with both Kings College London and Kingston University on 2 projects which aim to improve our understanding of the outcomes for adults at risk.
- Complaints, appeals and comments about the adult safeguarding process are responded to by the local authority as lead agency and where appropriate referred to the Chair of the Board in accordance with the policy set out in the Bromley multi-agency adult safeguarding toolkit.
- Group discussions are held with Safeguarding Adult Managers, so that themes, issues, successes and challenges can be shared.
- Statistical information regarding the timeliness and outcomes of Strategy Meetings and Case Conferences is shared with the Executive sub group and, where required, remedial action is taken.

BSAB has agreed a prevention strategy for adult safeguarding which remains in place until the end of March 2014. See hyperlink below.

http://www.bromley.gov.uk/downloads/file/367/prevention_strategy_2011-2014

Responding to the Challenge: Winterbourne View, the Francis Report & Allegations against Jimmy Savile

As the Chair noted in her introduction, 2012 saw the publication of two significant reports which focused on the abuse and neglect of adults at risk. Everyone who read these reports, or who saw the graphic violent footage captured on the BBC's Panorama programme will have realised the vital importance of preventing such abuse from happening again.

Winterbourne View

A full report was submitted to the BSAB Executive Meeting of 23rd January 2013 detailing the actions taken in response to the South Gloucestershire Serious Case Review (SCR) undertaken in relation to Winterbourne View Hospital.

The SCR provided Bromley Learning Disability Service with the opportunity to review practices and consider whether there are any lessons which can be learnt to improve care management and to increase assurance that Bromley service users are safeguarded against abuse in hospital settings.

There are currently 8 Bromley residents accommodated within Hospital settings, the majority of whom are accommodated locally. Of these, 7 have been admitted under Section 3 of the Mental Health Act and one following a Community Treatment Order. This is in stark contrast to the situation at Winterbourne House in which a significant minority of patients were not detained under the provisions of the Mental Health Act 1983. Admission under section ensures a statutory framework for review with a minimum frequency of 12 monthly reviews. All of the patients concerned have named allocated care managers and named local clinicians, and have received annual Care Management reviews in addition to their Care Programme Approach Reviews (CPA). In addition, regular visits and informal reviews take place as part of discussions with other professionals in the planning of future placements. The average length of stay for Bromley patients within these settings is between 6 and 9 months.

Roles and responsibilities

Care Managers/Social Workers had two principal roles in relation to service users admitted to Winterbourne View.

- (1) Care coordination - Whilst the majority of care coordinators were nurses, a significant minority were social workers and in this role it was their responsibility to monitor the care and welfare of patients on behalf of the funding local authorities and primary care trusts.
- (2) Adult Safeguarding – to act as the lead professionals in the coordination of investigations into safeguarding alerts.

The SCR concludes that social workers failed to challenge Winterbourne View about the quality of care and the effectiveness of the organisational response to serious incidents including allegations of staff assaults against patients.

All Bromley residents accommodated in Hospital facilities receive a CPA review in accordance with statutory guidelines and those patients who have been admitted on a long term basis additionally receive an annual care management review. Care Managers are required to undertake outcome focussed assessments and reviews to define the objectives and expected progress for service users in hospital facilities.

Where possible, timescales for discharge must be defined, together with pathway plans for future provision following discharge.

The SCR concludes that safeguarding officers did not challenge the local police force when they failed to investigate and similarly did not pursue their own investigations in the absence of any involvement from the police. Similarly where safeguarding teams relied on the hospital to conduct investigations there was a failure to follow-up on cases where Winterbourne did not provide the required reports from their investigations.

It is recognised and understood by Learning Disability care management that thresholds for criminal investigation may not always be the same as those for safeguarding investigations and as such care management may be required to undertake an investigation of allegations of abuse in the absence of a police investigation. In Bromley there is a clear framework for safeguarding supported by the Carefirst IT system. This process is scrutinised by local managers within the Learning Disability Team, together with the Safeguarding Lead and Quality Assurance Managers. This process ensures that care management are proactive in following up cases where the police or providers have failed to respond to requests for investigations. The framework also ensures that local care managers are able to track the progress of investigations being undertaken by other local authorities in cases where hospitals are located out of borough.

Analysis of alerts and identification of trends at Winterbourne View

South Gloucestershire's adult safeguarding team received 40 alerts concerning Winterbourne View from October 2007 to April 2011 and care co-ordinators picked up on other serious incidents but failed to piece these together to identify any trends of concern. The SCR concluded that this was partly because of an ineffective multi-agency safeguarding response.

Bromley's inter-agency guidelines place a clear responsibility on stakeholder agencies to share information concerning safeguarding concerns. In practice this means that there are clear opportunities again not only for managers within the LD team but also the Safeguarding Lead and Quality Assurance Managers to identify trends or patterns of concern and to undertake further multi-agency investigation as required. This process is supported by Carefirst which produces reports detailing the number of Safeguarding Alerts in each service.

Conclusion

Strong assurance can be given that Bromley residents can be safeguarded against the type of sustained abuse identified within Winterbourne View and that robust policies and procedures are in place to respond to safeguarding alerts as they are raised.

The London Borough of Bromley does not fund any hospital placements for people with learning disabilities or autism. A range of local provision for people with learning disabilities and autism, including specialist services, is available within the region.

The Francis Report

The Francis Report made 290 recommendations to improve NHS services and prevent a repeat of this appalling lack of care. All NHS Hospitals will be required to set out how they intend to respond to the Inquiry's conclusions by the end of 2013.

The BCCG has asked all providers to describe how they are implementing the Francis Inquiry report locally, and specifically how they are engaging with front line staff. This is being monitored through the Clinical Quality Review Groups.

Individual BCCG commissioners have undertaken a review of elements highlighted in this inquiry. By measuring these against existing quality assurance systems they have ensured that they are fit for purpose.

Due to the publication date of the report and associated recommendations, the bulk of the work carried out in response to this report will be covered in the 2013/14 Annual Report.

Jimmy Savile Allegations

In addition to the 2 reports above, most of us will be aware of the distressing and deeply concerning allegations regarding Jimmy Savile.

South London Healthcare Trust took action in response to these allegations. A review of procedures for celebrities' involvement with the hospital was carried out in response to a Department of Health letter to NHS Trusts. The Trust considered access to patients by volunteers and celebrities and how best to ensure that patient concerns were heard and acted upon.

Such measures will reduce the likelihood of these abuses occurring again, but again highlight the need for concerned curiosity and vigilance when it comes to ensuring the safety of those experiencing times of increased vulnerability.

3. Service Delivery, Effective Practice and Performance and Resource Management

The aims of adult safeguarding can be expressed in very simple terms; to identify and end the abuse of adults at risk. However, successfully achieving this requires skilled personnel working in partnership across all sectors of the community.

BSAB Training Programme

Having an effective, well trained, workforce is a key element in ensuring the quality of adult safeguarding work in Bromley.

The Board has a detailed training strategy which is underpinned by the Bournemouth University national competence framework for safeguarding adults. All staff and volunteers in the local workforce who are likely to have contact with adults at risks should have the knowledge and skills to undertake their adult safeguarding roles and responsibilities effectively. For staff in provider organisations this includes an understanding of their potential role as whistle-blowers.

Staff who are responsible for responding to allegations of abuse are trained to undertake this complex and demanding role. Investigations are monitored by the Board to ensure that they are carried out by competent staff. In 2012/13, 96.15% were undertaken by 7 staff who met the required BSAB standard. 9 investigations (3.85%) were undertaken by 7 locum or newly appointed staff who had not received adult safeguarding training within Bromley but in all cases their practice was supervised and monitored by experienced senior practitioners to ensure that it met the Bromley Safeguarding Adults Board competence framework.

This year, adult safeguarding courses have focused on consolidating the competence of the workforce in order to attain the key skills required by the London multi-agency policy and procedures for safeguarding adults.

Courses are evaluated and their impact on practice is monitored. Changes have been made where necessary to improve the development of appropriate skills and knowledge. Following an increase in the number of safeguarding investigations within care homes during the last year, more courses have been commissioned for Provider Managers to equip them for their role in responding to safeguarding concerns within their own services.

Courses delivered during 2012/13 included:

- *Level 1: skills and knowledge of abuse prevention, recognising abuse and reporting abuse.* 295 staff received this training. This course included the duty to report abuse, including whistle-blowing. The majority of participants (174) were from private and voluntary care sector.
- *Level 1: Introduction to Adult Safeguarding for Professionals.* This course is designed to give social work staff an overview of their role in adult safeguarding prior to undertaking Level 2/3 training which covers the competencies required to undertake safeguarding risk assessments and investigations. 14 staff completed this training in 2012/13.
- *Financial Abuse Stage 1.* This course is designed to give multi-agency staff members who have a role in identifying, investigating and responding to abuse an overview of the legal framework and resources available to protect adults at risk from financial abuse. 9 safeguarding practitioners received this specialist training.
- *Financial Abuse Stage 2.* This course was provided for the first time to develop the knowledge of 11 practitioners in responding to more complex forms of financial abuse and was delivered with specialist input from financial investigators working with the Metropolitan Police Operation Sterling team from New Scotland Yard.
- *Level 2/3: skills and knowledge of the safeguarding process including multi agency strategy, investigation, risk assessment, protection planning and review.* This course enabled 31 staff to achieve BSAB competence in adult safeguarding case work and case management.
- *Level 2 The Provider Manager's Role in Safeguarding:* This course has been developed to give managers of care services regulated by the Care Quality Commission an understanding of their role in the investigation of adult safeguarding concerns arising within their service and reducing risks to service users, in accordance with the pan-London procedures. This course has proved to be popular: 18 provider managers attended this course in 2012/13 and additional provision is planned for 2013/14.
- *Level 4: skills and knowledge in interviewing vulnerable service users and achieving best evidence processes.* This specialist course is designed to give staff the opportunity to develop skills in interviewing service users who have a communication problem in accordance with the Achieving Best Evidence model. Due to reduced staff turnover in 2012/13, there were insufficient applications to run this intensive 3 day course, so the course was cancelled at no cost to the Board.
- *Level 5: skills and knowledge for managers of staff undertaking safeguarding investigations.* This course ensured that managers are competent in

supervising and supporting staff undertaking adult safeguarding work; 29 members of LBB and Oxleas staff received this training as part of a planned expansion to develop the decision-making skills of members of staff who are required to undertake the Safeguarding Adults Manager role in co-ordinating and supervising safeguarding investigations.

- *Level 6: Safeguarding Adults Managers Practice Development Workshop.* This workshop gave 10 staff the opportunity to focus on supervision of staff and the co-ordination of the adult safeguarding intervention and to reflect on the impact on both professional staff and the adult at risk.
- *Introduction to Mental Capacity Act:* 137 staff across the multi-agency partnership received this half-day training
- *Mental Capacity Act and Decision Making:* 29 staff attended this one day course
- *Deprivation of Liberty Safeguards:* 36 staff from the London Borough of Bromley and the independent care provider sector attended this training.

A total of 619 staff across the BSAB multi-agency partnership received 'classroom' based adult safeguarding, Mental Capacity Act and Deprivation of Liberty Safeguards training.

E- Learning

In September 2012 a computer based e-learning system was commissioned in collaboration with neighbouring local authorities and in conjunction with the Bromley Safeguarding Children Board.

It offers unlimited access to free e-learning modules on safeguarding adults and children, as well as a number of other linked topics including the Mental Capacity Act and domestic violence. Participants from across the partnership, including Bromley Police, and health and social care providers services from statutory and independent sectors have been able to choose those courses that apply to their job role. To the end of March 2013, over 700 courses have been completed since the launch in mid-September, 143 adult safeguarding, 59 the Mental Capacity Act and 39 on the Deprivation of Liberty Safeguards. The Board was encouraged to see the broader spectrum of staff employed in the delivery of health and social care across the partnership who have accessed the e-learning programme, from care homes, domiciliary care agencies, supported living and Shared Lives providers, youth support workers, registered social landlords, GP and dental practices.

In 2013/14 safeguarding adult risk assessment training will be incorporated into both the Level 5 and level 6 training. The aim of this is to ensure that all referrals are properly risk assessed, in accordance with 'Protecting adults at risk' (1.9.2).

4. Working Together

Preventing abuse and empowering adults at risk to end abuse can only be achieved through effective and sustained partnership working. In Bromley this partnership extends to the whole community, and this is reflected in the range of alerts that the local authority receives. We have had contact from concerned neighbours, relatives, bank staff as well as health and social care professionals. Not all of these concerns require action under adult safeguarding policy and procedures, but in some cases a simple call has been enough to enable us to identify, respond to and end the abuse of an adult at risk.

In addition to the wider community the following agencies play an important role in adult safeguarding in Bromley:

- The London Borough of Bromley Education and Care and Health Services (Lead Agency)
- Bromley Clinical Commissioning Group (formerly Bromley Primary Care NHS Trust)
- Bromley Healthcare
- South London Healthcare NHS Trust
- London Ambulance Service
- London Fire Brigade
- Oxleas NHS Foundation Trust
- Metropolitan Police Service
- Advocacy for All
- Bromley Healthwatch
- Provider services across the private, voluntary and independent sector

Some of our key partners have provided their own reports on their adult safeguarding work over the past year and these can be found below.

This partnership is supported by the Bromley Adult Safeguarding Board. The Board provides leadership and strategic direction for all adult safeguarding activity within the Borough.

The Board has successfully implemented the use of 'Protecting adults at risk' (aka Pan-London procedures) alongside all other London boroughs' Safeguarding Adults Boards. The policy and procedures form an integral part of adult safeguarding training.

