



THE LONDON BOROUGH
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DATE: Thursday 26 June 2014

CARE SERVICES PORTFOLIO HOLDER BRIEFING

Meeting to be held on Thursday 26 June 2014

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

The Briefing comprises:

- 1 **2013/14 ANNUAL COMPLAINTS REPORT** (Pages 3 - 20)
- 2 **VIRTUAL SCHOOL ANNUAL REPORT 2013/14** (Pages 21 - 42)
- 3 **OUTCOME OF COURT PILOT PROJECT (CSC)** (Pages 43 - 46)
- 4 **ECHS CONTRACT ACTIVITY UPDATE APR-SEPT 2014** (Pages 47 - 58)

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?CId=559&Year=0>

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
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London Borough of Bromley

PART 1 - PUBLIC

Briefing for Care Services Policy Development and Scrutiny Committee Thursday 26 June 2014

ANNUAL CARE SERVICES COMPLAINTS REPORT 2013/14

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Chief Officer: Executive Director of Education, Care & Health Services

1. SUMMARY

- 1.1 This briefing gives an overview of the complaints we dealt with in the Education, Care and Health Services Department over the 2013/14 financial year.
- 1.2 The Department received 312 complaints compared to 229 in the previous year and the proportion of complaints upheld remains the same. The number of compliments we receive across all services continues to rise and this year we received 93 compared to 78 last year.
- 1.3 The ombudsman enquires continue to rise and this was expected following the introduction of new processes by the LGO. This year LGO investigations often found no fault with LBB complaint handling. When fault was found it related to 2 cases out of 38, where in both cases learning points have been implemented. This year LBB has paid a total of £2,045 in financial remedy which is less than last year .

2. THE BRIEFING

- 2.1 The Complaints Annual Report 2013/14 (Appendix 1) details complaints information received by the Education, Care and Health Services Department under the Local Authority Services and National Health Services Complaints (England) regulations, 2009, 'Getting the Best from Complaints', the Children's Act 1989 and LBB corporate complaints procedure.

	Complaints			Compliments			MP Enquiries		
	2011-12	2012-13	2013-14	2011-12	2012-13	2013-14	2011-12	2012-13	2013-14
Adults	156	116	168	43	19	27	23	14	18
Children	69	59	63	14	22	24	9	7	12
Education	n/a	10	26	n/a	34	21	n/a	6	23
Housing	53	44	55	17	3	21	160	80	60

- 2.2 Commissioned services (adult social care) continue to attract very few complaints, but where a home care service misses a planned visit, the seriousness of this may require investigating under safeguarding procedures rather than a complaint. Commissioners continue to work with partners to deliver good services to our customers.
- 2.3 The main areas of concern highlighted in Adult Social Care related to, delays in service and financial disputes. The service will be addressing customer service standards and awareness of the importance of good communication.
- 2.4 Children's Social Care Services received a number of complaints from families who identified poor communication around sensitive issues and not taking sufficient account of their views, as areas for improvement. The service has learnt lessons by committing to work with staff to improve communications with families when making decisions that affect them.
- 2.5 Education Services priority is to improve the monitoring of Special Educational Needs Service, to convey the importance of using the annual review to make sure statements are being successfully managed and that the requirements in the statement are met.
- 2.6 Housing services received a number housing enquiries from MPs on behalf of their constituents, mainly in response to disputes over the outcome of homeless and banding appeals. Six residents took their complaint to the Ombudsman, which found the Council acted correctly in all cases.
- 2.7 We invite our customers to complete feedback questionnaires after a complaint has completed the process. We sent 120 questionnaires and of the 33 returned, 88% of respondents told us they hadn't experienced a re-occurrence of issues relating to their complaint.

Getting it Right!



Education, Care and Health Services

Compliments,
comments and complaints

Annual Report for April 2013 to March 2014

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Introduction



Complaints can provide us with a valuable insight into our weaknesses and teach us how to improve in areas where we haven't quite got things quite right.

This report gives an overview of the complaints we dealt with in the Education, Care and Health Services Directorate over the 2013 to 2014 financial year.

By way of context, we have many thousands of interactions with residents each year: the total number of complaints is a fraction of this number but every one provides an opportunity for us to improve how we provide our services.

We have seen a sharp increase in complaints in adult social care this year, but the fact that the majority were not upheld (71%) shows the importance of managing people's expectations, and communicating effectively. Sometimes a complainant can receive a financial remedy and this year we paid £2,045 in total.

This is particularly important around the thresholds of what we provide, and do not provide. But we must avoid delays wherever possible and build bridges between the service and the client so that any room for confusion and misunderstanding is minimised.

Complaints are also helpful in showing us where we've played to our strengths and the feedback we have received from the public has helped us greatly as we reconfigure services.

For example, we saw 55 Housing complaints this year but only 5 of those were upheld and none of the complaints considered by the Ombudsman, substantiated.

This continues to show the benefits of a clear and robust housing policy and ensures people looking

for social housing in our Borough are treated fairly.

In addition to this, we continued to receive a high number of compliments for our Reablement Service; while the compliments we received for Education made up nearly a quarter of the total contacts received for this area.

We must continue to learn from complaints but also to recognise from the positive feedback we continue to get that we are doing a good job for most of the time.

This doesn't mean we can ever be complacent and I will make sure the lessons we learn are followed up.

It is, of course, reassuring that we saw so few complaints: however, if you are the complainant, and your complaint is found, the sense of injustice can be profound.

We will never get to a point of no complaints as they can reflect a genuine healthiness in our systems but we must treat all residents fairly and in a timely manner.

This must be the aim of all our staff in the coming year.

A handwritten signature in black ink, appearing to read 'Terry Parkin'.

Terry Parkin
Executive Director:
Education, Care and Health Services

Adult Social Care Services



Areas covered:

- Assessments of care needs of older people and adults with a disability
- Assessment of needs of people with caring responsibilities
- Safeguarding vulnerable adults
- Supporting vulnerable people when they are discharged from hospital
- Services to support people to remain in their own home and to live within a care home and extra care housing

What we did

Between April 2013 and March 2014 we:



assessed the needs of

5,987

adults



assessed the needs of

1,134

people with caring responsibilities



provided

7,323

adults with social care services



provided hours of

22,415

Reablement support

“I am extremely grateful for the help and support, both financial and practical, that you provided to help me cope with my husband’s illness”



Our performance



Compliments

2011-12

43

2012-13

19

2013-14

27



Complaints

2011-12

156

2012-13

116

2013-14

168



Enquiries from
Members of

2011-12

23

2012-13

14

2013-14

18



Enquiries from
Ombudsman

2011-12

7

2012-13

14

2013-14

21



62%

of complaints were responded
to in 20 working days

“Carelink are really the unsung heroes
because my dad is able to press his
alarm button and he gets a friendly calm
voice on the other end of the intercom”



What this means

With the number of adults who contact or receive social care services in the Borough with a range of complex needs, we do sometimes receive complaints. We are keen to ensure people are able to make their views known.

The main area of concern highlighted by those who complained was about delays in service. Of the 60 complaints upheld, a number were about unacceptable telephone waiting times and delays in approvals for funding.

We receive a number of enquiries from clients disputing their assessments and querying professionals decisions. Sometimes our customer care falls short of our accepted standards and where complaints about poor attitude are upheld, staff are provided with additional training in the values of customer service.

It is always unacceptable for anyone to receive a poor service. A number of complaints have arisen around financial disputes and delays in billing and we will make every effort to ensure these mistakes are not repeated.

The Learning Disabilities service supports over 600 residents, including young people moving into adulthood. On occasion there has been an absence in communication - in particular where there are changes

to services. We have failed to communicate effectively enough with family members and, in order to remedy this, we will be improving our communication when working with families.

The Reablement Service assists our residents to regain their independence, often following a stay in hospital. We continue to receive many compliments from families whose relatives have used this service.

Organisations we commission services from continue to attract very few complaints. Where a home care service misses a planned visit, the seriousness of this may generate a safeguarding investigation rather than being dealt with as a complaint.

Extra Care Housing gives tenants the benefit of access to 24 hour care if they need it, whilst remaining independent. Following a number of complaints about an Extra Care Housing provider, commissioners have worked with that provider to raise standards.

Mental Health services are provided by Oxleas NHS Foundation Trust and complaints relating to mental health are dealt with by the Trust.

“My wife died peacefully at home, which is what she and I wanted. I think you can be proud of the service you provide”



Lessons we have learnt and actions we are taking

From April 2014 we are:

Putting in place a better automated telephone system for our initial contact service to improve access to information

Improving staff standards of customer care through training and awareness of the importance of good communication

Continuing to work with our partners in delivering good services to our customers through monitoring

Children's Social Care Services



Areas covered:

- Keeping children safe from harm and abuse
- Supporting children in foster care families, care homes and other support settings
- Supporting children to move into stable adoptive families
- Services for young people who need support to gain the skills needed for adulthood
- Services for parents and carers of children who need extra support and advice

What we did

Between April 2013 and March 2014 we:



provided support to

371

children with disabilities



completed

2,012

Assessments



helped

277

children to live in foster care and other accommodation



completed

639

Child Protection assessments

"I just want to say thank you for all your help. You are the first person in over 2 years that has listened to me and took this problem seriously"



Our performance



Compliments

2011-12

14

2012-13

22

2013-14

24



Complaints

2011-12

69

2012-13

59

2013-14

63



Enquiries from
Members of
Parliament

2011-12

9

2012-13

7

2013-14

12



Access to
Records
requests

2011-12

36

2012-13

28

2013-14

37



69%

of complaints were responded
to in 20 working days

“The best Looked After Children review I
have ever attended thanks to you”



What this means

The Children's Social Care division works with young people, children and families through a number of services. We were contacted by the public on 9,928 occasions, of which less than 1% generated complaints.