Bromley Healthcare

Bromley Healthcare is a social enterprise providing a wide range of community health care to people of all ages. Promoting the well-being of the individuals that we work with is an integral part of our work. This includes ensuring that adults at risk are empowered to end abuse.

We play an active part in adult safeguarding work across the borough. Our staff are trained to recognise, respond to and report concerns and issues in the community and to provide expertise and support in cases where health issues form part of the safeguarding concerns.

Our workforce is trained to standards which are compatible with Care Quality Commission (CQC) regulations, professional standards, and agreed best practice. This includes ensuring staff are trained to the appropriate level of BSAB adult safeguarding competence for their professional role. Competence is assessed and training targets for staff are set annually. We have begun training Bromley Healthcare service leads and managers in carrying out safeguarding adults investigations to equip them for undertaking, where appropriate, investigations for incidents occurring within their own service.

A working group has been set up and an action plan is in place to identify ways of increasing competence and confidence in the use of the Mental Capacity Act.

Bromley Healthcare adult safeguarding procedures are easily available for staff to access on the intranet, and the local 'Alerters Guide' has been widely distributed to ensure staff members know how to report concerns. These internal procedures are consistent with 'Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse' and local safeguarding procedures. Guidance on information sharing is included within the procedures.

The high incidence of older people living alone in Bromley and the risk of various scams has led to work with Trading Standards to ensure patients receive information on this. Additionally where patients may be at increased risk of fire due to disability or lifestyle issues a fast track system for fire safety advice is used.

We have incorporated a standard Statement of Safeguarding Adults in contracts and safeguarding is integrated into performance and contracting meetings.

A Pressure Ulcer Prevention Programme is currently operating with 5 care homes to assist in the effective management of skin integrity issues. This forms part of our 'CQUINS' and 'Promise' programme. We have also been working with South London Healthcare Trust on extending distribution of the Bromley Healthcare pressure ulcer information leaflet to patients in Princess Royal University Hospital who are registered with Bromley GPs.

The Director of Quality is Bromley Healthcare's nominated lead for adult safeguarding and represents Bromley Healthcare at the Bromley Safeguarding Adults Board. Bromley Healthcare's Head of Community Nursing has also chaired the Performance Audit and Quality Sub-group throughout the year. This sub group regularly reviews case work, identifying lessons learnt in order to develop practice

This gives us a valuable role in the overall leadership and direction of adult safeguarding across the borough.

Bromley Clinical Commissioning Group

Clinical Commissioning Groups (CCGs) began full operation in April 2013. CCGs are the major Commissioners of local health services and need to ensure that they, and the organisations from which they commission services, have effective Safeguarding arrangements in place for both adults and children.

Adult Safeguarding Self-Assessment Assurance Framework (SAAF) 2012/13

In July 2012 NHS London requested all shadowing CCGs within the cluster to utilise the Adult Safeguarding Self-Assessment Assurance Framework to demonstrate their focus on robust Safeguarding Adults at Risk arrangements across Commissioning and Provider Organisations.

There were 5 Targets set within the framework. Organisations that were responsible for Commissioning of Services were asked to self-score and provide evidence on their current practice to justify their scores against the benchmark statement that was set.

Organisations submitted their returns to their local Safeguarding Adults Board for oversight and challenge. Submissions were then sent for validation by the Cluster Director of Nursing.

There were 6 standards set for the commissioning target. Bromley shadowing CCG self-scored for each of the standards, the final validated scores were assessed as being effective, demonstrating that Bromley CCG has safeguarding strongly embedded within their commissioning arrangements. This includes:

- plans to train its staff in recognising and reporting safeguarding issues (see 'Internal Arrangements for Training in Adult Safeguarding' below);
- a clear line of accountability for Safeguarding properly reflected in the CCG governance arrangement;
- appropriate arrangements to co-operate with the local authorities in the operation of local Safeguarding Children Commissioning Boards, and Safeguarding Adults Boards and Health and Wellbeing Boards;
- effective arrangements for information sharing;
- securing the expertise of designated doctors and nurse for Safeguarding Children and Looked After Children, and a designated paediatrician for unexpected deaths in childhood.
- appointing a Safeguarding Adults lead and a Lead for the Mental Capacity Act (MCA), supported by the relevant policies and training. The CCG also has a Designated Lead Nurse for Adult Safeguarding and a Designated Lead for Serious Incidents.

Internal Arrangements for Training in Adult Safeguarding

Staff should be trained and competent to identify potential indicators of abuse and neglect in adults at risk. They should know how to act on their concerns and fulfil their responsibilities in line with the CCG Adult Safeguarding Policy. This Policy is aligned with BASB's (Bromley Adults Safeguarding Board's) Interagency for Safeguarding Adults at Risk Procedure ('Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse' SCIE 2010).

Staff with an identified role for Safeguarding, and/or who have direct contact with patients /users (that could be deemed at risk and/or vulnerable) are required to undertake Safeguarding training at varying levels of competence depending on their specific role.

BCCG Commissioned Service Providers Monitoring Process for the Adult Safeguarding Self-Assessment Assurance Framework 2012 (SAAF)

In April of this year Bromley CCG met with each service provider as part of our SAAF monitoring process. This provided the opportunity for each of the providers to give a progress report to the CCG on their SAAF Action Plans, identifying their achievements and highlighting any constraints which prevented the service from achieving certain targets on-going monitoring of the Providers Action Plans will be taken through the CCG Adult Safeguarding Commissioning Group.

Lessons Learned During 2012/13

Concerns were raised by the shadowing CCG regarding the number of serious incidents escalated by Bromley Health Care Services surrounding grade 3 and 4 pressure ulcers. Following this a robust action plan was put in place. This included:

- additional training for community nursing staff on tissue viability and adult safeguarding
- closer multi-agency working with GPs across community services

- information to be provided for patients and carers on skin care
- the development of a pressure ulcer group across the three boroughs of Bromley, Greenwich and Bexley to share best practice and agree protocols across local providers and commissioners.

All of the recommended actions have been successfully achieved

Looking Ahead

The CCG has the following objectives for ensuring that adult safeguarding is an integral part of future commissioning.

- (1) Use recommended Safeguarding principles to shape strategic commissioning arrangements.
- (2) Set Safeguarding as a strategic objective in the commissioning of health care services.
- (3) Use integrated governance systems and processes to gain assurance and to act on Safeguarding concerns raised from commissioned services.
- (4) To work with the local Safeguarding Adults Board, patients and community partners to create safeguards for vulnerable people.
- (5) To provide leadership to Safeguarding across the Local Health Economy.
- (6) To ensure accountability and transparency within the organisation and with commissioned partners.

Governance Arrangements for Safeguarding Adults At Risk

Bromley CCG has a clear line of accountability and governance arrangements in place for Safeguarding. This is clearly identified within Bromley CCG's:

- Mission Statement for Adult Safeguarding
- Adult Safeguarding Policy
- Commissioning Strategy
- Organisational Structure for Quality, Governance and Patient Safety Directorate

The Director of Quality Governance and Patient Safety is the Executive Lead for Safeguarding. She is accountable to the CCG Board for providing assurance that the CCGs statutory duties and responsibilities for Safeguarding are being met.

Drugs Related Death Review Panel

The BSAB approved the terms of reference for the Drugs* Related Death Review Panel on 14.03.12. The purpose of the panel is to:

- review all identified and notified substance misuse related deaths within the London Borough of Bromley
- identify the learning from each case
- propose and make recommendations on actions to be taken to the Substance Misuse and Safeguarding Boards for endorsement to:
- remedy system failures, improve services
- develop learning opportunities

- challenge and change practice where appropriate in order to reduce the risk of drug-related deaths.
- disseminate the communication strategy which will include learning points and action plans as appropriate

The first annual Drugs Panel report will be considered by the BSAB by September 2013.

*Drugs in this context includes alcohol

Public Protection Report

In 2012/13 the Public Protection and Safety Portfolio identified a number of priority areas in Bromley. These included:

- providing advice, guidance and support to older members of the community
- encouraging young people to achieve their potential by rejecting crime and anti-social behaviour
- provide clear advice, guidance and communication that supports crime prevention and reinforces the confidence in the borough as a safe place to live, work and enjoy recreation.

In 2012/13 Public Protection offered internal training focussing on legislation relating to individuals who hoard, and premises where hoarding is present. This training opportunity will continue in 2013/14.

During the past year sixteen cases required action in relation to hoarding concerns.

A Summary report was completed, and a presentation given, by the London Fire Brigade and Bromley Council Public Protection Division to highlight the issues arising from these cases.

Following referral a large number of cases have now been resolved, with properties having been cleaned and, where applicable, additional support implemented.

Lessons Learned during 2012/13

Continued improvements to the standard of referrals, assessment and overall communication between the agencies involved in managing concerns relating to hoarding are required. The training programme outlined below aims to address these issues.

Work planned for 2013/14

Public Protection aims to provide a standardised training programme for all front line staff concerning "Environmental Health Public Protection Division: Powers used to assist and deal with Public Health".

This will include training for internal and external organisations such as health providers, the Police, Fire Brigade, Ambulance staff and other relevant organisations.

Community Safety / Safer Bromley Partnership

The Safer Bromley Partnership (SBP) was set up in 1998 to ensure that the public sector agencies, voluntary groups and businesses work together with local communities to reduce crime and improve safety.

During 2012/13 the Partnership led on a wide range of activity to support adult safeguarding work in Bromley.

- The partnership continues to utilise the Safer Bromley Van providing additional home security measures to adults at risk (this will continue in 2013/14).
- Safer Neighbourhood Officers continue to work with adults identified as being at risk by Safer Neighbourhood Police Teams. Work is undertaken to reduce the chance of them being targeted by criminals.
- Adults at risk of abuse are referred to the Keys to Freedom Programme for emotional support and encouraged to access suitable services
- The 'Domestic Violence One Stop Shop' which provides advice from a police officer, a local solicitor, Bromley Homeless Families Unit, Bromley Women's Aid and Victim Support.
- The SBP has continued the partnership work with LFB and Environmental Health Officers to work with known hoarders in the borough and reduce the risk to their homes from fires.

The Partnership supports staff to attend relevant adult safeguarding training and runs Domestic Abuse Awareness Days, which are delivered both in-house and externally.

Trading Standards

Trading Standards governance in safeguarding adults at risk

Protecting vulnerable consumers is a key priority for trading standards and is reported to the Divisional Management Team via the Public Protection reporting priorities report.

The Head of Trading Standards has overall responsibility for adult safeguarding issues within the trading standards remit.

Operational lead officers in doorstep crime and scams against the elderly report monthly to the Head of Trading Standards, who provides strategic vision and leadership, support and recommendations.

The average age of a doorstep crime or scam victim in Bromley in 2012 was 81 years.

Internal arrangements for training in adult safeguarding

Trading Standards officers received training in 2012/13 on the basic concepts of the Mental Capacity Act 2005, including best interest guidance and issues relating to adult safeguarding.

Work undertaken and achievements in 2012/13

- Raising Awareness – Trading Standards has provided advice and guidance to over 1500 older consumers through 44 educational talks to groups in the Bromley area, and 30 training sessions to 570 carers or other professionals in the adult safeguarding field.

- Over 2000 education “Safe as Houses” packs providing advice and information, door-stickers and details of the trading standards rapid response number were supplied to residents.
- Disruption and Enforcement – 188 calls were received on the rapid response number from consumers, 96 of these related to rogue traders and scams; interventions and advice saved potential victims £250,000.
- A number of successful convictions under the Proceeds of Crime Act involved cases of fraud against elderly consumers who were victims of a building scam.
- A repeat bogus builder offender who continuously targeted older consumers in Bromley was jailed for 2 months and banned from calling on residents in the borough for two years.
- An older consumer was awarded £20,000 compensation following the conviction of a trader under the Fraud Act 2006 which had been brought to the attention of Trading Standards by the consumer’s bank.
- 16 referrals were received from partner agencies in relation to concerns of the well-being of vulnerable adults.

Lessons Learned during 2012/13

We saw an increase in referrals from carers and adult safeguarding professionals as a result of increased awareness through training.

Although many banks welcomed the banks protocol we continue to receive reports of victims of fraud who have been able to withdraw large cash amounts unchallenged.

We have seen an increase in the number of complaints and enquiries about mass marketing and similar advance fee scams, possibly as a result of increased awareness.

There has been an excellent response to the Safe as Houses packs and the Little Book of Big Scams

Work planned for 2013/14

Further work with banks and building societies is planned for this year, in particular those branches who have been involved in high value losses as a result of a scam against an elderly customer.

We will:

- Strengthen existing links with local police to ensure good partnership working and exchange of intelligence,
- Continue the training programme for partners in Adult Safeguarding,
- Participate in the Scams Awareness month
- Work more closely with neighbouring boroughs with regard to itinerant trader activity

We have signed up to a Tri-Regional Enforcement Capacity Scams Hub which aims to identify potential mass marketing scams who live in Bromley and have featured on a scammers victims list.

Metropolitan Police Service - Bromley Borough

Bromley's Safeguarding Adults at Risk (SAR) Team was implemented on the 1st April 2011 to deal specifically with Adult Abuse allegations. Since the implementation of the unit, the team have investigated a number of Adult Abuse investigations and the conviction of the offenders is now coming to fruition (as detailed below).

The SAR team uses a number of approaches to gather and share intelligence regarding adults at risk who are, or may have been, affected by criminal activity.

A Single Point of Contact (SPOC) has been established for the SAR to manage referrals for advice and Information Sharing requests. Police Intelligence received concerning adults at risk is disseminated to the SPOC for further investigation.

The SPOC Officer has also conducted joint visits with Adult Social Care regarding Safeguarding Alerts.

Daily checks of reported crimes are carried out to identify vulnerable adults and actions are set by the Daily Management Meeting to ensure that adult safeguarding actions are carried out where required.

Information from Police regarding adults who may be vulnerable is shared via secure email with Social Services, in the form of Adult Merlin PACS.

Using the Achieving Best Evidence (ABE) interview framework the SAR team, with the assistance of intermediaries, have interviewed several vulnerable adults. This includes adults with physical disabilities, learning disabilities and those whose communication is severely impaired.

Disability Hate Crime Reporting Packs have been widely distributed throughout the borough.

Training

Police officers are able to access adult safeguarding E-learning Training via Me Learning.

Police in Bromley have been involved in training for adult safeguarding partners, including social services and care provider staff.

Work undertaken and achievements in 2012/13

Results of Proactive operations by SAR team:-

- (1) Care Home - A number of thefts were reported by the manager of a care home, including the theft of money from a blind resident. A proactive operation was conducted by the SAR team which resulted in the arrest of a member of staff for theft. The member of staff was charged with two counts of theft of prescription drugs from the home and one count of theft from the resident. At court they were found guilty of two counts of theft of the prescription drugs and on the 5th November 2012 sentenced to a Community Order for 6 months with a specific activity requirement of 16 days.
- (2) Supported Housing accommodation - An allegation was made that a private carer was regularly stealing money from an elderly resident (with a learning disability) when she conveyed him to his bank each week. In liaison with the bank, the SAR team conducted a proactive operation and arrested the carer for theft. It was found that £130 pounds was missing from the victim's money

withdrawn from the bank. The victim was Achieving Best Evidence (ABE) interviewed and visual evidence was gathered which demonstrated how he may have been exploited. The carer was charged with two counts of theft and pleaded guilty to one count of theft of £130 pounds. A second count of theft of £11,923 remains on file. The perpetrator was sentenced to 6 weeks imprisonment, wholly suspended for 12 months. They were ordered to carry out 150 hours unpaid work, with a 30 day activity requirement and a prohibited activity requirement to refrain from paid or voluntary work in care/private home for 12 months.

- (3) The SAR team supervisor linked several crimes of theft against vulnerable adults, whereby a single care assistant was identified. A proactive operation was conducted at victim's private homes in liaison with the care agency, which resulted in the arrest of the care assistant. Police placed marked money in victim's home, which was found in the carer's possession. The carer was also linked via forensic evidence on stolen cheques. The carer was charged with four counts of theft of jewellery and cash from three elderly victims with either dementia or learning disabilities and found guilty of six counts of theft. They received fifteen months imprisonment.

Other charges/convictions:

On the 26th March 2012 a person employed as a private helper for an elderly individual living in supported housing was arrested for theft of money and fraud. The victim was able to give evidence via an ABE interview. The individual was charged with one count of Fraud, but at Crown Court the CPS offered no evidence as they decided that it was not in the public interest to pursue.

A live-in care assistant was charged with one count of fraud. It was alleged that they had used the identity of their victim (who had Multiple Sclerosis, mobility needs and required a high level of care) to obtain goods. At Croydon Crown Court they pleaded guilty at the last moment to one count of Fraud. The perpetrator was sentenced to 120 hours of unpaid work and required to pay compensation of £361.95.

A care assistant was charged with Fraud. They stole a bank card from an elderly female resident with dementia at who lived at a care home and used the card to pay off a bank loan and phone bill. They were convicted of Fraud and Benefit Fraud and sentence to 12 weeks imprisonment, wholly suspended for 12 months. They were required to complete unpaid work to and pay compensation of £106.05.

A patient receiving treatment under the Mental Health Act at a specialist hospital was given an adult caution for a sexual assault on another patient.

At Croydon Crown Court a care assistant was found guilty of four counts of ill treatment/wilfully neglecting and two counts of common assault/battery against three vulnerable residents at the Care Home. They were sentenced to 15 months imprisonment.

There are an additional two cases which are due to go to court in Spring 2013.

Safeguarding investigations

Officers made significant contributions in a number of other safeguarding investigations including:

- Neglect of a person lacking mental capacity (Section 44 of Mental Capacity Act) 2005.

- Care Home - Unexplained death of resident leading to a Nursing Midwifery Council referral.
- Psychiatric Hospital - A number of allegations of serious sexual assaults/violent assaults by both staff and patients against service users. SAR team have assisted with Sapphire and CAG lead.
- Care home - Joint working by SAR team with Adult Care services & Care Quality Commission in relation to allegations of assaults by staff on clients who lack the mental capacity to disclose offences themselves.

Officers are currently involved in four other cases.

Lessons Learned during 2012/13

A number of investigations have revealed that suspects who have previous convictions have been employed in positions of trust. Although some of the convictions are over 10 years old, the number of previous convictions is concerning. In one case a suspect had seven previous convictions.

We are concerned that in some cases agencies/care homes do not always take into consideration Disclosure and Barring Service (previously Criminal Records Bureau) findings when recruiting. They have taken 'the word' of the proposed employee regarding their conviction. It is suggested that the current guidance regarding of employment of staff with previous convictions should be reviewed by providers of care and support services.

Work planned for 2013/14

Bromley is going live with the introduction of Multi-Agency Safeguarding Hub (MASH) for Children. This will be co-located at the civic centre and will involve the partnership of Children Social Care, Health and Police. It is envisaged that Adults will be linked as the project progresses.

London Fire Brigade Bromley Team

Internal Governance arrangements for safeguarding adults at risk

- Programmed Home Fire Safety Visits (HFSV) targeting vulnerable residents as identified by our internal risk matrix.
- Agreed electronic HFSV request process with Bromley partners to identify and address fire risk in residential premises.
- Agreed process of notification to Bromley Safeguarding team for identified vulnerable people following LFB day to day activity.
- Hoarding process and information sharing protocol agreed with the LFB and the Public Protection team.
- Agreed process and information sharing protocol agreed with the LFB and the Met Police for vulnerable residents to burglary.
- Accidental fire review of residents following each fire when an ambulance is mobilised.

Internal arrangements for training in adult safeguarding

- Annual internal training for all station staff on vulnerability of residents.
- Annual internal training for all station staff on burglary awareness with Met Police.

Work undertaken and achievements in 2012/13

- Formulated the Hoarding protocol adopted by Bromley Council.
- Completed over 2200 HFSV for vulnerable householders.
- Trained Bromley partners in the recognition of Fire risk factors and reporting protocol (22.03.2013). 37 people attended out of 51 applications.
- Referred over 30 vulnerable residents to Social Services for review.

Lessons Learned during 2012/13

- Training needs to be current.
- Data Protection protocols need to be considered at all times.

Work planned for 2013/14

- Continue with identified projects outlined for previous financial year.

Oxleas NHS Foundation Trust

Oxleas NHS Foundation Trust works with adults at times when they may be experiencing increased vulnerability and risk. Adult safeguarding is therefore a priority for our services, and this is reflected in our internal governance arrangements for safeguarding adults at risk.

The Oxleas Trust Executive Lead Chairs the Safeguarding Adults Committee (a sub group of the Patient's Safety Group) and adult safeguarding is embedded in supervision for all professionals within the trust. Each directorate has its local Patient Safety Group to help ensure that the views and needs of patients are listened to, and acted upon

We have put in place robust arrangements for staff training in adult safeguarding.

Oxleas staff access training provided by the Local Authority and, in addition, we have our own e-learning for adult safeguarding awareness – this is mandatory with 95.4% compliance.

In 2012/13 an audit of safeguarding cases undertaken by LBB and Oxleas was undertaken. The subsequent action plan identified the need for additional Safeguarding Adult Managers (SAMs), and this has now been completed.

An audit was also undertaken within the trust to link 'incidents' with 'safeguarding' more effectively. This has recently been completed and an action plan is being drawn up.

Oxleas successfully completed the NHS London Safeguarding Adults Self-Assessment & Assurance Framework (SAAF) report, which has been validated by the Bromley Safeguarding Adults Board. This document highlighted the increased prominence of adult safeguarding within the NHS Operating Framework for 2012/13.

During the past year we have learnt that there is a greater need for all practitioners to consider aspects of the Mental Capacity Act as part of their everyday practice and we aim to increase staff awareness over the next year.

We have continued to develop effective working relationships with key safeguarding partners, such as the police. One example of this is a formal information sharing agreement which is used where practitioners consider risk either from or to others to

be a concern. In addition three recent one day joint training sessions were held, for police, London Ambulance Staff and Oxleas/LBB staff to examine the interface between agencies (e.g. Section 136 detentions by the police) to ensure safety for highly vulnerable patients. This has resulted in a greater understanding of the vulnerability of our service users and a greater awareness of safeguarding issues by the police, which has in turn fostered more trusting working relationships.

Representatives from Oxleas regularly attend MAPPA and MARAC meetings where safeguarding issues may also be raised. Adult safeguarding issues are also presented via the High Risk Panel, which considers individuals who are not eligible for a MAPPA referral but remain either highly vulnerable or present high levels of risk

The Government's Prevent strategy will be a cornerstone of the trust's safeguarding programme which will have major training implications.

We also plan to hold an 'embedded learning' event with a theme of 'bringing theory to practice'. This will be trust wide and will involve discussion of case scenarios, and workshops on subjects including the Mental Capacity Act and hoarding. We plan to invite speakers and representatives from the safeguarding departments of the three boroughs that we work across. The aim is to embed into practice the training that staff members have undertaken.

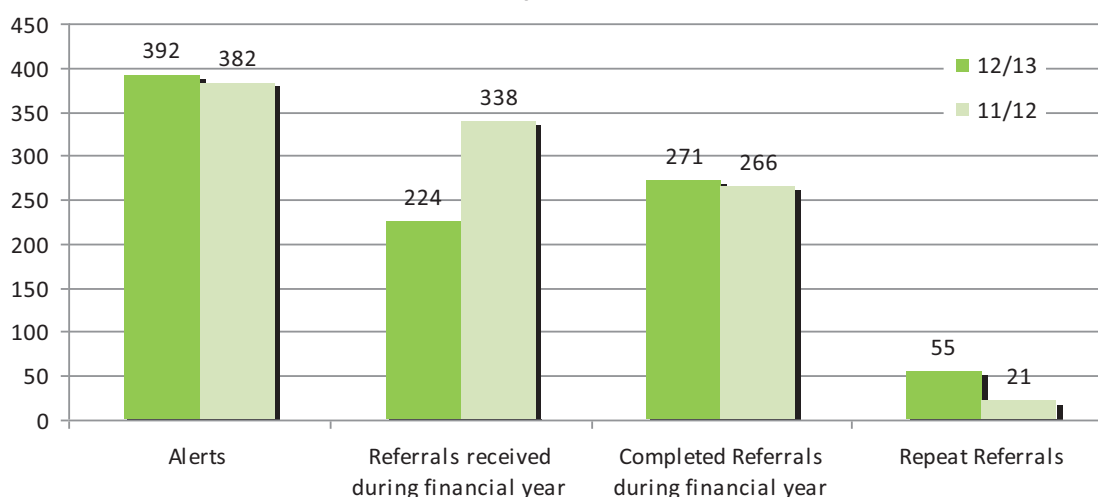
5. Information & Data Tables

The tables below give information about some of the key activities in relation to adult safeguarding in Bromley in 2012/13. The Bromley adult safeguarding multi-agency toolkit and 'Protecting adults at risk' are now established as the principal guides for adult safeguarding practice within the borough, having been launched at the end of June 2011. The available data shows some significant changes since 2011-12, which may reflect professional's increased familiarity with these documents. This includes a change in the types of abuse that are being investigated and a reduction in the number of alerts that are deemed to meet the threshold for adult safeguarding investigation.

Alerts / Completed Referrals

	2012/13	2011/12
Alerts	392	382
Referrals received during financial year	224	338
Completed Referrals during financial year	271	266
Repeat Referrals	55	21

Alerts & Completed Referrals



This year has seen a slight increase in the number of adult safeguarding alerts or concerns raised within the borough. These alerts come from many different sources including the police, members of the public and health and social care professionals. It is heartening to note the wide range of people who take the time to recognise and report their concerns. In some cases the concerns raised may indicate a need for support other than adult safeguarding. In these cases appropriate signposting to other support options is provided.

The table also shows the number of alerts or concerns which subsequently progressed to become a 'referral'. This is where an alert or concern is assessed by the council to meet the local adult safeguarding threshold and a full safeguarding investigation by council social work staff is deemed necessary. Governance of adult safeguarding case work is provided by the Board's Performance Audit and Quality Sub-Group.

In 2012/13 fewer alerts have turned into referrals. This reflects the efforts that have been made to ensure that alerts are properly assessed against local criteria (as set out in 'Protecting Adults at Risk: London multi-agency policy and procedures to safeguard adults from abuse'). This assessment of each alert or concern helps to make sure that issues are treated in a consistent, effective and proportionate way.

The number of 'repeat referrals' has increased in the last year. This occurs when information about the same concern is raised from different sources. For example, the same concern may be reported up by both a police officer and a social worker. This increase may indicate that the message about safeguarding being everybody's business is spreading. However the Board also recognises that there is a need to continue to monitor our reporting systems to ensure that work is not duplicated.