The main areas of concern raised by our customers were: Professionals did not carry out the required actions; disputing professional decisions; and a lack of compassion by social workers.

When Child Protection work is required, we have received a number of complaints by families against social workers carrying out risk assessments.

Naturally, we will work to improve our communications with families when dealing with sensitive issues.

Where family members disagree with a decision reached by a social worker, we have found in some cases, decisions did not take enough account of family's views. We will make it a priority to improve liaison with families we work with.

One third of complaints received related to

professionals not completing actions they said they would undertake and not communicating adequately the impact of decisions on families. We recognise it is important to acknowledge the impact poor timeliness has on those who may be dependent on our actions to resolve often difficult situations.

We received a high proportion of compliments from those happy with our services. Our youth services, which provide a variety of support, attracted no complaints this year.

Early intervention services in Bromley support children and families according to their needs; this includes family support outreach and children's centres. The excellent customer care provided in these areas will be shared across Children's Services.

Children's Services received 3 Ombudsman Enquiries; one is completed and was not upheld.

"Thank you so much for all the help and support and thank you for listening when I needed to express my opinions and feelings "



Lessons we have learnt and actions we are taking

From April 2014 we will:

Work with our staff to improve our communications with families when dealing with sensitive issues

Improve the way we communicate with families when we make decisions that affect them

Commit to do what we say we will do and do it on time

Education Services



Areas covered:

- Requests for a Statutory Assessment of Special Educational Needs (SEN)
- Admissions to primary, secondary and special schools
- Transport to school for children with a Special Educational Needs
- Services for children who have challenging behaviour
- Adult learning through the Bromley Adult Education College

What we did

Between April 2013 and March 2014 we:



undertook

1,917

Statutory Assessments of Special Educational Needs



Managed

12,300

applications for admission to Bromley schools



made

778

visits to school by the School Standards Team

“Can I just say; I have had such great customer service from all the team at Bromley Adult Education College.

Many thanks”



Our performance



Compliments

2011-12	2012-13	2013-14
Not available*	34 [#]	21

* not collected under our previous systems

October 2012 to March 2013



Complaints

2011-12	2012-13	2013-14
Not available*	10 [#]	26

* not collected under our previous systems

October 2012 to March 2013



Enquiries from Members of Parliament

2011-12	2012-13	2013-14
Not available*	6 [#]	23

* not collected under our previous systems

October 2012 to March 2013



Enquiries from Ombudsman

2011-12	2012-13	2013-14
Not available*	1 [#]	8

* not collected under our previous systems

October 2012 to March 2013



64%

of complaints were responded to in 20 working days

“We are lucky in this Borough to have such great support”



What this means

The Educations Division is responsible for serving the public through a range of services, including early years, behaviour service and the adult education college.

The majority of complaints we received this year fell broadly into two areas: Special Educational Needs (SEN) and School Admissions.

We pride ourselves on achieving high standards for those who use our services. Some of our most complex children who have a Statement of Educational Needs present our greatest challenge in terms of meeting those needs.

Putting this into context we have managed 1,917 SEN Statements this year, and those who felt the need to complain were less than 1%. We found we were failing to monitor third parties at regular intervals to ensure they were meeting the requirements of complex statements. We also found we need to improve how we communicate our decisions to families with children who have complex needs. The provisions contained in some of the SEN statements have also

been the subject of appeals and subsequent complaints. A priority for the service is to convey the importance of using the annual review to make sure statements are being successfully managed.

Enquiries made by Members of Parliament on behalf of their constituents related mainly to SEN statements.

In School Admission Services, complaints were generally about staff not meeting the expectations of their customers and we are working to improve our customer care.

The majority of the compliments we received were in relation to our Early Years service. We will take the excellent customer care practices as seen in our Early Years Service to improve our communication with our customers.

“We are lucky to live in the London Borough of Bromley, their early years support is fantastic ”



Lessons we have learnt and actions we are taking

From April 2014 we will:

Improve our monitoring of third parties to make sure they meet the requirements of SEN Statements

Improve our communication with families and mediate to achieve early resolution

Undertake the Annual Reviews of a Statement, even if there are on-going disputes with the family and providers

Housing Services



Areas covered:

- Providing the Bromley Housing Register
- Supporting people to find appropriate homes through the Homeseekers service
- Preventing people from becoming homeless
- Supporting vulnerable adults and children with their housing needs
- Supporting people to find private rented accommodation

What we did

Between April 2013 and March 2014 we:



managed

3,052

people on the
Housing Register



processed

1,748

applications for
people who are
homeless



placed

824

households in temporary
accommodation



helped

552

people to find private
rented accommodation

“We would like to thank everyone involved for their kind attention and assistance in the resolving of our elderly Aunt’s housing needs ”



Our performance



Compliments

2011-12

17

2012-13

3

2013-14

21



Complaints

2011-12

53

2012-13

44

2013-14

55



Enquiries from
Members of
Parliament

2011-12

160

2012-13

80

2013-14

60



Enquiries from
Ombudsman

2011-12

9

2012-13

10

2013-14

6



54%

of complaints were responded
to in 20 working days

“Thank you so much for all your help!
I’ve heard so many negative reports
about housing but so far you have
been really helpful and supportive”



What this means

As the demand for Housing in the Borough continues our housing service is under pressure to ensure it correctly allocates social housing to those with the greatest housing need.

The majority of our housing enquiries come from MPs on behalf of their constituents in response to disputes over the outcome of their appeals. Only 5 of the 55 complaints we received were upheld and, where customers took their complaint to the Ombudsman, all decisions were found in the Council's favour.

Rather than indicating we're not getting things right, we are being given a picture of general frustration about expectations that cannot always be met.

We have found we are not reaching our standards of customer care in all cases, in particular in how we communicate with our residents. Often this is in connection with residents disputing our decisions. We also recognise where people have complained, we are not responding quickly enough; and sometimes the

quality of our written replies falls short of our expectations.

Residents using our housing reception services have experienced excellent customer care and 21 compliments were received for our housing service, reassuring us the efforts of our officers to house people are not going unrecognised.

"I just wanted to take a moment to thank you for swiftly sorting out our housing application; it has meant the world to my family. Your communication with me throughout the entire process has also meant a lot "



Lessons we have learnt and actions we are taking

From April 2014 we will:

Training staff to deal more effectively with complaints, both verbally and in writing

Ensure in our communication with customers, we take care to record their information accurately

Share the excellent customer care practices in reception services with other housing services to improve our communication with the public

This document was produced by:

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April 2014

<http://bromley.mylifeportal.co.uk/gettingitright>



THE LONDON BOROUGH

London Borough of Bromley

PART 1 - PUBLIC

**Briefing for Care Services PDS Committee
Thursday 26 June 2014**

ANNUAL REPORT ON THE WORK OF THE VIRTUAL SCHOOL APRIL 2014

Contact Officer: Helen Priest , Head Teacher, Bromley Virtual School
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Chief Officer: Terry Parkin, Executive Director of Education, Care & Health Services

1. Summary

- 1.1 Section 99 of the Children and Families Act 2014 came into force on Tuesday 13th May making the role of the Virtual School Head Teacher statutory. The Virtual School Head Teacher is the lead responsible officer for ensuring that arrangements are in place to improve the educational experiences and outcomes of the Council's Looked After children, including those placed out of authority. Representing the corporate parents, the Virtual School Head Teacher must have arrangements in place to ensure the educational attainment and progress of looked after children by the local authority are monitored and evaluated as if those children attended a single school.
- 1.2 In recognition of the lead role of the of the Virtual School in the work of improving outcomes for Looked After Children, the new Ofsted Framework for the Inspection of Services for Children in Need of Help and Protection, Children Looked After and Care Leavers requires the publication of a Virtual School Annual Report as part of the data provided by the authority.
- 1.3 Members are asked to read and comment on the Annual Report on the Work of the Virtual School 2014.

2. **THE BRIEFING**

- 2.1 See attached report and Appendix 1

3. **SUPPORTING DOCUMENTS**

- Annual Report on the Work of the Virtual School, April 2014
- Delivering a First Class Education: Bromley Virtual School Development Plan.

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Annual Report on the Work of the Virtual School

April 2014

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1. National Profile on the Attainment of Looked After Children

- 1.1 Ensuring that Looked After Children (LAC) receive a high quality education is fundamental to improving their life chances and future success as active and emotionally and economically secure adults.
- 1.2 Nationally, numbers of Looked After Children have increased by 9% since 2007 and despite seeing improvements in educational outcomes since 2000, progress has been slow and significantly lower when compared with the rest of the school age population. The Department for Education Statistical First Release in December 2012 showed that, in the academic year ending in the summer of 2012, only 14.6% per cent of looked after children who have been looked after for at least a year achieved five good GCSEs including english and maths, compared to 58.1% per cent for non-looked after children.
- 1.3 The government, has through the strengthening of statutory guidance, made narrowing of the gap between the achievement of looked after children and that of other children and young people a high priority.