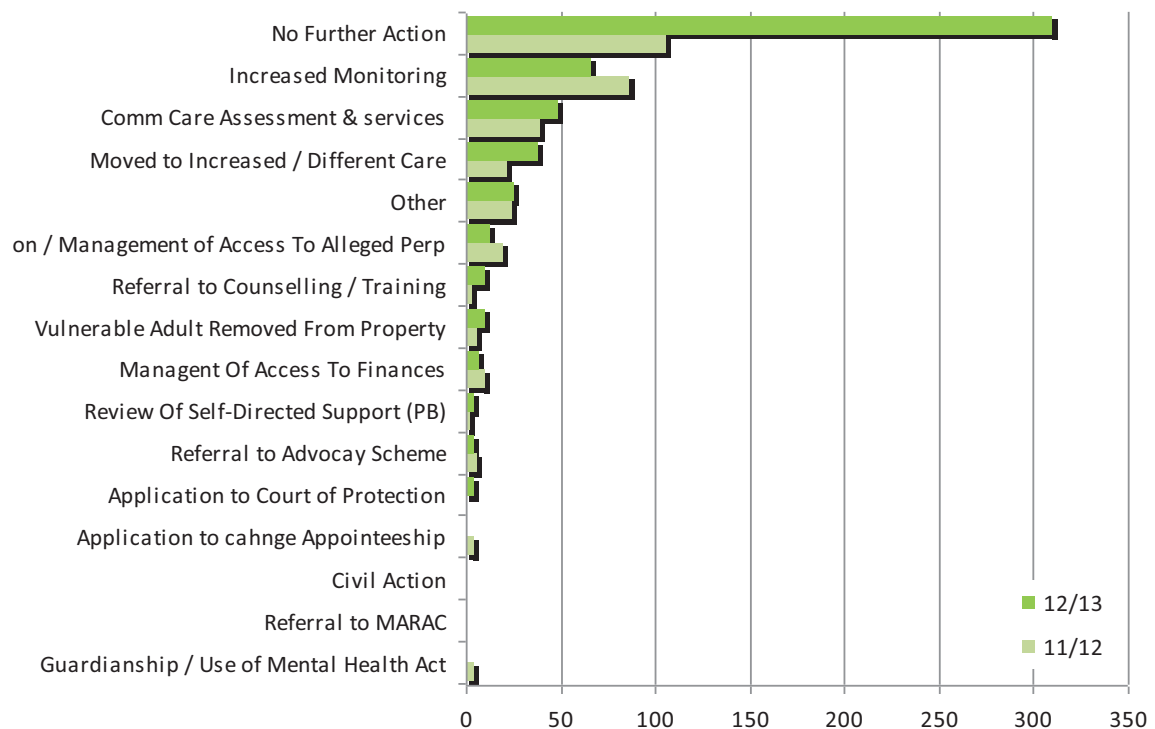
Outcomes* Of Completed Referrals For Vulnerable Adult

	12/13	11/12
Guardianship / Use of Mental Health Act	0	4
Referral to MARAC	0	1
Civil Action	1	0
Application to Change Appointeeship	1	4

Application to Court of Protection	4	1
Referral to Advocacy Scheme	4	6
Review of Self-Directed Support (PB)	4	2
Management of Access to Finances	7	10
Vulnerable Adult Removed From Property	10	6
Referral to Counselling / Training	10	3
Restriction / Management of Access to Person Alleged to have caused harm	13	19
Other	25	24
Moved to Increased / Different Care	38	21
Community Care Assessment & Services	48	39
Increased Monitoring	66	86
No Further Action	310	106

*multiple entries allowed

Outcomes* Of Completed Referrals For Vulnerable Adult



*multiple entries allowed

The above 'Outcomes' table shows the principal actions agreed, following an adult safeguarding investigation. The primary aims of any outcomes are to ensure that any

abuse is not repeated and to support both the adult at risk and, in some cases, the person alleged to have caused the harm, to remain safe and in control.

In 2011/12 the Health and Social Care Information Centre published experimental data about overall outcomes from adult safeguarding across England. This indicated that thirty per cent of all cases ended with a 'no further action' outcome.

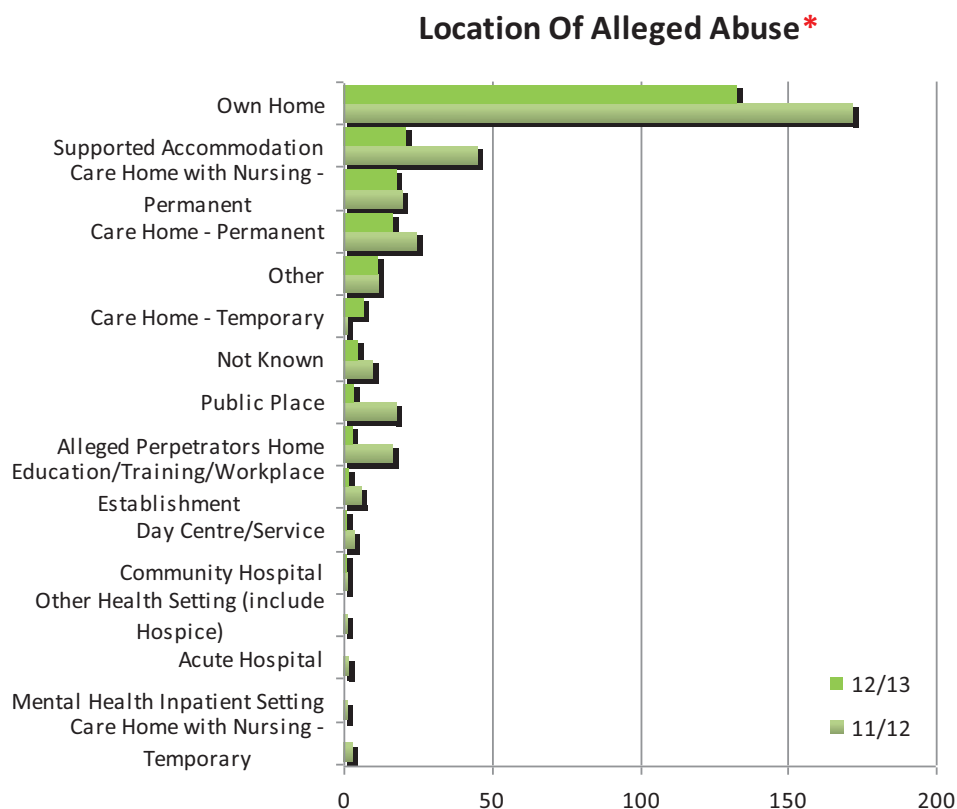
In Bromley a higher number of cases in 2012/13 resulted in 'no further action'. This may indicate that issues had resolved themselves before the process was finished or it could show that a number of concerns are proceeding to investigation where this was not required. As noted above, the Board has supported efforts to ensure that alerts are measured against agreed thresholds. This work will continue during 2013/14, to ensure that while the wider community is encouraged to report concerns about adults at risk of abuse as "everybody's business", risk assessment and robust screening of referrals determines that only appropriate cases are considered for adult safeguarding action.

Improved data analysis of the source of adult safeguarding referrals which result in no further action will be undertaken during 2013/14 to identify any referring agencies whose referral patterns might indicate a need for advice and information about the threshold for adult safeguarding cases.

Location alleged abuse took place*

	12/13	11/12
Care Home with Nursing - Temporary	0	3
Mental Health Inpatient Setting	0	1
Acute Hospital	0	2
Other Health Setting (include Hospice)	0	1
Community Hospital	1	1
Day Centre/Service	1	4
Education/Training/Workplace Establishment	2	6
Alleged Perpetrators Home	3	17
Public Place	4	18
Not Known	5	10
Care Home - Temporary	7	1
Other	12	12
Care Home - Permanent	17	25
Care Home with Nursing - Permanent	18	20
Supported Accommodation	21	45
Own Home	133	172
	224	338
	224	338

*of Referrals received **during** financial year



*of referrals received during financial

Sadly, the abuse of adults at risk can happen anywhere. It is important for the location of alleged abuse to be recorded, in order to identify and respond to local trends.

A large number of alerts and concerns in 2012/13 are recorded as having originated in people's own homes. In general, wherever possible, health and social care services will seek to support people to remain in their own homes for as long as possible. It is therefore paramount that we support adults at risk to remain safe at home.

Work with Trading Standards has helped to increase knowledge of doorstep crime and scams. The Police, London Ambulance Service, Social and Health Services, as well as neighbours, friends and relatives have all played a part in sharing information about concerns that are affecting people in their own homes.

In the light of the incidents of abuse and neglect at Winterbourne View, the Board has continued to support a robust, but proportionate approach to the investigation of concerns arising from residential care settings.

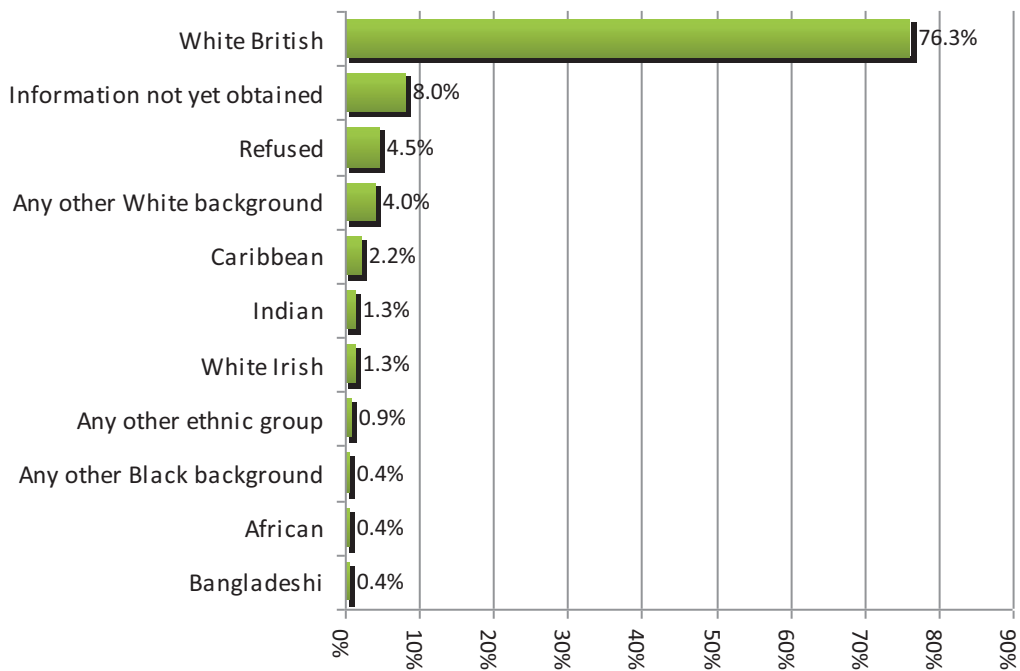
The Francis Report has clearly demonstrated the need for adult safeguarding issues to be managed and responded to in partnership with the NHS. The table above shows that very few adult safeguarding concerns originated in hospital setting in Bromley. However any allegations of abuse of adults at risk which originate within hospital settings must be taken with the utmost seriousness and work will continue in 2013/14 to ensure that all concerns are responded to appropriately.

Ethnicity*

	2012/13	%
Bangladeshi	1	0.4%
African	1	0.4%
Any other Black background	1	0.4%
Any other ethnic group	2	0.9%
White Irish	3	1.3%
Indian	3	1.3%
Caribbean	5	2.2%
Any other White background	9	4.0%
Refused	10	4.5%
Information not yet obtained	18	8.0%
White British	171	76.3%
Traveller of Irish Heritage	0	0.0%
Gypsy/Roma	0	0.0%
White and Black Caribbean	0	0.0%
White and Black African	0	0.0%
White and Asian	0	0.0%
Any other Mixed background	0	0.0%
Pakistani	0	0.0%
Any other Asian background	0	0.0%
Chinese	0	0.0%
	224	100%

*of Referrals received **during** financial year

Ethnicity Of Referrals Received During 12/13



2011 Census data shows that the population of Bromley who identified as being White/British is 77.4 %.

2011 Census Data for Bromley		Number	Percentage
Total Persons		309,392	100
White	English/Welsh/Scottish/ Northern Irish/British	239,478	77.4
	Irish	4,463	1.4
	Gypsy or Irish Traveller	580	0.2
	Other White	16,349	5.3
Mixed/multiple ethnic group	White and Black Caribbean	3,897	1.3
	White and Black African	1,335	0.4
	White and Asian	3,016	1.0
	Other Mixed	2,649	0.9
Asian/Asian British:	Indian	6,215	2.0
	Pakistani	1,014	0.3
	Bangladeshi	1,265	0.4
	Chinese	2,768	0.9
	Other Asian	4,805	1.6
Black/African/Caribbean/ Black British	African	9,819	3.2
	Caribbean	6,609	2.1
	Other Black	2,258	0.7
Other ethnic group	Arab	870	0.3
	Any other ethnic group	2,002	0.6

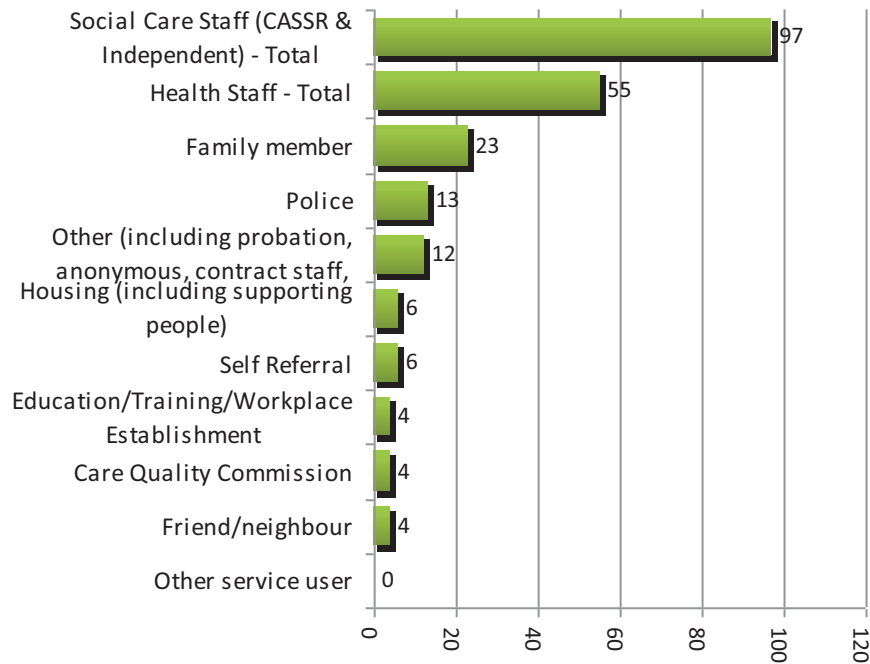
Source: Office for National Statistics

The available data on the ethnicity of adults at risk broadly reflects the demographic make-up of the borough. Visits have been made to the Bromley Asian Cultural Association, the Pineapple Club and Chinese community groups and faith groups amongst others, to raise the issues of adult safeguarding. The Board is aware of the need to ensure that the key messages of adult safeguarding are shared with the whole community, and activity in 2013/14 will continue to support this aim.

Source of Referrals received Within Financial Year

	2012/13
Other service user	0
Friend/neighbour	4
Care Quality Commission	4
Education/Training/Workplace Establishment	4
Self- Referral	6
Housing (including supporting people)	6
Other (including probation, anonymous, contract staff, MAPPA, MARAC)	12
Police	13
Family member	23
Health Staff - Total	55
Social Care Staff (CASSR & Independent) - Total	97
	<u>224</u>

Source Of Referrals Received During 12/13



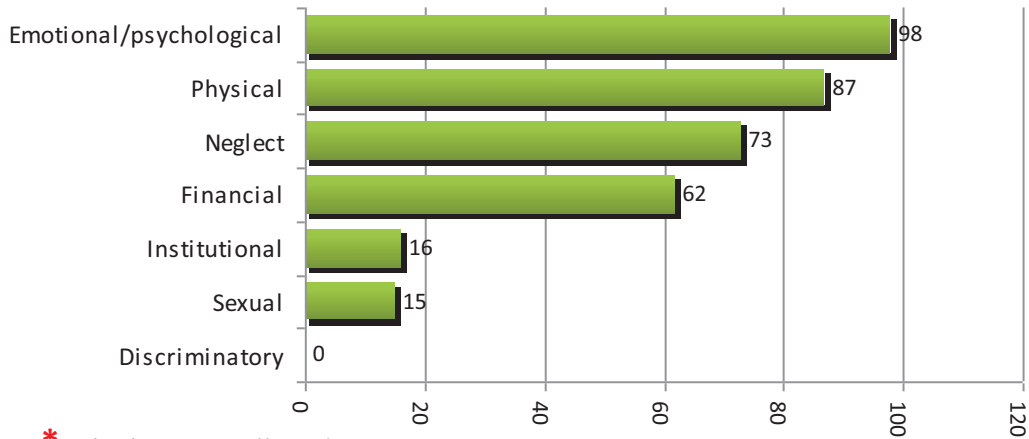
The table above shows the diverse source of concerns and alerts that are reported to the local authority. Every concern, whether raised by a citizen or professional, could help an adult at risk to end abuse. In some cases it may not be possible to give those reporting concerns feedback on the actions taken as a result of their alert. This is because we need to respect the confidentiality of those concerned. Nonetheless the Board continues to encourage anyone who has a concern about an adult at risk who may be experiencing abuse to get in touch with the council.

Nature of Alleged Abuse for referrals received During Financial Year*

	2012/13
Discriminatory	0
Sexual	15
Institutional	16
Financial	62
Neglect	73
Physical	87
Emotional/psychological	98

*multiple entries allowed

Alleged Abuse For Referrals Received During 12/13*



'Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse' sets out seven categories of abuse. The table above shows the number of referrals associated with each category in Bromley in 2012/13. In some cases more than one type of abuse may be alleged to have taken place. For example an individual may have experienced both neglect and financial abuse.

The increase in investigations where there are allegations of emotional/psychological abuse' demonstrates a key aspect of 'Protecting adults at risk'. The policy notes that "intent is not an issue at the point of deciding whether an act or failure to act is abuse; it is the impact of the act on the person and the harm or risk of harm to that individual". Emotional and psychological abuse can take many forms, some of which may be hard to identify. The increase in investigations into these allegations may indicate a growing awareness of the sometimes hidden impact of this type of abuse on individuals.

BROMLEY SAFEGUARDING ADULTS BOARD - ANNUAL REPORT 2012/2013

BROMLEY SAFEGUARDING ADULTS BOARD BUDGET MONITORING REPORT AS AT
31st MARCH 2013

Description	Approved Budget	Total Outturn	Variance
EXPENDITURE	£	£	£
Employees			
Training Expenses	44,062	13,726	-30,336
Supplies and Services			
Training Equipment and Materials	150	22	-126
Printing and Stationery	2,500	160	-2,340
Other Office Expenses	5,133	0	-5,133
Agency Consultancy Fees	8,000	7,550	-450
Professional Subscriptions	350	52	-298
BSAB Conference Expenditure	3,500	3,436	-64
Publicity	3,500	601	-2,899
Miscellaneous Expenses	5,250	3,212	-2,038
	28,383	15,033	-13,350
TOTAL	72,445	28,759	43,686
INCOME			
Balance Brought forward	-35,475	14,431	49,906
Fees/Charges for Conference	-1,100	-1,190	-90
Contributions from Met Police	-5,000	-5,000	0
Contributions from Health	-18,000	-18,000	0
Contributions from LBB	-12,870	-19,000	-6,130
TOTAL	-72,445	-28,759	43,686
Balance Carried forward	-49,906		

BSAB STRATEGIC WORKPLAN 2012/13

Mission Statement	Communications BSAB partners ensure the wider community is well-informed of safeguarding issues, that signs of abuse and neglect are noticed and are handled correctly in good time	Performance Quality commissioned, regulated and accredited services, provided by staff with the appropriate level of training, ensure adults at risk are safeguarded at all times	Assurance A robust, outcome-focused safeguarding process and performance framework ensures that everyone undergoing safeguarding procedures receives a consistent, high quality service which is underpinned by multi-agency co-operation and learning.
<p>What we want to achieve</p> <ul style="list-style-type: none"> ▪ Adults at risk are protected because the wider community is aware of their role in safeguarding adults who are at risk of abuse including those at risk of severe self-neglect ▪ Adults at risk who choose to buy care services privately are provided with guidance to protect them from the risk of abuse ▪ Adults at risk are safeguarded because BSAB partner agencies cascade key safeguarding messages to their staff. 	<ul style="list-style-type: none"> ▪ Adults at risk experience better outcomes because the Board ensures the learning from casework is applied to safeguarding policy and practice ▪ Adults at risk are supported to express their views and feelings about their experience of the safeguarding process to inform improvements in practice ▪ Adults at risk are protected because the Board is effective and holds partner agencies to account for the standard of their safeguarding performance including analysis of referral trends and performance data ▪ Adults at risk are protected through an agreed competence framework and training programme. 	<ul style="list-style-type: none"> ▪ Adults at risk are safeguarded and protected from harm through compliance with agreed performance frameworks ▪ Adults at risk are protected from harm because clear policies and procedures are in place for adult safeguarding ▪ Adults who have experienced abuse whether they are living in their own homes or receiving commissioned services benefit from consistent safeguarding practice ▪ Adults are safeguarded by robust quality assurance frameworks to audit safeguarding performance. 	<ul style="list-style-type: none"> ▪ Use the NHS SAAF framework and agreed quality assurance processes to benchmark safeguarding performance by local NHS Trusts and commissioned provider services ▪ Oversee the implementation of recommendations from Serious Case Reviews to improve multi-agency cooperation, reduce risk and improve the safety and well-being of adults at risk ▪ Undertake a programme of multi-agency adult safeguarding audits and implement recommendations to raise safeguarding standards.
<p>What we are going to do</p> <ul style="list-style-type: none"> ▪ Develop new ways of delivering key messages about adult safeguarding ▪ Continue to use MyLife web-portal, partner agency communication networks and public information events to improve community awareness of adult safeguarding issues ▪ Use the BSAB Newsletter to promote the principles, objectives and priorities of the BSAB Prevention Strategy 2011-2014 and inform the wider health and social care sector about adult safeguarding issues. 	<ul style="list-style-type: none"> ▪ Review BSAB representation, reporting arrangements and the governance of the Executive Committee ▪ Apply lessons learned and promote engagement with all relevant partner agencies ▪ Continue to develop the skills of the health and social care workforce to recognise and respond to abuse and to protect service users from the risk of abuse and neglect through promotion and review of the BSAB multi-agency safeguarding adults training programme. 	<ul style="list-style-type: none"> ▪ Review BSAB representation, reporting arrangements and the governance of the Executive Committee ▪ Apply lessons learned and promote engagement with all relevant partner agencies ▪ Continue to develop the skills of the health and social care workforce to recognise and respond to abuse and to protect service users from the risk of abuse and neglect through promotion and review of the BSAB multi-agency safeguarding adults training programme. 	<ul style="list-style-type: none"> ▪ Use the NHS SAAF framework and agreed quality assurance processes to benchmark safeguarding performance by local NHS Trusts and commissioned provider services ▪ Oversee the implementation of recommendations from Serious Case Reviews to improve multi-agency cooperation, reduce risk and improve the safety and well-being of adults at risk ▪ Undertake a programme of multi-agency adult safeguarding audits and implement recommendations to raise safeguarding standards.

London Borough of Bromley

PART 1 - PUBLIC

Briefing for Care Services Policy Development and Scrutiny Committee
September 2013

**CARE AND HEALTH SERVICES CONTRACT ACTIVITY
REPORT - SEPTEMBER 2013 TO MARCH 2014**

Contact Wendy Norman, Strategic Manager: Procurement & Contracts
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Chief Officer: Terry Parkin, Executive Director of Education and Care Services

1. Summary

- 1.1 Policy Development and Scrutiny (PDS) Committees are reviewing the contract registers and contractual activity of all portfolios. This report outlines current contractual activity in Care and Health Services and sets out plans for activities to be undertaken between September 2013 and April 2014. This report covers all contracts for Children's and Adults' Social Care contracts. Education contracts are reported separately to the Education PDS Committee.
- 1.2 Appendix 1 provides detailed information about the history of each of 76 ECS contracts with a value of more than £200,000.
- 1.3 17 contracts are due to expire during the next six months. Commissioners have already considered the actions required as a result of the contracts which appear on the register and a programme of work is in place to ensure that pre-tender planning and procurement processes will be completed on time and reported as required. This work will result in a number of significant contract awards which will be reported to the Portfolio Holder and Executive as appropriate.

2 THE BRIEFING

- 2.1 The Executive and Resources Policy Development and Scrutiny (PDS) Committee has recommended that the PDS Committee for each Portfolio reviews the contracts register associated with that portfolio. This report covers activity to be undertaken between September 2013 and April 2014.
- 2.2 Appendix 1 shows 76 ECS contracts with a value of more than £200,000. It also gives information about the history of each contract.
- 2.3 17 contracts are due to expire during the next six months. Commissioners have already considered procurement options and reported these to Members as appropriate. Action plans have been drawn up for all contracts and a programme of work is in place to ensure that pre-tender planning and procurement processes will be completed on time. This work will result in

a number of significant contract awards and/or extension requests which will be reported to the Portfolio Holder and Executive in accordance with financial regulations.

2.4 Contracts which have been recently awarded are listed below:

- ∇ Tenancy Support Services,
- ∇ Step up to Social Work
- ∇ Supported Living schemes for People with Learning Disabilities (2 contracts)
- ∇ Residential care beds at Oatlands
- ∇ Legacy contracts – Older People Day Opportunities

2.5 Significant tender exercises or extension requests, for contracts both above and below £200k, which will be progressed during this period are shown below.

Contract	Current Annual Value £000
Learning and Development Courses – Council Wide	200
Supply teachers	400
Guide Communicators for Hearing and Visually Impaired People	135
Public Health Contracts	8,000
All Adult Direct Care Services	6,400
Services for Children and Young People with Mental Ill Health	600
Electronic Data Capture – Reablement Service	70
Choice Based Lettings IT system	59
Invicta Telecare	42

2.7 On April 1st 2013 Public Health formally joined the Council. There are some 60 Public Health contracts which have in the first instance been extended for a period of one year. During 2013/14 recommendations for future procurement arrangements for these contracts will be reported to Members. There are also contractual arrangements with a total value of £14m contained within a longer term contract with Bromley Healthcare which will expire in March 2016. Officers are currently working with colleagues in Public Health and in other London boroughs in order to establish how to minimise the duplication of work across boroughs and maximise value in these contracts.