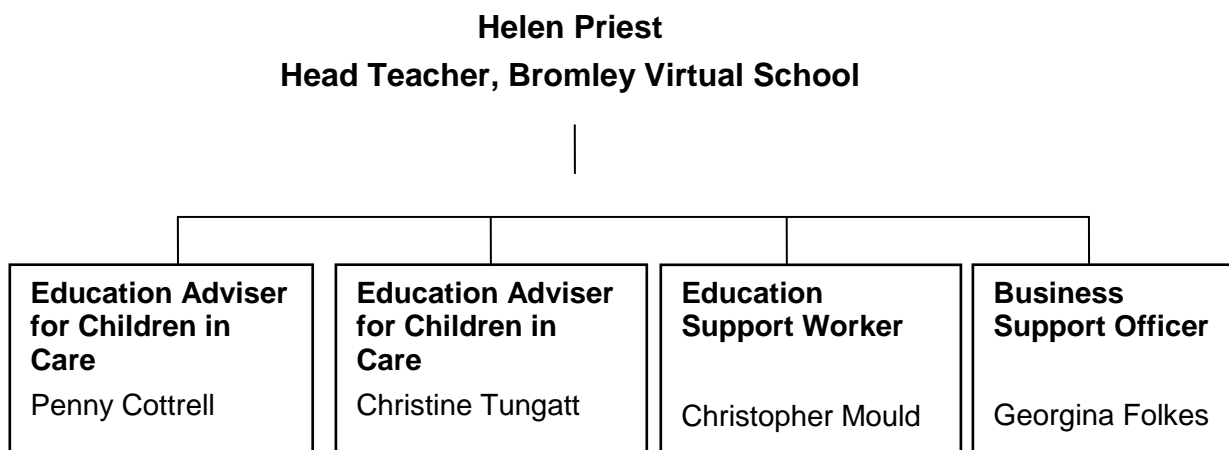
2. Statutory Duties on Local Authorities as Corporate Parents

- 2.1 In March 2010, the government published 'Promoting the Educational Achievement of Looked After Children: Statutory Guidance for Local Authorities'. This guidance makes it clear that the duty of a local authority to safeguard and promote the welfare of a child looked after by them includes a particular duty to promote the child's educational achievement. In April 2011, the revised legal framework for looked after children came into force and the government also responded in detail to the Select Committee Report on looked after children.
- 2.2 Care Planning, Placement and Case Review (England) Regulations came into force in 2011 and outlined how local authorities should seek to ensure, as an integral part of care planning, that all looked after children are supported to achieve educational outcomes that are comparable to those of their peers.
- 2.3 Improving educational outcomes and ensuring that young people have access to education, employment or training post statutory education is one of the strategic priorities in Bromley's Corporate Parenting Strategy 2014-16.

3. The Work and Impact of the Virtual School

3.1 Bromley Virtual School: Development and Service Delivery 2013/14

3.1.1 The Virtual School organisational structure chart is shown below.



3.1.2 During the 2013 calendar year, there was a complete turnover of personnel in the Virtual School. A period of recruitment and staff induction has taken place and the new team has become established.

3.1.3 All of the roles within the Virtual School share the core responsibility to contribute to raising the attainment and improving the life chances of Looked After Children. The Education Advisers provide specialist advice for Looked After Children with Special Educational Needs and those with additional needs. They ensure that children are in appropriate educational placements and that appropriate support is proactively planned and coordinated. The Education Support Worker is responsible for monitoring and tracking attendance and exclusion of Looked After Children and supporting social workers and foster carers of children in KS4 to ensure that plans for transition to post 16-provision are in place.

3.1.4 Staff in the Virtual School attend Personal Education Plan (PEP) meetings when there are concerns about the stability of a school placement or the failure of a child to meet expected levels of attainment.

3.2 The Objectives of the Virtual School

3.2.1 Bromley Virtual School Statement of Purpose

Bromley's looked after children deserve the best start in life. Enabling them to secure good educational outcomes is key to ensuring that their dreams and

aspirations can be realised. As Corporate Parents, Bromley Council is committed to ensuring that children and young people in care have access to high quality education provision and timely and appropriate support when it is needed. Securing good educational outcomes for looked after children will enable them to live economically independent, successful and fulfilling adult lives.

The Bromley Virtual School works strategically across the local authority and in partnership with schools and other agencies, in order to improve standards of achievement for this group of children and young people, whether they are placed in Bromley or far from home.

Vision

To ensure that Bromley's looked after children and young people have access to high quality educational provision and achieve at a similar level to all other children and young people.

Objectives

- to ensure that children and young people looked after the LB Bromley have access to appropriate, high quality education provision
- to champion high academic expectations; working with social workers, carers, designated teachers and head teachers to ensure every looked after child has an ambitious and challenging personal education plan
- to track and monitor the academic progress of children and young people in care, ensuring they are making progress in line with national expectations, by maintaining effective monitoring and recording systems
- to monitor the education provision and expectations for children, especially those with disabilities, who are working below the level of assessment and/or age-related expectation
- to provide training that will raise awareness of the importance of education for children in care, identify changes to statutory guidance, provide clarity of roles and responsibilities for key professionals and share good practice
- work with within the local authority and with partner agencies to ensure continuity of schooling for children in care
- to support and challenge schools and other education providers to promote stability and success for children
- provide additional, personalised support through access to advice and guidance, 1:1 tuition and additional resources whenever need is identified
- to celebrate success

Measurements of success

- improved school attendance
- all looked after children make progress in line with national expectations
Reduction in disruptions to education through exclusion and unnecessary changes of school
- an increase in the number of children in care achieving 5 GCSEs A* - C
- an increase in the numbers of looked after children successfully making the transition into further and higher education

3.2.2 The main objectives of the Virtual School are underpinned by the Virtual School Development Plan (**Attached as Annex 1**), in which the first priority is to 'ensure that all looked after children and young people make progress that is at least as good as all other Bromley children'. This will be achieved by implementing tracking and monitoring processes which allow us to measure the progress of individual children. Attainment data is collected at the point the child becomes looked after through the Personal Education Plan (PEP) and from the national database. Regular collection of attainment data and educational targets allows us to measure progress, both against the national expectation of two sub-levels of attainment per year and against the child's own prior attainment.

3.2.3 A new pupil monitoring form is being utilised alongside the existing PEP. It requires the designated teacher to record current attainment as well as end of year and end of key stage projections. This information allows the virtual school to ensure that target setting in the PEP is focused on academic targets and national curriculum attainment levels. The monitoring form also provides information about current interventions and support activities provided by school and links them to the use of Pupil Premium payments.

3.2.4 As a result of the difficulties experienced by looked after children, it might be expected that the service provided by the virtual school is highly individualised and, indeed, almost all of the work of the service is at individual child level reflecting, as it were, the concerns of the corporate parent. As with most services, the provision offered by the virtual school can be loosely classified as universal or targeted support for the children, their carers, social workers and schools. Although not entirely comprehensive, a grid showing the core offer of the Virtual School can be found at **Annex 2**. In addition to the management and delivery of the services described in the grid, the team spend significant periods visiting schools and residential provisions providing advice and challenge to ensure that the educational needs of the child or young person are being adequately addressed

4. Challenges Faced by Bromley Virtual School

4.1 Monitoring, Tracking and Reporting of Attainment

- 4.1.2 One of the key priorities for the virtual school at the start of the last academic year was to develop a more robust and secure system for tracking the attainment and progress of our statutory school aged looked after children. Over time, the collection of attainment data has developed from the annual collection of end-of-year national curriculum levels, which were recorded on spread sheets, to the more frequent and sophisticated collection of data showing projected attainment and progression that is in use today.
- 4.1.3 During 2013/14, Bromley has developed capacity on the Integrated Children's System (ICS), Carefirst, for the recording of early years and key stage qualifications and has had a slightly modified version of the Pan London PEP created within Carefirst so that PEPs can be treated in the same way as other assessments. After an initial bedding-in period, we have seen a significant improvement in the standard of PEPs, all of which are quality assured by the virtual school.
- 4.1.4 The creation of the Carefirst PEP has coincided with the development of more sophisticated system for recording and reporting attainment and progression data but, although an improvement on the previous system, it has not entirely overcome the on-going problems associated with reporting requirements and nor has it resolved the difficulties of the collection of the data from schools in a timely and efficient manner. We recognise, too, current systems only capture the data at a moment in time and in order to allow early intervention we need to have a live system that alerts us to concerns in respect of education immediately.
- 4.1.5 In recent months, as a result of the requirements identified by virtual schools at national level, there have been significant developments in the data collection services available from a number of providers, both existing and new in the market. In December and January, as part of a business case for development of data capture for the Virtual School, a review of these providers was undertaken and it resulted in the extension of Bromley's existing Welfare Call contract to include 'Track'. Welfare Call currently contacts every school of every Bromley looked after child every day to monitor attendance and exclusion. The track element of the contract means that from June 2014, the daily calls will also collect 'live' attainment and progression data and will provide us with a reporting facility that is fit for purpose.

4.2 Other Challenges

- 4.2.1 Many children who become looked after do so with histories of multiple school changes and poor attendance. They may have missed whole sections of the curriculum and may have unidentified special needs as a result of not having been in school for sufficiently long enough periods for assessments to be undertaken. While

there is an unquestionable expectation that the attainment trajectory for children who remain in foster care will rise, it is frequently the case that accessing education remains low on the child's hierarchy of needs and wants, taking a lower priority than social and emotional issues. Children who have experienced extreme neglect or domestic violence expend a lot of energy being hyper-vigilant or defensive in the classroom and may not be able to concentrate. They may have become young carers and be anxious about siblings or parents from whom they have been separated. For such children, it is not appropriate to assume a rapid improvement towards age-related expectations, but to recognise and praise small improvements. Sometimes, regular school attendance becomes a giant step forward. Working with partners in schools, it is important to achieve the right balance between raising expectations for children who are settling into foster care and recognising that they may have huge barriers to overcome before there are signs of improved behaviour and academic outcomes.