2.8 The contracts team has developed and adopted a work plan based on work arising from all contracts due to expire during the next three years. It also outlines the strategy to be adopted for commissioning, the responsible commissioner and key milestones. A traffic light mechanism is used to assess the current status of each project and any projects with red status are reported to fortnightly divisional management team meetings and quarterly to the ECS Departmental Management Team. A red status to a project might be allocated for example when there is slippage in a project timeline resulting from an unexpected lack of interest from the market for a tender. Commissioners and Procurement and Contract

Compliance staff implement recovery plans for projects with red status alerts in order to ensure that the department operates within financial regulations.

- 2.9 The Contract Compliance team is responsible for ensuring that all contracts are monitored. The level of monitoring undertaken is decided on the basis of a risk assessment which takes into account the vulnerability of users, previous performance, complaints, safeguarding issues raised and contract value. Monitoring is proportionate to the size of the contract and risk, therefore ensuring that resources are allocated appropriately. The team is also responsible for ensuring that regular performance information is received, analysed and reported to relevant commissioners and making regular visits to services to ensure that they are delivering high quality services at best value. The team also facilitates regular provider forums in order to engage with the supplier market.
- 2.10 The ECHS Procurement and Contract Compliance Team leads for the Council on the roll out of e-procurement. E-tendering significantly reduces the officer time and resources spent on procurement exercises and the process has enabled the team to complete a high volume of procurement activity during the last two years. ECS has further developed the use of the e-tendering system for the process of getting quotations for lower value goods and services. This process is being embedded within all departments of the Council following a training roll out during September 2012 managed and delivered by ECS.
- 2.11 The ECS Procurement and Contract Compliance Team is working in cooperation with Corporate Procurement to look at the opportunities around joint contracting. Currently officers are working on a new framework for Supporting People services with Lewisham and Southwark. We are also working closely with the members of the South East London Procurement Group on ensuring the best value for residential placements, both for adults and children.
- 2.12 The ECS Procurement Team always employs the most effective method for procuring services and this depends on the particular procurement exercise. During the next period we expect to set up 2 dynamic purchasing frameworks for Learning and Development and Supply Teachers and Tutors for Looked after Children out of which will enable new providers to join the frameworks during their lifetime. We are also exploring the appropriateness of the competitive dialogue process for more complex procurement projects.

3 FINANCIAL AND LEGAL IMPLICATIONS

- 3.1 There are measures in place to ensure that savings that can be made through procurement processes are identified. All new contract awards where the value exceeds current value less 25% are considered by a Council wide Officer Procurement Board and an officer / Member steering group.
- 3.2 Procurement and Contract Compliance work is carried out in accordance with the Council's Financial Regulations and Procurement Rules. Where appropriate procurement exercises are undertaken in accordance with European Union regulations.

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No.	ID	Title	Suppliers	Duration Months	Duration Years	End Date (inc extension)	Original Contract Total Value £	Original Annual Contract Value £	No of Waivers	Value of Contract Waivers Approved	No of Variations / Extensions	Value of Variations / Extensions	2013/14 Budget £	2013/14 Projected £	Cost Difference £	Comments
1	Contract-030579	Bromley Mencap Jobmatch - Learning Disabilities	Bromley Mencap	36	3	30-Sep-13	£431,570	£86,314	0	£0	0	£0	£86,314	£86,314	£0	Current review of all employment schemes in order to align with changes in strategic commissioning intentions. (History:- New Contract agreed via waiver for 3 years 1/10/10 to 30/9/13 (£258,942) with option to extend for 2 years. Original contract 1/4/04 to 31/3/07 with option to extend up to 2 yrs. Extension 1 yr 2007/8 £151,670, and further year 2008/9 £151,670). Contract allows for CPI increases, however CPI not awarded to date.
11	Contract-025848	Affinity Sutton Tenancy Support	Broomleigh Housing Association Ltd	42	3.5	30-Sep-13	£1,041,900	£334,600	0	£0	0	£0	£334,600	£334,600	£0	New contract awarded starting from 1.10.13. Agreed by Executive on 12th June 2013
46	Contract-022395	Avenues Trust support at The Elms and Brosse Way	Avenues Trust	60	5	30-Sep-13	£1,664,000	£416,000	0	£0	1	£832,000	£416,000	£416,000	£0	Proposals reported to the Executive on 24/7/13. (History:- 2 year Extension until 30/9/13 approved by Executive on 7/9/11. 1 non-financial Variation undertaken on 24/8/10 to change location from Kings Hall Road to Brosse Way. For the Elms approval sought for an Extension to maintain consistency of care provision during the move to 44 Bromley Road. For Brosse Way the scheme put to the Framework for future service provision. Contracting framework approved by Portfolio Holder on 22 April 2008.) CPI has not been allocated to contract since commencement.
59	Contract-049934	Family Support Service	Bromley Welcare	12	1	30-Sep-13	£200,000	£200,000	0	£0	0	£0	£200,000	£200,000	£0	Education Portfolio Holder approved a 1 year contract via Exemption. This contract provision is expected to terminate at the end of the current contract term.
55	Contract-016166	Mission Care Intermediate Care - Older People	Mission Care	96	8	29-Nov-13	£6,881,032	£900,458	0	£0	3	£3,120,000	£950,360	£950,360	£0	A Gateway report was considered by the Executive on 6/2/13. The procurement re-tendering process will be led by the CCG. (History: 1 yr Extension approved by PDS 14/6/11 and further year on 7/3/12 . Original contract approved on 17th June 2009 by the Executive). CPI applicable.
24	Contract-018079	Community Options Supporting People MH Supported Accommodation Bagshaw House	Community Options Ltd	60	5	31-Mar-14	£408,590	£81,718	0	£0	1	£163,436	£81,718	£81,718	£0	2 yr Extension 1/4/12 to 31/3/14 £163,436 (History:- Tendered in 2009. 3 yr contract with option to extend until 31/3/14). Contract allows for CPI increases, however CPI not awarded to date.
27	Contract-033500	Community Links Bromley Core Funding and Volunteer Centre	Community Links - Bromley	36	3	31-Mar-14	£465,813	£155,271	0	£0	1	£310,542	£155,271	£155,271	£0	Contract will be reviewed during 2013/14. Budget provides for uplift, but provider has agreed to forego inflation increase for 2013/14. (History:- Executive agreement received for 2 yr Extension from 1/4/12 to allow consideration of competitive tendering. 3 yr contract from 1/4/2005 extended to 31/3/2010. Six month Waviers from 31/3/10 to 30/3/11 pending uncertainty on corporate funding.
31	Contract-025419	Rethink Mental Health - Advocacy Gen & IMHA Services	Rethink	48	4	31-Mar-14	£661,485	£132,297	0	£0	1	£132,297	£132,297	£132,297	£0	The contract was waived under delegated authority granted by the Executive on 13 Jan 2010 for a 3 year contract with 2 year option. PH briefed on 8th March 2013. Contract previously jointly commissioned between LBB (£68,330)& CCG (£63,967). CPI not awarded to date.
41	Contract-017680	Bromley Citizens Advice Bureau Core Funding General Advice Service	Citizens Advice Bureau	65	5.42	31-Mar-14	£1,210,560	£220,000	0	£0	1	£380,000 (Excludes optional 2014/15 extension period)	£160,000	£160,000	£0	On 14/12/11 Executive agreed 2 yr new extension from 1/4/12, with provision for 1 yr extension including agreed savings. New contract includes agreed savings. 2012/13: £220,000 / 2013/14: £160,000 / 2014/15: £145,000 (if extension option agreed). (History:- 08/09 Price (from Nov 08) £243,520, 09/10 Price £253,017, 10/11 Price £256,349)
60	Contract-09865	Young Offenders Intensive Surveillance & Supervision	NACRO	36	3	31-Mar-14	£213,000	£71,000	0	£0	1	£71,000	£71,000	£71,000	£0	Contract awarded for 2 years by exemption in 2011 which included authorisation for option to extend for one year. Extension option of one year approved at Education PDS January 2013. Current provider has resources to deliver the regulatory requirement within service provision. Contract allows for CPI increases, however CPI not awarded to date.
63	Contract-050006	Provision of a Child and Adolescent Mental Health Service to Bromley	Bromley Y	36	3	31-Mar-14	£294,216	£98,072	0	£0	0	0	£98,072	£98,072	£0	A three year contract was awarded via Exemption commencing April 2011, approved by the Portfolio Holder following PDS scrutiny. The future service requirements formed part of the overall review of CAMHS provision with Commissioning Intentions reported to Care Services PDS in December 2012. Contract allows for CPI increases, however CPI not awarded to date.
64	Contract-049880	Weekend and Holiday Provision for children and young people with learning and/or physical disabilities	Riverside School	24	2	31-Mar-14	£496,812	£248,406	0	£0	0	0	£248,406	£248,406	£0	Riverside School is a Bromley maintained special school. A two year contract was awarded via exemption following Portfolio Holder approval and PDS scrutiny commencing April 2012. Following consultation with Corporate Procurement, it was agreed a direct commissioning strategy was appropriate in order to utilise existing LBB resources in care/educational settings for LD children and young people. (History: The contract was originally awarded for one year via exemption to Riverside School in May 2010, following approval from the Portfolio Holder and PDS scrutiny, and extended for a further year to March 2012 again following PDS and Portfolio Holder approval.) Contract allows for CPI increases, however CPI not awarded to date.

81	Contract-048679	Post 16 Learner Tracker and Transition Support	Royal Borough of Kingston upon Thames	21	1.75	31-Mar-14	£105,000	£105,000	0	£0	1	£79,900	£79,900	£79,900	Services provision is a statutory requirement. Contract managed under a 5 Borough shared services arrangement. Comparable in-house provision uneconomical (est. 40% increase). The contract was awarded via Exemption for a 2012/13 9 month period following approval by PDS for at a part year value of £105,000 (full year value of £140,000) with option to extend for 1 year. The Extension period has been taken at a reduced annual value of £79,900.	
82	Contract-024980	Children's Social Care: Counselling and advice for children.	Bromley Y	48	4	31-Mar-14	£264,831	£88,277	0	£0	1	£88,277 (2013/14)	£88,277	£88,277	0	A three year contract was awarded via exemption commencing April 2010, following approval from the Portfolio Holder and PDS scrutiny. Approval has been given at December 2012 Care Services PDS to extend the contract for a further year to align with CCG commissioning timescales for CAMHS. The future service requirements formed part of the overall review of CAMHS provision with Commissioning Intentions reported to Care Services PDS in December 2012. (History: This contract originally commenced in 2005/06 for three years (2005/06 to 2009/10: £441,365). The contract was extended for a further two years (2010/11 to 2012/13: £264,831. Contract allows for CPI increases, however CPI not awarded to date.
83	Contract-047799	CAMHS	Oxleas NHS Health Trust	23	1.92	31-Mar-14	£364,833	£364,833	0	£0	1	£398,000	£398,000	£398,000	0	An eleven month (May 2012 to Mar 2013) contract was awarded via exemption for 2012/13. An extension of one year to this contract was approved at Care Services PDS December 2012. The value of the extension is £398k reflecting a full year of delivery; initial 2012/13 contract value was lower due to eleven months period. Contract allows for CPI increases, however CPI not awarded to date.
35	Contract-035948	Southside 173 Crofton Road	Southside Partnership	36	3	25-Apr-14	£1,016,154	£338,718	0	£0	0	£0	£338,718	£338,718	£0	Contract awarded following tender. CPI not awarded.
54	Contract-022393	Avenues Trust support at Swingfield Court	Avenues Trust	48	4	20-Jun-14	£4,160,000	£1,040,000	0	£0	3	£3,120,000	£1,040,000	£1,040,000	£0	Contract Extended to June 2014. Delegated authority to extend for final year until 20/6/14. (History:- 1 yr Extension approved by PDS 14/6/11 and further year on 7/3/12. Original contract approved on 17th June 2009 by the Executive).
10	Contract 11563	Riverside ECHG Supported Accomodation Homeless	Riverside ECHG (formerly English Churches Housing Group)	60	5	30-Jun-14	£1,503,083	£272,209	0	£0	1	£544,418	£272,209	£272,209	£0	PDS report Jan 2012 for 2 year Extension. Contract awarded following tender. CPI has not been applied to contract for life of contract.
3	Contract-025946	Shaw Trust Supported Employment	Shaw Trust Ltd	48	4	05-Jul-14	£1,275,000	£425,000	0	£0	1	£425,000	£425,000	£425,000	£0	Report to Care Services PDS in June 2013 seeking authority to extend for up to 1 year. (History:- Tendering commenced in 2010 not completed because of implications for clients employed by Shaw Trust if a new provider had to establish new business opportunities. New contract 6/7/10 at reduced annual price of £425,000.) Original contract 1/4/04 to 31/3/09 with option to extend 2 yrs. Extension taken yr 2007/8 and further year 2008/9. Contract allows for CPI increases, however CPI not awarded to date.
50	Contract-022394	Avenues Trust support at 213 Widmore Road	Avenues Trust	48	4	17-Jul-14	£2,080,000	£416,000	0	£0	3	£1,143,237	£416,000	£311,237	£-104,763	Contract Extension agreed by Chief Officer in consultation with the Portfolio Holder for July 13/14 period. Service negotiations resulted in a reduced hourly rate reducing anticipated 2013/14 projected budget. (History: 1 yr Extension approved by PDS 14/6/11 and further year on 7/3/12 with provision for additional year subject to agreement by Chief Officer and PH. Original contract approved on 17th June 2009 by the Executive). CPI not awarded to date.
14	Contract-03381	Redbridge Community Housing Ltd (RCHL) Direct Payment Support Services	Redbridge Community Housing Ltd (RCHL)	24	2	31-Jul-14	£245,670	£122,835	0	£0	0	£0	£107,310	£101,550	£-5,760	Costs vary with usage. Budgeted and Projected figures based on usage forecast for 2013/14. Contract awarded following tender and agreed by ACS PDS on 19/6/12. Contract allows for CPI increases, however CPI not awarded to date.
58	Contract115	Occupational Health Services	PHC	96	8	31-Jul-14	£751,000	£100,000	0	£0	2	£451,336	£120,705	£120,705	£0	The contract has been extended twice both for 2 year periods. The annual value in the first extension was approx £120k PA, the annual value in the second Extension has reduced to £105k.
65	Contract-049874	Speech and Language Provision	Bromley Healthcare	47	3.92	31-Jul-14	£519,438	£310,538	2	£554,943	2	£438,538	£310,538	£310,538	£0	Approval has been given via Education PDS via Exemption to award a one year contract, commencing August 2013, to align with CCG commissioning timescales. (History: A large number of individual small value contracts held with Bromley Healthcare were collated into a single contract and awarded via exemption in 2010/2011. This contract was extended to March 2012. A six month contract was awarded via exemption commencing April 2012. This contract was extended by a further year until July 2013 and combined with another relevant contract to make up a single contract, following Portfolio Holder and PDS scrutiny in June 2012. 2013/14 approval aligns to CCG timescales). Contract allows for CPI increases, however CPI not awarded to date.
36	Contract-035339	One Support Young People accomodation based support	One Housing Group	36	3	31-Aug-14	£1,030,848	£343,616	0	£0	2	£368,428	£368,428	£368,428	£0	Contract provides for 3 years with option to extend for further 2 year period. Portfolio Holder approved a 1 year extension on 22/4/2013. Contract is 2 years with 2 additional one year options to extend. Original contract award did not include office rental costs. - Variation of £24,812 inc. in Budget/Projected spend). (History:- Awarded under the Lewisham/Southwark Framework Agreement). Contract allows for CPI increases, however CPI not awarded to date.