- 4.2.1 A higher than average proportion of last year's cohort had been moderately or completely disengaged during year 11. This figure had been impacted by the higher than normal number of young people that became looked after at aged 15 plus. Many of the late entrants to the cohort were already refusing to attend their education provision and some had no identified school at all when they became looked after. Some young people, including a number who had previously been high achieving, experienced placement breakdowns or other serious disruption which caused them difficulties in engaging at any level. For some of our young people it is hard for them to focus on education. Most schools work hard to keep young people on track but, ultimately, academic targets are missed despite high levels of support.
- 4.2.3 The alternatives to school that are on offer are sometimes not suitable for looked after young people in crisis or for those with complex and challenging behaviour. For example, we had a small number of young people that had been the perpetrators of sexual assault against other young people. Maintaining these young people in any educational resource whilst at the same time safeguarding other young people, can present a significant challenge.
- 4.2.4 The impact of removal of GCSE equivalence last year, affected a number of young people who might, in previous years, have achieved a number of GCSEs by virtue of having gained other qualifications which had GCSE equivalence now have no GCSE successes at all. It is not clear if this will have any impact on their future education, training or employability.

5. Virtual School Achievements

5.1 Increasing Support

- 5.1.2 The virtual school is increasingly offering children and young people opportunities for engagement in aspirational or resilience-building activities with their foster carers. These range from visits to universities to drumming classes and opportunities to learn to play the ukulele. During the last 18 months, 17 young people and their foster carers have visited Cambridge University for taster days, either with a subject-specific focus or to provide a taste of university life. This year, we are planning a Gamelan drumming programme for younger children as well as theatre trips and other exciting activities. These activities represent an investment in the futures of our children and young people as fully contributing members of society. Following such a visit, one young person took pains to explain to workers that he now felt enabled, for the first time, to contribute to a conversation about a recent visit to a theatre. Previously, he had found excuses to exclude himself from such discussions, having never been inside a theatre.
- 5.1.3 The virtual school invited a number of foster carers to take part in the pilot of a project designed to improve reading age and comprehension scores. Text Now is a reading programme in which foster carers are taught to become reading coaches. Once trained, carers commit to listening to children read for 20 minutes every weekday for 10 weeks. Children on the programme are given new books at the start of the programme as well as a 'pot' of incentive points. They are rewarded with additional points every time that they read these. Accumulated points can be used at any stage to buy books online from an 'amazon-type' internet shop. Reading (word recognition) and comprehension age tests were undertaken on all of the children at the beginning and end of the project and the outcomes are very pleasing. Although foster carers initially found it challenging to set aside time to listen to reading in such a structured way, all reported finding it a rewarding experience. All but one of the starting children completed the programme and with one exception, all children made significant progress in reading age and reading comprehension age; the mean average gain in reading age was 9.2 months. Reading comprehension age improvement was even greater, with the mean average gain of 11.6 months. The smallest gain in reading comprehension was 6 months and the greatest a staggering 21 months. Even those children with smaller gains in word recognition made significant gains in reading for meaning.
- 5.1.4 The virtual school funds a programme of targeted 1:1 tuition. Children in national curriculum year group 6 are offered 1 hour of literacy and maths combined in a single session each week for 20 weeks as they prepare for KS2 SATs. Students in key stage 4 are offered two hours per week for a similar period in both years. Generally, this tuition will be for English and maths, though, occasionally, one subject is substituted for a science option. Offers of tuition are not always taken up by students, who sometimes find that tuition after school eats into too much of their personal time or who simply see the concept of additional school support as punitive rather than supportive. However, during the last year, the virtual school saw its highest ever demand for 1:1 tuition.
- 5.1.6 The annual Celebration of Achievement of Looked After Children took place at the Warren on 15th November 2013. Over a hundred young people were nominated for achievements ranging from improvements in self-care skills to gaining an MSc. The

event was well attended by the young people, their carers and social workers and by officers and elected members of the council. 60 young people were awarded certificates by the Mayor. As always, the evening was enjoyable, moving and great fun. We are grateful to the management and staff of the Warren for their support and for the free use of the facilities.

5.2 Academic Attainment

5.2.1 Because cohort sizes are very small, data represented as percentages can appear distorted although, because this the national reporting requirement, it is the only way that comparison can be made with national outcomes and statistical neighbour results. Wherever possible, we have shown outcomes as numbers of children as well as percentages.

5.3 Key Stage 1 SATs 2013 (age 7)

5.3.1 11 Bromley looked after children ended KS1 in August 2013. Of these, 5 had been continuously looked after during the reporting period. For the purpose of this report, it is these 5 children that form the **reporting cohort** for academic year 2012/13.

5.3.2 3 children (66%) achieved level 2 in Reading, Writing and Maths
The remaining two children both have Statements of Special Educational Needs and are working below the level of assessment.

5.3.3 Key stage 1 achieving level 2 or above

		2013	2012	2011
Reading	Bromley	60% (3 of 5 pupils)	57%	66%
	National	69%	67%	59%
Writing	Bromley	60% (3 of 5 pupils)	57%	44%
	National	61%	57%	53%
Maths	Bromley	60% (3 of 5 pupils)	57%	66%
	National	71%	71%	63%

5.4 Key Stage 2 SATs (Age 11)

5.4.1 15 Bromley looked after children ended KS2 in August 2013. Of those, nine had been continuously looked after during the reporting period. These nine children form the **reporting cohort**.

5.4.2 All but one of these children has made two or more levels of progress in English and Maths during KS 2 (8 out of 9 pupils). The child who has not made this progress is a severely disabled child, who is making progress below national curriculum levels.

5.4.3 Key Stage 2 achieving level 4 or above

Indicator	2013	2012	2011	2010	2009
N 99: Percentage of children in care reaching level 4 in English at KS2	New combined Reading, Writing and Maths scores Bromley 66% (5 of 9 pupils)	Bromley 28% (2 of 7 pupils) National 64%	Bromley 50% (5 of 10 pupils) National 59%	Bromley 100% (5 of 5 pupils) National 54%	Bromley 40% (4 of 10 pupils) National 59%
N100: Percentage of children in care reaching level 4 in maths at KS2	National Not available	Bromley 28% National 56%	Bromley 40% National 52%	Bromley 80% National 47%	Bromley 20% National 47%

- **8(88%)** pupils made 2 levels of progress or more in English.
- **8(88%)** pupils made 2 levels of progress or more in Maths.

These results for Looked After children in Bromley match national outcome data for progression of Looked After children in KS2

5.5 Key Stage 4 Outcomes 2013 (age 16)

5.5.1 In the academic year 2012/13 the YR11 cohort was exceptionally small with 33 looked after children ending the year in care. Of these, **19** had been continuously

looked after for at least 12 months (to 31st March 2013) and these pupils form the reporting cohort.

5.5.2 GCSE outcomes

GCSE Results		2013 Reporting Cohort (19 pupils)	2013 All LAC Pupils (33 pupils)	2012	2011
5 A*-C Including English and Maths	Bromley	16% (3 pupils)	18%	11% (2 pupils)	8.6% (3 pupils)
	National	15.3%	Not available	15.0%	13.6%
5 A*-C	Bromley	21%	27%	22.2%	25.7%
	National	36.6%	Not available	37.2%	33.4%
5A*-G	Bromley	21%	27%	55%	48.6%
1A*-G	Bromley	26%	33%	88%	74.3%
Sat GCSE or equivalent	Bromley	26%	36%	88%	66%

Of the reporting cohort:

- **16%** of pupils (3) achieved **5 GCSEs at A*-C** including English and Maths. **In percentage terms, this is above National outcomes for KS4 looked after children**
- **78%** pupils (15) in the reporting cohort have identified **SEN**:
 - 3** (16%) have Statements of Special Educational Needs.
 - 6** (32%) are at School Action Plus

6. Attendance and Exclusions

6.1. Attendance

6.1.1 Attendance data is collected daily, on behalf of Bromley, by Welfare Call Ltd. This data is reported to Bromley daily, weekly and termly. If a child is absent from school without authorisation, Welfare Call will telephone the foster carer to ensure that the carer knows the whereabouts of the child. If the foster carer is unavailable or if they were unaware of the child's absence, Welfare Call will then notify the child's social

worker. The education support worker within the virtual school monitors the daily and weekly Welfare Call reports and liaises with other members of the team on a daily basis as well as in weekly pupil monitoring exercises.

6.1.2 The key indicator for the reporting of pupil absence from school is persistent absence. Persistent absentees are defined as having around 15 per cent overall absence rate for five terms of absence data, this equates to 46 or more sessions of absence (authorised and unauthorised), or 23 days. This definition was introduced in 2011. Before 2011 it was 20 per cent, equating to 25 days). The percentage is calculated by dividing the number of persistent absentees by the total number of children with absence data.

6.1.3 Persistent absence for Bromley LAC (*all figures report persistent absence over 5 half terms*).

Academic Year	2012/13	2011/12	2010/11	2009/10	2008/09
Bromley	8.2%	6.0%	10.1%	8.2%	6.0%
All outer London	5.1%	6.7%	7.1%	8.1%	6.7%
All England	5.0%	6.0%	7.3%	7.8%	8.8%

6.2 Exclusions

6.2.1 Bromley has had no reported permanent exclusions of looked after children since 2008 and the number of fixed term exclusions has decreased year on year over this period. This is the result of increased levels of support offered to both individual pupils and their schools by the virtual school and of improved collaborative working between the Service and colleagues in the behaviour service, SEN and education welfare and our local schools.

6.2.2 Permanent exclusions have largely been avoided by managed moves (planned transfer to other maintained or alternative provisions). The decision to affect a managed move rather than allow a 'natural progression' to permanent exclusion and subsequent placement in a pupil referral unit is usually driven by two factors: (a) the reluctance to allow the pupil to have a permanent exclusion on their record and (b) the nature of pupil referral unit provisions and the mix of students already attending.

6.2.3 The expectation of the virtual school is that children will remain in mainstream schools and that schools are challenged and supported to keep pupils on roll. Bromley provides both the challenge and support very well, often keeping children in school and allowing them to complete courses and take national examinations. However, when a student is experiencing multiple fixed term exclusions, there is a judgement to be made about the value of continuing to make them attend a provision

in which they are extremely unhappy and are not engaging (or are being purposely being disruptive) and then removing them to a new provision in which they can make a new start. Both options present challenges and both carry the risk of a poor outcome.

6.2.4 Fixed term exclusions of looked after children have been reducing consistently since 2009. This represents a reduction both in the number of days and in the number of pupils experiencing exclusion. This trend is not borne out among our statistical neighbours, most of whom saw an increase in the numbers of fixed term exclusions in 2011.

6.2.3 This table shows fixed term exclusions from 2009 to 2013:

	no. days total FX	no. pupils represented	Bromley Schools	Other Schools	total schools
2009/10	232	33	9	21	30
2010/11	134	24	9	13	22
2011/12	126	23	11	12	23
2012/13	91	13	5	6	11

6.2.4 48 of the 91 days of exclusion in 2012/13 were for a single pupil. This demonstrates both the challenge of keeping pupils in school and the success of the collaboration between the virtual school and other schools. It also highlights the complexities of the assertion that school stability is paramount. While the reluctance of the child's school to permanently exclude was evident and laudable, despite high levels of support and considerable joint working between professionals, the accumulation of his exclusions strongly suggested that the provision could no longer meet his needs. Reluctantly, the decision to move him was made.

7. Looking Forward – the New Challenges

7.1 In addition to the on-going work to improve the quality and timeliness of PEPs and develop recording and reporting mechanisms, the virtual school faces two new major challenges in 2014. These are the creation of a local protocol for the management, delivery, use and monitoring of the Pupil Premium under new guidance published in March this year; and the creation of new support pathways for looked after children in Bromley with the implementation of Education, Health and Care Plans and the new (as yet draft) statutory code.

7.2 Changes to Pupil Premium Arrangements

7.2.1 There is a significant change in arrangements for pupil premium for looked after children from April 2014. The overall amount of pupil premium for looked after

children will be based on numbers of looked after children aged 4-15 with a mid-year revision to account for additional children and a notional £1900 per child.

7.2.2 The Department for Education Conditions of Grant 2014-2015 states *'The grant allocation for Looked After Children must be managed by the designated Virtual School Head -in the authority that looks after those children to be used for the benefit of the looked after child's educational needs as described in their Personal Education Plan (PEP). The Virtual School Head should ensure there are arrangements in place to discuss with the child's education setting – usually with the designated teacher – how the child will benefit from any pupil premium funding. The local authority is not permitted to carry forward funding held centrally into the financial year 2015-2016. Grant held centrally that has not been spent by 31 March 2015 will be recovered.'*

7.2.2 Unlike in previous years, there is no requirement for the authority to pass a set amount of funding onto the school. Instead the money must be managed by the virtual school to be used to improve outcomes as identified in the personal education plan in consultation with the designated teacher. Criteria for the distribution of this funding and the tools for monitoring outcomes will need to be created and time and human resources allocated this task.

7.3 The Implementation of Education Health and Care Plans

7.3.1 Education, Health and Care Plans (EHC plans) are being implemented during 2014. They are being prepared instead of the current 'Statement of Special Educational Needs' for the children with high levels of education and health needs and can be requested if the child or young person is in a mainstream setting and their needs require a high level of support to enable them to access the curriculum. They will be required for all children and young people with special educational needs and/or disabilities who are placed in special school settings. The new plans will be from birth to the age of 25 and will be reviewed regularly in response to changing needs. They will have a focus on outcomes for the child or young person and local services will work in a multi-agency way to ensure they are straightforward and recognise the support that is required and the aspiration families have for their child.

7.3.2 The Virtual School is working closely with professionals from SEN and Disability Services to identify pathways to assessment for looked after children who are identified as a priority group in the new, draft Code of Practice. This work is recognises and is consolidating existing good practice in which the process of Personal Education Plans contributes to the identification of previously un-recognised Special Educational Needs, changes to known needs or concerns about the suitability of provision.

7.3.3 Much of the current practice will remain unchanged but the way that assessments are undertaken and the plans are drawn up will be different and the Virtual School will play a vital part in training and supporting education and social care professionals during the implementation phase. During the late spring and summer

of 2014, the virtual school will take part in a series of meetings during which a selection of cases will be presented to identify criteria for rapid conversion from Statements of SEN to EHC plans.

Delivering a First Class Education - Bromley Virtual School Development Plan, Academic Years 2013 -2015

Priority and Activities	Outcomes	Lead	Other measures of success
Priority			
1. Ensure that all looked after children and young people make progress that is at least as good as all other Bromley children			
<ul style="list-style-type: none"> Drive up quality and timeliness of PEPs 	All LAC to have current PEP by June 2014	HP/HOS	<ul style="list-style-type: none"> Children achieve two sub levels of progress in any academic year Increase in number of children achieving 5 GCSEs A*-C including English and Maths All Bromley LAC become confident readers.
<ul style="list-style-type: none"> Accurate benchmarking of attainment at the point of accommodation 	Extend Welfare Call Contract to include collection of attainment data by end of Spring Term 2014	HP	
<ul style="list-style-type: none"> Maths GOAL assessments for all year 10 looked after pupils to ascertain areas of weakness and target tuition 	By end of autumn term 2013 and ongoing for new LAC	HP	
<ul style="list-style-type: none"> Early identification of failure to make progress 	Ongoing	HP	
<ul style="list-style-type: none"> Build on Text Now pilot project, introducing it across the Virtual School 	September 2014	HP	
Priority			
2. Increase accountability and performance management of Virtual School			
<ul style="list-style-type: none"> Create a Governing Body for the Virtual School 	Currently on hold	HP/IL	
<ul style="list-style-type: none"> Complete 1st Annual Report 	February 2014	HP	

Priority and Activities	Outcomes	Lead	Other measures of success
Priority			
3. Raise the aspirations of children and young people in care and the professionals that work with them			
<ul style="list-style-type: none"> Develop or purchase information relating to choices at transition to further or higher education 	Who Cares? Trust 'Finding Your Way' booklets purchased and included in KS4 Welcome Pack	HP/MB-A	
<ul style="list-style-type: none"> Increase exposure of young people and their carers to experiences of higher education institutions 	<i>Increase to 25 visits per year by summer 2015</i>	HP/MB-A/SN	
<ul style="list-style-type: none"> Investigate the possibilities of a 'Near Peer Mentoring' project, using our own care leavers with university experience. 	Feasibility report complete by end summer term 2014	HP/MB-A	
<ul style="list-style-type: none"> Create Bromley Designated Teacher Forum 	First forum meeting by end of summer term 2014	HP/JB	
Priority			
4. To further embed personal education planning within care and pathway planning			
<ul style="list-style-type: none"> Ensure requirement on IROs to check date of most recent PEP 	Visit IRO team meeting January 2014	HP	<ul style="list-style-type: none"> Roll out of post-16 PEP to all YR 12 LAC in EET and subsequent reduction in YR12 drop-out rate
<ul style="list-style-type: none"> Develop fit for purpose post 16 PEP 	Completion January 2014	HP	
<ul style="list-style-type: none"> Update PEP in line with EYFS developments 	Add to Carefirst Work programme January 2014	HP/DK	
<ul style="list-style-type: none"> Build capacity on CareFirst PEP for recording post 16 destination 	Add to Carefirst Work programme January 2014	HP/DK	

Priority and Activities	Outcomes	Lead	Other measures of success
Priority			
Improve post 16 engagement in EET			
<ul style="list-style-type: none"> Recording YR 11 transition plan data on PEPs and CareFirst 	January to March 2014	HP/AB/GG	<ul style="list-style-type: none"> Improved tracking of YR11 students and Youth Contract work will increase engagement in EET for YR 12 in September 2014
<ul style="list-style-type: none"> Increase referrals to TYSS for all LAC year 9 and above and all new entries 	Social Workers advised to refer all new LAC on notification of accommodation from	HP/PK	
<ul style="list-style-type: none"> Improve access to information, advice and guidance through sign posting services and providing published careers advice 	Ensure 'Your Shout' website contains up to date IAG information and weblinks to advice agencies	HP/PK/MB-A	
Priority 6			
Reduction of persistent absence and fixed term exclusions			
<ul style="list-style-type: none"> Early intervention by ensuring review of PEP at first return from exclusion (reintegration) meeting 	Reduction of fixed term exclusions for all Bromley LAC to under 80 days per year by summer 2015	HP	<ul style="list-style-type: none"> Reduction of managed moves
<ul style="list-style-type: none"> Ensuring that Statements of SEN are a true reflection of pupils' needs and that pupils are receiving their entitlement 	VS attendance at all LAC annual reviews of Statements in 2014/15 and all subsequent first annual reviews for new LAC	HP/MC	
<ul style="list-style-type: none"> Identifying further support needs and challenging schools to meet those needs 	Ongoing	HP	
<ul style="list-style-type: none"> Re-launch Virtual School Attendance Protocol 	September 2014		Reduce persistent absenteeism to 7% by Summer 2015