38	Contract-035950	Avenues Trust Amplo House	Avenues Trust	36	3	31-Aug-14	£1,049,899	£349,966	0	£0	0	£0	£349,966	£349,966	£0	Contract awarded following tender. Contract provides for 2 yr extension. Contract allows for CPI increases, however CPI not awarded to date.
37	Contract-035949	Southside 182 Crofton Road	Southside Partnership	36	3	11-Sep-14	£1,045,131	£348,377	0	£0	1	£4,220	£348,377	£348,377	£0	Contract awarded following tender. (History:- Variation 27/9/11 increasing weekly client costs within existing funding reported to Executive (£4,220 pa)). CPI not awarded.
48	Contract-050065	MCCH - The Glade	MCCH Society Ltd	36	3	27-Nov-14	£1,781,772	£593,924	0	£0	0	£0	£593,924	£593,924	£0	Contract awarded following tender. CPI not awarded to date.
51	Contract-050064	MCCH - Coppice & Spinney	MCCH Society Ltd	36	3	27-Nov-14	£2,285,007	£761,669	0	£0	0	£0	£761,669	£761,669	£0	Contract awarded following tender. CPI not awarded to date.
9	Contract-031828	Bromley Women's Aid Women's Refuge Domestic Violence	Bromley Women's Aid	48	4	31-Dec-14	£1,272,000	£318,000	0	£0	1	£318,000 (Dec 13/14)	£318,000	£291,500	-£26,500	Projected 2013/14 underspend due to price negotiations with contractor. Executive approval received for 1 year extension period (Dec 2013 - Dec 2014).
23	Contract-048773	MCCH - Goldsmiths Close	MCCH Society Ltd	33	2.75	10-Jan-15	£399,000	£133,000	0	£0	1	£266,000	£132,540	£132,540	£0	Contract agreed by ACS PDS on 19/6/12 until 31/1/13 with provision for Extension of up to 2 yrs to align contract end date with contract no. 022392. 2 yr extension approved by Portfolio Holder on 4 Dec 2012. Contract alignment with single provider allowed for shared staff costs across properties in close proximity. 2013/14 budget is full year costs.
47	Contract-022392	MCCH - Lancaster House	MCCH Society Ltd	60	5	10-Jan-15	£1,780,194	£356,039	0	£0	1	£712,078	£357,000	£357,000	£0	2 yr extension approved by Portfolio Holder on 20/12/12 to align contract end date with ctt no 048773. Contract alignment with single provider allowed for shared staff costs across properties in close proximity. Contract allows for CPI increases, however CPI not awarded to date.
4	Contract-025418	Bromley Mind Community Wellbeing Services (day Centres)	Bromley MIND	60	5	31-Mar-15	£784,052	£222,000	0	£0	1	£318,646	£159,323	£159,323	£0	The contract was extended until 31 March 2015 to provide the stability needed to implement the savings which have been agreed. 1st Extension to 2015 - taking a £75k pa efficiency saving starting 13/14. CPI awarded in extension.
13	Contract-050082	Age UK Bromley & Greenwich Day Opportunites - Legacy Clients	Age UK Bromley & Greenwich	24	2	31-Mar-15	£227,478	£113,739	0	£0	0	£0	£113,739	£113,739	£0	New contract awarded 1st April 2013 for management of existing (Legacy) clientele in Older People Day Opportunities services. Projected and Budget forecasts are expected to reduce over the life of the contract as legacy clients leave the service. 1st year projected costs are based on current payments and 100% retention. CPI not applicable.
22	Contract-050077	Age Concern Penge/Anerley (Melvin Hall) Day Opportunites - Legacy Clients	Age Concern Penge/Anerley	24	2	31-Mar-15	£350,204	£175,102	0	£0	0	£0	£175,102	£175,102	£0	New contract awarded 1st April 2013 for management of existing (Legacy) clientele in Older People Day Opportunities services. Projected and Budget forecasts are expected to reduce over the life of the contract as legacy clients leave the service. 1st year projected costs are based on current payments and 100% retention. CPI not applicable.
25	Contract-050078	Alzheimers Society (WhiteGables) Day Opportunites - Legacy Clients	Alzheimer's Society	24	2	31-Mar-15	£446,002	£223,001	0	£0	0	£0	£223,001	£223,001	£0	New contract awarded 1st April 2013 for management of existing (Legacy) clientele in Older People Day Opportunities services. Actual and projected costs include a £135,768 recharged to Bromley CCG. Projected and Budget forecasts are expected to reduce over the life of the contract as legacy clients leave the service. 1st year projected costs are based on current payments and 100% retention. CPI not applicable.
26	Contract-050076	Age Concern Orpington (Saxon Centre) Day Opportunites - Legacy Clients	Age Concern Orpington	24	2	31-Mar-15	£462,325	£231,163	0	£0	0	£0	£231,163	£231,163	£0	New contract awarded 1st April 2013 for management of existing (Legacy) clientele in Older People Day Opportunities services. Projected and Budget forecasts are expected to reduce over the life of the contract as legacy clients leave the service. 1st year projected costs are based on current payments and 100% retention. CPI not applicable.
30	Contract-050081	Age Concern Ravensbourne (Bertha James) Day Opportunites - Legacy Clients	Age Concern Ravensbourne	24	2	31-Mar-15	£619,640	£309,820	0	£0	0	£0	£309,820	£309,820	£0	New contract awarded 1st April 2013 for management of existing (Legacy) clientele in Older People Day Opportunities services. Projected and Budget forecasts are expected to reduce over the life of the contract as legacy clients leave the service. 1st year projected costs are based on current payments and 100% retention. CPI not applicable.
34	Contract-050080	Bromley Mind Day Opportunites - Legacy Clients	Bromley MIND	24	2	31-Mar-15	£867,524	£433,762	0	£0	0	£0	£433,762	£433,762	£0	New contract awarded 1st April 2013 for management of existing (Legacy) clientele in Older People Day Opportunities services. Projected and Budget forecasts are expected to reduce over the life of the contract as legacy clients leave the service. 1st year projected costs are based on current payments and 100% retention. CPI not applicable.
49	Contract-050062	MCCH - 109 Masons Hill	MCCH Society Ltd	60	5	22-Apr-15	£2,053,374	£684,458	0	£0	0	£0	£684,458	£684,458	£0	Contract awarded following tender. Contract period is 3 years with provision option for 2 yr extension. Contract allows for CPI increases, however CPI not awarded to date.
7	Contract-050818	Integrated Community Equipment Service (ICES)	Medequip Assistive Technology Limited	36	3	01-Jul-15	£4,470,000	£1,490,000	0	£0	0	£0	£1,490,000	£1,490,000	£0	LCSG ICES Framework contract. Contract is 3 years with option to extend for 2 additional years. Budget includes additional £415k pledged by Bromley CCG.
15	Contract-035336	One Support Floating Support Young People	One Housing Group	60	5	31-Aug-15	£476,275	£95,255	0	£0	1	£95,255	£95,255	£95,255	£0	Awarded under the Lewisham/Southwark Supporting People Joint Services Framework Agreement. Portfolio Holder approved a 1 year extension on 22/4/2013. Contract allows for CPI increases, however CPI not awarded to date.
68	Contract-031120	Home to School Transport for children with Special Educational Needs	P J Yeoull	60	5	31-Aug-15	£237,525	£45,732	0	£0	0	£0	£63,780.00	£63,780.00	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.

69	Contract-031116	Home to School Transport for children with Special Educational Needs	Ladybirds	60	5	31-Aug-15	£262,943	£47,129	0	£0	0	£0	£19,444.00	£19,444.00	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.
70	Contract-031118	Home to School Transport for children with Special Educational Needs	Lightning Cars	60	5	31-Aug-15	£519,140	£117,314	0	£0	0	£0	£98,877.00	£98,877.00	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.
71	Contract-031101	Home to School Transport for children with Special Educational Needs	21st Century Cars	60	5	31-Aug-15	£602,860	£104,290	0	£0	0	£0	£167,756.00	£167,756.00	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.
72	Contract-031125	Home to School Transport for children with Special Educational Needs	The Keen Group	60	5	31-Aug-15	£620,278	£124,892	0	£0	0	£0	£149,711.00	£149,711.00	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.
73	Contract-031105	Home to School Transport for children with Special Educational Needs	Cannon Cars	60	5	31-Aug-15	£909,163	£160,050	0	£0	0	£0	£165,596.00	£165,596.00	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.
74	Contract-031123	Home to School Transport for children with Special Educational Needs	Stage Two	60	5	31-Aug-15	£1,216,995	£254,333	0	£0	0	£0	£200,597.00	£200,597.00	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.
75	Contract-031100	Home to School Transport for children with Special Educational Needs	1st Class Cars	60	5	31-Aug-15	£1,432,150	£270,485	0	£0	0	£0	£312,390.00	£312,390.00	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.
76	Contract-031112	Home to School Transport for children with Special Educational Needs	Centaur Overland Travel	60	5	31-Aug-15	£1,685,228	£339,108	0	£0	0	£0	£370,790.00	£370,790.00	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.
77	Contract-031115	Home to School Transport for children with Special Educational Needs	Kensway Tours	60	5	31-Aug-15	£1,940,720	£400,979	0	£0	0	£0	£306,125.00	£306,125.00	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.
78	Contract-031114	Home to School Transport for children with Special Educational Needs	Kelly Kar Hire	60	5	31-Aug-15	£2,059,350	£436,396	0	£0	0	£0	£443,209.00	£443,209.00	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.