Priority and Activities	Outcomes	Lead	Other measures of success
Priority 7			
Increase awareness and competencies of foster carers and social workers to ensure high quality support for children			
<ul style="list-style-type: none"> Develop Virtual School's contribution to foster carer induction and ongoing training calendar 	Foster carer training events booked termly from January 2014	HP/SN	
<ul style="list-style-type: none"> Provide regular, topical, training events for foster carers, social workers and other professionals 	1 training event per term from summer 2014	HP	
<ul style="list-style-type: none"> Evaluate Text Now pilot project 	Completed	HP	
<ul style="list-style-type: none"> Increase education opportunities available to children and carers 	4 events per year by summer 2015	HP/SN	

Key:HP=Helen Priest; MB-A=Melissa Bob-Amara; PK=Paul King; SN=Susan Noonan; MC=Mary Cava; DK=David Kidsley; AB=Andy Bravery; GG=Graham Glazier; IL=Ian Leadbetter

London Borough of Bromley

PART 1 - PUBLIC

Briefing for Care Services Policy Development and Scrutiny Committee Thursday 26 June 2014

OUTCOME OF THE COURT PILOT (CHILDREN'S SOCIAL CARE)

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Chief Officer: Terry Parkin, Executive Director of Education, Care & Health Services

1. Summary

The London Borough of Bromley led a joint Court Pilot initiative with the London Borough of Bexley from 4 February 2013 – 31 March 2014. The final Project Board meeting took place on 25th April 2014. The aim of the Pilot was to improve the quality and timescales of care proceedings for children in need of care and protection in preparation for the new judicial requirements for care proceedings to be completed within a maximum period of 26 weeks in preparation for the new legal requirements as set in the Children and Families Act which became law on 22 April 2014. Progress reports on the work undertaken by the joint Court Pilot were presented to the Safeguarding and Corporate Executive Working Party on 5 February 2013 and 10 September 2013. The initiative was reviewed at the final Project Board meeting which took place on the 25th April 2014 and concluded it had been extremely successful.

2 The Briefing

1.1 Progress and conclusion of the joint Court Pilot:

The Bromley and Bexley Court Pilot concluded on 31 March 2014. The Pilot ran for 14 months with a Case Manager tracking and monitoring all court work and outcomes for cases in care proceedings across both boroughs and reported to Terry Parkin, Chairman of the Court Pilot Project Board. During the Pilot Bromley issued **53** sets of proceedings which concerned **91** Children. The pilot achieved the original goals identified and Bromley and Bexley were both successful in significantly reducing the duration of care proceedings. Bromley's average number of weeks for concluding care proceedings at the start of the pilot was 52 weeks against a national average of 45 weeks and by the end of the Pilot Bromley's average for concluding care proceedings was **24** weeks. In September 2013 CAFCAS in its Second Quarter Heat Map reported Bromley as being ahead of the curve for London and was scored as Green alongside only two other London Boroughs, which was an excellent achievement.

3. Positive Outcomes:

- The Court Pilot was a partnership initiative that involved working closely with the Family Court, CAFCASS, the Bromley and Bexley Legal Teams and Children's Social Care. It could not have been successful without the cooperation and support from all stakeholders. All stakeholders report improved and more effective working arrangements and outcomes following the conclusion of the pilot.
- The reputation of the London Borough of Bromley has been enhanced by the initiative. Bromley took the lead role in setting it up and progressing it to conclusion. Judges' Atkinson and Redgrave reported they are pleased with the progress made.
- The Court Pilot has brought about specific and measurable improvements in procedures and quality of practice within Bromley's social care.
- During the court pilot period Bromley concluded **28** Pilot cases concerning **50** children. **23** cases concluded on or within 26 weeks. As of the end of April 2014, Bromley had **25** cases still in proceedings of which only **5** will exceed the 26 weeks deadline due to the complex and exceptional circumstances of the cases concerned.
- Bexley concluded 21 Pilot cases concerning 36 children and 13 cases concluded on or within 26 weeks. Bexley were recently inspected 11 March 2014 – 2 April 2014 and inspectors found that the Pilot: "...has proven to be instrumental in reducing timescales and improving the quality and timeliness of reports to the court. During the inspection the local authority legal advisors reported that the pilot project has recently reduced the length of care proceedings to 23 weeks for those cases within the pilot".
- Children can be placed sooner in safe and secure permanent placements as lengthy delays in Care Proceedings are now being avoided.
- Concluding cases within shorter time frames achieves best value in how services and resources are delivered and deployed over time and supports a small reduction in placement costs.
- A reduction in the use of Experts. The Family Justice Review highlighted that delay in care proceedings was often linked to the instruction of experts and late serving of their reports. The focus has been a move to limit the number of experts. However, care cases are rarely heard without one or two external experts, usually an adult psychiatrist or psychologist and a greater tendency for requests for residential parenting assessments and domestic violence risk assessments. Tests for substance misuse are routinely used in cases where alcohol and drugs feature. Other than for parenting assessments however, the Court will now order shared costs for expert assessments which previously fell to the Local Authority and will sometimes order that the expert is paid by the legal aid certificate of the parent. Due to the complexity of some care cases and assessments the Court can specify that to resolve the proceeding justly the case may fall outside of the 26 timescale.
- Improved timescales for the assessments of family and friends. One key work stream identified by the Pilot was for Bromley to respond with timely assessments for connected persons (family and friends assessments). The Fostering Team now has a small dedicated team of fostering social workers able to undertake connected persons assessments in a timely way within 6 to 8 weeks.

- Family Group Conferencing Service (FGCS) has been embedded in practice. This is a fundamental service in pre-court work and is a requirement by the Courts to ensure that Local Authorities are actively identifying extended family networks to support or look after children where care proceedings are being considered. The FGCS has been effectively used by social workers to identify extended family members and in many cases children have been successfully permanently placed within their extended families. During the Pilot February to March there have been 156 FGCs concerning 238 children.

4. Challenges

Professional continuity has been a major challenge during the pilot and remains a difficulty. Recruitment and retention of child protection social work staff is a risk area for most London Boroughs and Bromley is revisiting its Recruitment and Retention strategy to ensure that the present strategy is robust in the recruitment of child protection social workers.

5. Conclusion

In conclusion the Court Pilot has achieved its objective and made measurable improvements to timescales, procedures, practice and outcomes for children. The positive outcomes from the Court Pilot will become increasingly evident with children achieving stability and the right type of care placement early thereby reducing the need for Local Authority care placements overtime.

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London Borough of Bromley

PART 1 - PUBLIC

**Briefing for Care Services Policy Development and Scrutiny Committee
26th June 2014**

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

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Chief Officer: Terry Parkin, Executive Director of Education, Care & Health 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 April 2014 and September 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 91 Care Services contracts with a value of more than £200,000.
- 1.3 14 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 April and September 2014.
- 2.2 Appendix 1 shows 90 Care Services contracts with a value of more than £200,000. It also gives information about the history of each contract.
- 2.3 14 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 – Young People
- ❖ Tenancy Support Services – Homeless People
- ❖ Call off Contracts from Public Health Contract Framework for Exercise Referral, Contraception and Sexual Health Outreach, Laboratory Test for Chlamydia Screening, Community Pharmacy Services, Point of Care Testing, HIV Peer Support and Peer Mentoring, Needle Exchange, Supervised Administration of Medication

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

Contract	Current Annual Value £000
Children and Adolescent Mental Health	450
Learning Disability Services – Supported Living	7,500
All Adult Direct Care Services	6,400

2.7 Public Health has 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 ECHS 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. ECHS has further developed the use of the e-tendering system for the process of getting quotations for lower value goods and services.
- 2.11 The ECHS Procurement and Contract Compliance Team is working with Corporate Procurement to look at the opportunities around joint contracting. Officers developed the framework for Public Health services in partnership with Bexley Council and received £10k contribution towards the costs. We also use frameworks developed by other Councils or public bodies where these provide appropriate services and avoid procurement activity. Currently we are using frameworks developed by Lewisham council for school building projects.
- 2.12 The ECHS Procurement Team always employs the most effective method for procuring services and this depends on the particular procurement exercise. During 2013/14 we set up a dynamic purchasing framework for Supply Teachers and Tutors for Looked after Children out of School. The dynamic purchasing framework allows new providers to join the frameworks during their lifetime which is useful where there is a large, or developing market.
- 2.13 The current market testing of Adult Social Care Services is being run using a competitive dialogue process. This process is more suitable for complex procurement projects where different options can be tested and developed as the process proceeds .

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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Care Services PDS Contracts Briefing Jun 2014

Contact	ID	Contract Name	Suppliers	Duration Months	Duration Years	End Date	Contract Total Value £	Original Contract Annual Value £	No of Waivers	Value of Contract Waivers Approved	No of Variations / Extensions	Value of Variations / Extensions	2014/15 Budget £	2014/15 Projected £	Cost Difference £	Comments
Elayne Stewart	Contract-049865	Children's - Intensive Supervision and Surveillance (ISS)	NACRO	36	3.00	31-Mar-14	£213,000	£71,000	0	£0	1	£71,000	£71,000	£71,000	£0	ISS Intensive Supervision and Surveillance is being considered by Officers within emergent consortia arrangements for purchasing ISS services. YOS met with NACRO in January 2014 to look at possibility of payment by results and future provision. Market provision is limited and current provider is performing well. Current provider has resources to deliver the regulatory requirement within service provision. Waiver is in process for 1 year contract for 2014/15. (History: 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. Contract allows for CPI increases, however CPI not awarded to date).
Andy Crawford	Contract-048381	Direct Payments - Support Services	Vibrance	24	2.00	31-Jul-14	£245,670	£122,835	0	£0	0	£0	£118,000	£118,000	£0	Costs vary with usage. Budgeted and Projected figures based on usage for 2013/14. Contract provides for 2 x 1 yr optional extensions, and report will be produced with recommendation for use of full extension facility prior to contract expiration. Extension to be sought, based on agreed terms. (History: Contract awarded following tender and agreed by ACS PDS on 19/6/12. Contract allows for CPI increases, however CPI not awarded to date).
Colin Lusted	Contract-035950	Learning Disabilities - Care Support at Amplio House	Avenues London	40.5	3.38	31-Aug-14	£1,049,899	£349,966	0	£0	1	£177,929	£492,000 (previous cost)	£349,966	£-142,034	Part of overall budget for LD Supported Living. Approval by CS PDS 11/3/14 to extend until Jan 15 to enable tendering as a "bundle" with 213 Widmore Road, Lancaster House, Swingfield Court and Goldsmiths Close. (History: Contract awarded following tender. Contract provides for 2 yr extension. Contract allows for CPI increases, however CPI not awarded to date).
Wendy Norman	Contract-035339	Supporting People - Accommodation Based Support for Young People	One Housing Group	36	3.00	31-Aug-14	£1,030,848	£343,616	0	£0	2	£368,428	£343,616	£343,616	£0	Recommendation to be considered by Executive on 11th June 2014 to award extension for further year on same terms and conditions whilst fundamental review is completed. Awarded under the Lewisham/Southwark Supporting People Joint Services Framework Agreement. Contract provides for 3 years with option to extend for further 2 year period. (History: Original contract award did not include office rental costs. - Variation of £24,812 inc. in Budget/Projected spend). Contract allows for CPI increases, however CPI not awarded to date).
Wendy Norman	Contract-035336	Supporting People - Floating Support Young People	One Housing Group	36	3.00	31-Aug-14	£285,765	£95,255	0	£0	1	£95,255	£95,255	£95,255	£0	Recommendation to be considered by Executive 11th June 2014 to award extension for further year on same terms and conditions whilst fundamental review is completed. Awarded under the Lewisham/Southwark Supporting People Joint Services Framework Agreement. (History: Portfolio Holder approved a 1 year extension on 22/4/2013. Contract allows for CPI increases, however CPI not awarded to date).
Wendy Norman	Contract11563	Housing - Supported Accommodation Homeless	Riverside ECHG	63	5.25	30-Sep-14	£1,503,083	£272,209	0	£0	2	£612,470	£272,209	£272,209	£0	Contract award to be reported to Executive on 11th June 2014. Extension request for 3 months approved 24 Feb 2014, to enable service to be retendered. Service tendered using joint Southwark and Lewisham Framework. (History: PDS report Jan 2012 for 2 year Extension. Contract awarded following tender. CPI has not been applied to contract for life of contract).
Andrew Royle	Contract-030579	Learning Disabilities - Jobmatch	Bromley Mencap	48	4.00	30-Sep-14	£345,256	£86,314	0	£0	1	£86,314	£86,314	£86,314	£0	Extension approved for one year to Sept 2014 in order to accommodate current review of all employment schemes to align future service delivery with strategic commissioning intentions. 1 further year extension available. (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. Extended for 1 year to Sept 2014.
Hilary Rogers	Contract-049880	Children & Young People with Learning and/or Physical Disabilities - Weekend and Holiday Provision	Riverside School	30	2.50	30-Sep-14	£617,015	£249,004	0	£0	1	£124,203	£248,406	£204,203	£-44,203	Full service review of all Short break provision undertaken Q1 and 2 2013. Local consultation with parents commenced in October 2013 to obtain community involvement in future service delivery. Report on Consultation on Short Breaks for Disabled Children & Young People is being considered at June Care Services PDS. A long term commissioning strategy will be established upon officers receiving Care Services PH approval of that report. That strategy will be implemented by 1 April 2015 and there is therefore a period of time (1 Oct 2014 to 30 Mar 2015) for which there will be a gap in commissioned Short Breaks services. Consent to the proposed extension of the above contracts will adequately fill that gap. (History: Contract extension for 6 months to 30 Sep 2014 was agreed at Executive on 3 September 2013. 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

Contact	ID	Contract Name	Suppliers	Duration Months	Duration Years	End Date	Contract Total Value £	Original Contract Annual Value £	No of Waivers	Value of Contract Waivers Approved	No of Variations / Extensions	Value of Variations / Extensions	2014/15 Budget £	2014/15 Projected £	Cost Difference £	Comments
Hilary Rogers	Contract-024961	Children's - Childminding Support Services	Bromley Mencap	30	2.50	30-Sep-14	£237,500	£95,000	0	£0	1	£47,500	£95,000	£110,000	£15,000	Full service review of all Short break provision undertaken Q1 and 2 2013. Local consultation with parents commenced in October 2013 to obtain community involvement in future service delivery. Report on Consultation on Short Breaks for Disabled Children & Young People is being considered at June Care Services PDS. A long term commissioning strategy will be established upon officers receiving Care Services PH approval of that report. That strategy will be implemented by 1 April 2015 and there is therefore a period of time (1 Oct 2014 to 30 Mar 2015) for which there will be a gap in commissioned Short Breaks services. Consent to the proposed extension of the above contracts will adequately fill that gap. Overspend on this contract offset against underspend for Contract-049880. (History: Original 1-year contract from April 2012 to April 2013. 1 year extension granted to 31 Mar 2014 (Portfolio Holder March 2013) and extended by a further 6 months to 30 Sep 2014 (PDS 03 Sep 2013. CPI not applicable)
Wendy Norman	Contract-035338	Supporting People - Housing & Support for Ex-Offenders	Hestia Housing & Support	36	3.00	30-Sep-14	£233,841	£77,947	0	£0	1	£77,947	£77,947	£77,947	£0	Contract extension to 30 Sept 15 agreed by Portfolio Holder in consultation with Executive Director of Adult Services following conclusion of negotiation on efficiencies. Future options considered at CS PDS 11 March 2014. Contract awarded for a 2-year period following a tender process.
Andy Crawford	Contract-051006	Older People - Residential Care for Older People at Oatlands	Oatlands Care Ltd	18	1.50	31-Dec-14	£650,520	£433,680	0	£0	0	£0	£433,680	£433,680	£0	Contract provides for 18 months with option to extend for up to a further 2 years. Contract allows for CPI increases.
Claire Lynn	Contract-050787	Substance Misuse - Adult Recovery Service	Crime Reduction Initiatives (CRI)	36	3.00	04-Jan-15	£888,432	£296,144	0	£0	0	£0	£296,140	£296,140	£0	Public Health contract transferred to LBB via Transfer Scheme. Contract is for 3 years with option to extend for additional year; recommendation to be made to Exec in July to extend for a year. Monies identified for whole life contract value are the costs to LBB from the point of transfer of the contract, which does not include the previous contract costs to the PCT. Variation to contract of £50k being sort for March 2014 to absorb some activity from Rapid Prescribing Service.
Claire Lynn	Contract-050788	Substance Misuse - Adult stabilisation & Assessment Service	Crime Reduction Initiatives (CRI)	36	3.00	04-Jan-15	£1,617,135	£539,045	0	£0	0	£0	£539,050	£539,050	£0	Public Health contract transferred to LBB via Transfer Scheme. Contract is for 3 years with option to extend for additional year; recommendation to be made to Exec in July to extend for a year. Monies identified for whole life contract value are the costs to LBB from the point of transfer of the contract, which does not include the previous contract costs to the PCT. Variation to contract of £50k being sort for March 2014 to absorb some activity from Rapid Prescribing Service.
Claire Lynn	Contract-050786	Substance Misuse - Intensive Drug Prescribing Service	Crime Reduction Initiatives (CRI)	36	3.00	04-Jan-15	£887,409	£295,803	0	£0	0	£0	£300,240	£300,240	£0	Public Health contract transferred to LBB via Transfer Scheme. Contract is for 3 years with option to extend for additional year; recommendation to be made to Exec in July to extend for a year.
Colin Lusted	Contract-022394	Learning Disabilities - Care Support at 213 Widmore Road	Avenues London	66	5.50	10-Jan-15	£2,213,607	£315,000	0	£0	3	£1,268,607	£315,000 (previous cost)	£200,620	£-55,000	Part of overall budget for LD Supported Living. Approval by CS PDS 11/3/14 to extend until Jan 15 to enable tendering as a "bundle" with Swingfield Court, Lancaster House, Amplo House and Goldsmiths Close. (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.
Colin Lusted	Contract-022393	Learning Disabilities - Care Support at Swingfield Court	Avenues London	66	5.50	10-Jan-15	£5,695,945	£740,000	0	£0	3	£3,475,945	£740,000 (previous cost)	£686,407	£-53,593	Part of overall budget for LD Supported Living. Approval by CS PDS 11/3/14 to extend until Jan 15 to enable tendering as a "bundle" with 213 Widmore Road, Lancaster House, Amplo House and Goldsmiths Close. (History: Contract Extended to June 2014. Delegated authority to extend for final year until 20/6/14; 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).
Andrew Royle	Contract-048773	Learning Disabilities - Domiciliary Care Services at Goldsmiths Close	MCCH Society Ltd	33	2.75	10-Jan-15	£399,000	£133,000	0	£0	1	£103,000	£132,540 (previous cost)	£103,000	£-19,540	Part of overall budget for LD Supported Living. Contract approved 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. To be tendered as a "bundle" with 213 Widmore Road, Lancaster House, Swingfield Court and Amplo House.
Colin Lusted	Contract-022392	Learning Disabilities - Lancaster House	MCCH Society Ltd	60	5.00	10-Jan-15	£1,780,195	£356,039	0	£0	1	£712,078	£356,039 (previous cost)	£299,907	£-56,132	Part of overall budget for LD Supported Living. 2 year extension approved by Portfolio Holder on 20/12/12 to align contract end date with Contract-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. Approval by CS PDS 11/3/14 to extend until Jan 15 to enable tendering as a "bundle" with 213 Widmore Road, Amplo House, Swingfield Court and Goldsmiths Close.
Wendy Norman	Contract-051108	General - Healthwatch Bromley	Community Links - Bromley	36	3.00	31-Mar-15	£288,348	£144,169	0	£0	1	£144,169	£145,000	£145,000	£0	Commissioning of a new Healthwatch organisation from April 2013 to replace the existing Local Involvement Network (LiNK). 1 year extension available (CS PDS report incorrectly says 1 + 2). 1 year extension granted 18 Feb 2014. Contract expires 31.3.15