79	Contract-031124	Home to School Transport for children with Special Educational Needs	Stratfords Private Hire	60	5	31-Aug-15	£2,162,480	£426,850	0	£0	0	£0	£431,717	£431,717	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.
80	Contract-031121	Home to School Transport for children with Special Educational Needs	Ruskin Private Hire Ltd	60	5	31-Aug-15	£2,376,960	£420,142	0	£0	0	£0	£420,142	£420,142	0	SEN Transport is sourced through a framework contract with multiple providers. The routes for each provider are agreed on an annual basis and will vary significantly from year to year. The annual contract value quoted on the Register is the most recently available academic year actual (2012/13) and is updated each year as routes are confirmed. The whole life value is extrapolated from the actual spend to date and updated each year. No CPI uplift built into the framework contract.
39	Contract-030542	Devonshire Road Supported Living Scheme	Southside Partnership	60	5	10-Oct-15	£1,793,500	£358,700	0	£0	0	£0	£358,700.00	£358,700.00	£0	Contract awarded following tender. On 31st March 2010 Exec approved the Contract award with delegated authority to extend for up to 2 yrs to the Director in consultation with the Portfolio Holder. Contract allows for CPI increases, however CPI not awarded to date.
40	Contract-048774	Community Options - MH Flexible Support	Community Options Ltd	36	3	31-Oct-15	£1,396,356	£465,452	0	£0	0	£0	£465,452	Dependent on usage	-	Contract awarded following tender. Contract price shown is the indicative price reported to the Executive on 12 Sept 2012. CPI not awarded to date.
8	Contract-049887	Mission Care Nursing Beds (PF & EMI)	Mission Care	36	3	01-Jan-16	£6,428,862	£2,142,954	0	£0	0	£0	£2,142,954	£2,142,954	£0	Tender advertised w/c 13/8/12. Following poor response Executive gave approval to negotiate a new contract on 24/10/12. Contract negotiated and commenced 2/1/13.
16	Contract-033714	Hanover Housing - Housing Related Support in Crown Meadow Court	Hanover Housing Association	60	5	24-Mar-16	£295,786	£42,255	0	£0	0	£0	£42,255	£42,255	£0	Contract allows for CPI increases, however CPI not awarded to date.
52	Contract-033683	Mears Care services in Crown Meadow Court	Mears care Ltd	60	5	24-Mar-16	£3,112,571	£444,653	0	£0	0	£0	£444,653	Dependent on usage	-	Contract awarded in 2011 following tender. CPI not awarded to date.
2	Contract-049976	Elizabeth Fitzroy Supported Accommodation Learning Disabilities	Elizabeth Fitzroy Support Service	36	3	31-Mar-16	£359,793	£119,931	0	£0	0	£0	£119,930	£119,930	£0	Exemption agreed by Portfolio Holder on 12/3/13 for 3 years (at £119,930 pa) commencing 1st April 2013.
61	Contract-049941	Family Group Conference service working with families to assist with the prevention of children & young people coming into care	Galton Associates	36	3	31-Mar-16	£280,000	£56,000	0	£0	0	£0	£56,000	£56,000	£0	-
17	Contract-049353	Hanover Housing - Housing Related Support in Regency Court	Hanover Housing Association	72	6	01-Jun-16	£233,520	£38,920	0	£0	0	£0	£38,920	£38,920	£0	Contract period is 4 years with option to extend for 2 additional years. Authorisation to award exemption from tender at Executive PDS 11/4/12. Provider is Service premises owner. Services benchmarked against local competition and provided as part of housing ownership and management function. CPI not awarded.
43	Contract-049356	Sanctuary Care Services in Sutherland Court	Sanctuary Care	48	4	30-Jun-16	£1,371,484	£342,871	0	£0	0	£0	£342,871	Dependent on usage	-	Contract awarded following tender. Contract is for 4 years with option to extend for additional 2 year period. Contract allows for CPI increases, however CPI not awarded to date.
18	Contract-049354	Hanover Housing - Housing Related Support in Sutherland Court	Hanover Housing Association	72	6	01-Jul-16	£220,320	£36,720	0	£0	0	£0	£36,720	£36,720	£0	Contract period is 4 years with option to extend for 2 additional years. Authorisation to award exemption from tender at Executive PDS 11/4/12. Provider is Service premises owner. Services benchmarked against local competition and provided as part of housing ownership and management function. CPI not awarded.
53	Contract-0495663	Carers Bromley Strategic Partnership	Carers Bromley	84	7	31-Mar-17	£4,023,931	£402,393	0	£0	0	£0	£254,070	£254,070	£0	Contract includes contribution from PCT of £97,812 and from CYP of £50,512. Budget and projected figures are for ECHS only. (History:- On 9/12/09 Executive approved Strategic Partnership arrangement from 1/4/10 for 7 yrs with provision for 3 yr Extension).
66	Contract-050005	Provision of Music Education	Bromley Youth Music Trust	120	10	31-Mar-17	£5,180,975	£756,332	0	£0	0	£0	£310,440	£310,440	0	There is a significant difference between the original annual contract value quoted and the confirmed 2013/14 Budget and Projected spend. This is because in prior years the Department for Education Music Grant was routed through LBB and included in the contract value for this provision. From 2012/13, this funding is now passed directly to the provider from the Arts Council. The budget has reduced further in 2013/14 following agreement by Members to reduce the Bromley funding by £40k.
21	Contract-048767	SweetTree Spot Dom Care Services	Sweet tree	60	5	26-Aug-17	£346,040	£69,212	0	£0	0	£0	£69,212	Dependant on usage.	-	Spot purchase specialist contract.
33	Contract-049203	Daret Domiciliary Care	Daret Healthcare	60	5	26-Aug-17	£837,395	£167,479	0	£0	0	£0	£136,000	£104,000	-£32,000	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2012/13.
42	Contract-049202	Always Caring Domiciliary Care	Always Caring	60	5	26-Aug-17	£1,264,258	£252,852	0	£0	0	£0	£205,000	£135,000	-	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2012/13.
44	Contract-048382	Brook Street Specialist Dementia Domiciliary Care Services	Brook Street UK Ltd	60	5	26-Aug-17	£1,413,380	£282,676	0	£0	0	£0	£135,200	Dependent on usage	-	Specialist provider. Clients transitioning into service as of contract commencement - Service usage dependent on volume. 2013/14. Budget and Projected costs based on volume. Actual budget based on depends on volume of usage.

28	Contract-049586	Sanctuary Care Services for Johnson Court	Sanctuary Care Limited	60	5	30-Sep-17	£563,095	£112,619	0	£0	0	£0	£112,619	Depends on usage		-
45	Contract-049355	Sanctuary Care Services in Regency Court	Sanctuary Care	72	6	31-May-18	£1,622,272	£405,568	0	£0	0	£0	£405,568	Dependent on usage		Contract awarded following tender. Contract is for 4 years with option to extend for additional 2 year period. Contract allows for CPI increases, however CPI not awarded to date.
29	Contract-016229	OLM Systems Ltd Social Group Information System	OLM Systems Ltd	155	12.92	31-Mar-19	£572,117	£169,033	0	£0	0	£0	£169,033	£169,033	£0	-
6	Contract-016094	Age UK Strategic Partnership	Age Concern Bromley	120	10	31-Mar-20	£1,145,750	£114,575	0	£0	0	£0	£114,575	£114,575	£0	Budget provides for uplift, but provider has agreed to forego inflation increase for 2013/14. On 9/12/09 Executive approved Strategic Partnership arrangement from 1/4/10 for 7 yrs with provision for 3 yr Extension. 3 year extension taken.
5	Contract-017803	Section 75 Agreement for the Exercise of Mental Health Function - LBB and Oxleas	Oxleas NHS Health Trust	240	20	30-Nov-24	£32,009,000	£1,570,450	0	£0	0	£0	£1,403,550	£1,403,550	£0	75k saving identified for 2012/3 and an additional 75k saving for 2013/4. (History:- 20 year agreement. Not tendered because agreement with health provider. Now Section 75, (previously not Section 31).
19	Contract-016177	BHCCA St Marks PCC (Lease) - Older People	Biggin Hill Community Care Association	303	25.25	31-Dec-26	£322,500	£17,661	0	£0	0	£0	£20,991	£20,991	£0	LBB lease the hall from Diocese of Rochester, and sublet to BHCCA, with provision to end the lease in the event the associated OP Day Opportunity service ceases.

London Borough of Bromley

PART 1 - PUBLIC

Briefing for Care Services Policy Development and Scrutiny Committee DATE 3rd September 2013

INCREASE IN FAMILIES PRESENTING WITH NO RECOURSE TO PUBLIC FUNDS

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1. Summary

- 1.1 This report sets out the current position following an increase in families requesting support from the Local Authority but have no recourse to public funds.
- 1.2 No Recourse to Public Funds (NRPF) applies to a person who is subject to immigration control by the UK Border Agency (UKBA) and has no entitlement to welfare benefits or housing support and benefits as set out in Section 115 Immigration and Asylum Act 1996. This may include asylum seekers, refused asylum seekers and families over staying their visa entitlement. NRPF families often refer themselves to Children's Social Care claiming destitution and seeking financial support under the Children Act 1989.
- 1.3 Over the past three years there has been a steady increase in the number of NRPF families claiming support resulting in a significant increase in the London Borough of Bromley resources used to support families, often due to the delays taken by the UK Border Agency making decisions about their status.

2. The Law

- 2.1 Where a destitute family has submitted a relevant application under Article 8 (Right to a Private Family Life) of the Human Rights Act 1998 with the UK Border Agency and they are not eligible for UKBA support, case law has established that a local authority will have a duty to support that family under Section 17 Children Act 1989, until a decision is made on the application or unless the application is "obviously hopeless or abusive" (Clue v Birmingham City Council (2010)).
- 2.2 It is unlikely that a local authority will be required to support an asylum seeking family that are eligible for Section 95 Immigration and Asylum Act 1999 support by the UK Border Agency.

- 2.3 A local authority is required to consider whether the denial of accommodation and/or services would breach a family's Article 8 Human Rights Act 1998 rights. The rights of each family member must be considered and a Child in Need (CIN) assessment and a Human Rights Assessment must always be completed. The assessment(s) must consider whether the child (ren) is/are 'in need' in the UK and whether the child (ren) would be 'in need' if they were to return to the parent's country of origin. This will require some enquiry into the existence of services in the parent's country of origin where possible. The findings of the child in need assessment should be incorporated into the Human Rights Assessment. Failure of the local authority to provide support may be subject to judicial review and the Local Authority has been threatened with such action and received judgement against it by the court when it has not offered support.
- 2.4 Local authorities have a duty to safeguard and promote the welfare of children in need within their jurisdiction. Wherever possible, family support services should be provided to help families care for children in need. The *Children Act 1989* is the framework within which local authorities provide family support services. A child in need assessment may be required irrespective of a lack of presenting needs. Being destitute with no recourse to public funds is reason enough to intervene and the Local Authority must complete an assessment. The local authority has the power to provide temporary accommodation to a family that is destitute under Section 17 of the Children Act whilst these assessments are being carried out. To leave a family destitute whilst carrying out assessments would normally breach the Human Rights Act 1998 and Children Act 1989 and be subject to legal challenge.
- 2.5 Local authorities must seek a solution to the destitution faced by the family presenting whilst not acting outside its legal powers. In cases where there is no duty on the authority to provide support, the reasons for this must be set out in writing and reasonable time given for the individual or family to seek legal advice. Where it is assessed that there is no duty to financially support the family, local authorities will be required to provide advice and assistance to families in pursuing other options such as voluntary return via Refugee Action or accommodation/financial support provided by the UKBA. However, authorities should not propose other options when it is clear these will not work or when there is a duty to support the presenting family. Where a duty to provide financial support is established, social services departments should work with the family and the UKBA/partner organisations to find a resolution to the case. This is to minimise the distress that can be caused by uncertainty around insecure immigration status as well as providing cost-effective services. It is a criminal offence for the Local authority to provide immigration advice as it is not registered with the Office for Immigration Services Commission (OISC).
- 2.6 All assessments are completed by a qualified social worker and careful consideration must be given when refusing help as this may leave the family destitute and be challenged through judicial review. Within Bromley, legal advice is sought on all new applications or where there may be circumstances leading us to decline support. Many NRPF families are well supported by Legal Aid centres who robustly challenge social work assessments that do not recommend support. In recent months, two NRPF families have instructed legal representatives to apply for emergency Judicial Review resulting in two emergency orders to provide support being made against the council.

3. Financial Impact

- 3.1 LB Bromley has seen a significant increase in families presenting to Children's Social Care claiming support for accommodation and subsistence as they have no recourse to public funds. In 2011/12, £176,732 was spent with an increase to £292,748 in 2012/13. This appears to be steadily increasing and is a common feature reported by other London boroughs. The costs incurred are paid for out of the Children's Social Care budget however provision for this is cash limited to £100,000 and as a consequence future NRPF families and associated costs has been identified as a financial pressure going forward.

	<u>10/11</u>	<u>11/12</u>	<u>12/13</u>	Total
Number of New Families	9	4	14	27
Number of New Children	14	12	25	51
Final Outturn	£68,700	£107,990	£292,400	

- 3.2 Families are always offered the opportunity of assistance to return home, however this is rarely accepted if a UKBA application is in place and cannot be enforced by the Local Authority.
- 3.3 The Local Authority has established protocols to assess and manage cases and to ensure consistency of practice and expenditure for families with NRPF. In all cases families must provide documentary evidence that they have an active application with UKBA and be destitute. Many of the families are not previously known to Children's Social Care and parents may have been working, were students or claim to have been supported by others and that the support has stopped. An assessment is completed in all cases giving due consideration to the children's needs and human rights in accordance with our statutory obligations.
- 3.4 There are no guidelines on how much subsistence should be given to people with NRPF supported by local authorities, but a local authority must be able to demonstrate that its subsistence payments meet the essential living needs of a family. Eligible families in London Borough of Bromley are paid 80% of the lowest benefit rate and accommodation is commissioned through the Housing Department to ensure best value and consistency.
- 3.5 Unfortunately local authorities are not funded for this support from central government and receive no reimbursement for this expenditure. This in itself cannot be a reason to refuse support and in most cases an application or appeal with the UK Border Agency and confirmation the family are destitute will entitle the family to support (Birmingham City Council v Clue 2010). It is only when a decision is made regarding the families entitlement to benefits and the appeal process exhausted by the UK Border Agency can the local authority stop providing support. Forecasting is therefore unpredictable and dependant upon demand as these families were often not known to the local authority previously. Support provided by local authorities to people with no recourse to public funds should be temporary, that is, kept under review and provided until the immigration status of the individual or family is resolved. Once the decision is made by the UK Border Agency all provision from the local authority is stopped as the family will either be entitled to receive benefits or return home.

In most cases this takes some months. It may also be necessary to provide interim support whilst assessments are being completed. Although the numbers change regularly there are around 25-30 families claiming NRPF support in Bromley at the current time. This involves around 45 children. Although this support is only meant to be temporary, delays with the UK Border Agency making swift decisions has led to delay and in some cases we have been paying for a families' accommodation and subsistence costs for nearly 2 years. Most families do not require ongoing social work support but cases are monitored and regular reviews undertaken with the UK Border Agency which also has a cost in terms of time and resources.

4. SUPPORTING DOCUMENTS

- 4.1 London Borough of Bromley Procedures for Assessing No Recourse to Public Funds are available in the Policy and Procedures Manual through the Safeguarding and Social Care page. A link has been provided below.

http://bromleychildcare.proceduresonline.com/chapters/p_fail_asy_nrpf.htm?printMe.x=9&printMe.y=9