Contact	ID	Contract Name	Suppliers	Duration Months	Duration Years	End Date	Contract Total Value £	Original Contract Annual Value £	No of Waivers	Value of Contract Waivers Approved	No of Variations / Extensions	Value of Variations / Extensions	2014/15 Budget £	2014/15 Projected £	Cost Difference £	Comments
Claire Lynn	Contract-025420	Mental Health - Welfare Benefits Service	St Mungo's Broadway	60	5.00	31-Mar-15	£209,430	£41,886	0	£0	2	£83,772	£41,886	£41,886	£0	Gateway review being prepared. Contract awarded in April 2010 following tender process; 2 year extension granted to 31 Mar 2014 (Director Feb 2013); 1 year extension granted to 31 Mar 2015 (CS PDS 29 Oct 2013). Broadway Homelessness & Support merged with St Mungo's on 1 April 2014 and are now called St Mungo's Broadway.
Claire Lynn	Contract-017680	General - Advice Service - Core Funding	Citizens Advice Bureau	36	3.00	31-Mar-15	£525,000	£220,000	0	£0	1	£145,000	£145,000	£145,000	£0	On 14/12/11 Executive agreed new 2 year new contract from 1/4/12; additional 1 yr extension agreed by PDS on 3/9/13 (Report CS13027). Budget provision includes: 2012/13: £220,000, 2013/14: £160,000 and an additional extension option of one year in 2014/15: £145,000 (agreed). (History: 08/09 Price (from Nov 08) £243,520, 09/10 Price £253,017, 10/11 Price £256,349)
Andy Crawford	Contract-050076	Legacy Clients - Age Concern Orpington (Saxon Centre) Day Opportunities	Age Concern Orpington	24	2.00	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.
Andy Crawford	Contract-050077	Legacy Clients - Age Concern Penge/Anerley (Melvin Hall) Day Opportunities	Age Concern Penge & Anerley	24	2.00	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.
Andy Crawford	Contract-050081	Legacy Clients - Age Concern Ravensbourne (Bertha James) Day Opportunities	Age Concern Ravensbourne	24	2.00	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.
Andy Crawford	Contract-050082	Legacy Clients - Age UK Bromley & Greenwich Day Opportunities	Age UK Bromley & Greenwich	24	2.00	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.
Andy Crawford	Contract-050078	Legacy Clients - Alzheimers Society (White Gables) Day Opportunities	Alzheimer's Society	24	2.00	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.
Andy Crawford	Contract-050080	Legacy Clients - Bromley Mind Day Opportunities	Bromley & Lewisham Mind	24	2.00	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.
Claire Lynn	Contract-025418	Mental Health - Community Wellbeing Services (day Centres)	Bromley & Lewisham Mind	60	5.00	31-Mar-15	£1,140,631	£300,000	0	£0	1	£310,392	£155,596	£155,596	£0	3-year contract awarded in 2010 (estimated cost of £300k p.a.); 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. (History: 10/11 £300k; 11/12 £300k; 12/13 £230,196; 13/14 £155,196; 14/15 £155,196)
Claire Lynn	Contract-025419	Mental Health - Advocacy Gen & IMHA Services	Rethink	60	5.00	31-Mar-15	£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 extension option. PH briefed on 8th March 2013. Contract previously jointly commissioned between LBB (£68,330) & CCG (£63,967); the former CCG element of this is funded by grant. Funding is not guaranteed beyond 2014/15. CPI not awarded to date.
Antoinette Thorne	Contract-051610	Training - Step Up To Social Work Project	Royal Holloway, University of London	22	1.83	30-Apr-15	£278,590	£139,295	0	£0	0	£0	£147,621	£61,691	£-85,930	Contract awarded following tender. CPI not applicable. This contract is funded by the Step Up To Social Work grant from the Department for Education (DfE). DfE did not allow Local Authorities to carry forward funding, therefore the payment schedule to Royal Holloway had to be revised and therefore a higher proportion of the contract was paid for in 2013/14. Please note that the contingency money within the contract is not included in these figures. Contingency 'pot' currently stands at £95,000.
Lucas Blackwood	Contract-050818	General - Integrated Community Equipment Service (ICES)	Medequip Assistive Technology Limited	36	3.00	01-Jul-15	£4,470,000 (based on original usage)	£1,490,000 (based on original usage)	0	£0	0	£0	£1,200,000	Dependent on usage	£0	LCSG ICES Framework contract. Contract is 3 years with option to extend for 2 additional years. Annual contribution made by Bromley CCG.
Andrew Royle	Contract-052973	Learning Disabilities - Supported Employment	Shaw Trust Ltd	12	1.00	05-Jul-15	£400,330	£400,330	0	£0	0	£0	£400,330	£400,330	£0	Review of supported employment is underway. Included in Adult Social Care tender - currently under Competitive Dialogue process. Care Services PDS of 11 Mar 2014 approved a waiver for a 1-year contract to July 2015.
Andrew Royle	Contract-050059	Learning Disabilities - Domiciliary Care Services at Dunstonian Court	Sunnyside Domiciliary Support Services Ltd	24	2.00	31-Aug-15	£280,000	£140,000	0	£0	0	£0	£140,000	£140,000	£0	Contract awarded by PDS 12 Mar 2013

Contact	ID	Contract Name	Suppliers	Duration Months	Duration Years	End Date	Contract Total Value £	Original Contract Annual Value £	No of Waivers	Value of Contract Waivers Approved	No of Variations / Extensions	Value of Variations / Extensions	2014/15 Budget £	2014/15 Projected £	Cost Difference £	Comments
Wendy Norman	Contract-051335	Housing - Tenancy Support Service	Hestia Housing & Support	24	2.00	30-Sep-15	£549,752	£274,876	0	£0	0	£0	£274,876	£274,876	£0	Contract for 2 years awarded following tender exercise by PDS 18 Jun 2013. Contract allows for 1 year extension. CPI applicable from September 2014 (accommodated in 2013/14 budget). Previous cost of the tenancy support service was £334,600. Re-tendering the Tenancy Support contract has realised total savings to the Council of £59,720 per annum, and £119,440 over the life of the contract.
Claire Lynn	Contract-050789	Substance Misuse - Shared Care	KCA (UK)	60	5.00	08-Oct-15	£930,875	£186,175	0	£0	1	£372,350	£228,180	£228,180	£0	Contract extension for additional 2 years to October 2015 agreed by Executive 12 June 2013. Public Health contract transferred to LBB via Transfer Scheme.
Colin Lusted	Contract-030542	Learning Disabilities - Supported Living at Devonshire Road	Certitude Support	48	4.00	10-Oct-15	£1,722,895	£344,579	0	£0	1	£689,158	£344,579	£311,797	-£32,782	3 year 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. Extension granted by Director to 10 Oct 2015. Projected underspend due to negotiated reduction with provider. Contract allows for CPI increases, however CPI not awarded to date.
Claire Lynn	Contract-048774	Mental Health - Flexible Support	Community Options Ltd	36	3.00	31-Oct-15	£1,396,356	£465,452	0	£0	0	£0	£465,452	Dependent on usage	£0	Contract awarded following tender; 2 years extension available (2 one year options). Contract will include MH supported accommodation as of 1st April 2014 (contract no. 018079). Contract price shown is the indicative price reported to the Executive on 12 Sept 2012. CPI not awarded to date.
Wendy Norman	Contract-031828	Adults - Bromley Women's Aid Women's Refuge Domestic Violence	Bromley Women's Aid	60	5.00	31-Dec-15	£1,378,000	£318,000	0	£0	1	£424,000	£212,000	£212,000	£0	Previous underspend due to price negotiations with contractor. Executive approval received (12 June 2013) for 2 year extension to Dec 2015.
Andy Crawford	Contract-049887	Older People - Nursing Beds (PF & EMI)	Mission Care	36	3.00	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 21/1/13.
Nada Lemic	Contract-052179	Public Health - Framework for Various Public Health Services	Alere Boots Bromley Healthcare Mytime Active Paydens Pharmabbg Positively UK Slimming World Solutions 4 Health Source Bioscience Terrence Higgins Trust The Doctors Lab The Metro Centre To Health Weight Watchers	24	2.00	02-Mar-16	£1,600,000	£800,000	0	£0	0	£0	£800,000	£800,000	£0	Framework approved by Executive 12 Feb 2014; addendum to Category K approved by Executive 02 Apr 2014. Framework period is 2 years with 2 years extension available. If any individual contracts are over £200k they will be reported separately.
Lorna Blackwood	Contract-033683	Older People - Care Services at Crown Meadow Court (Extracare)	Mears Care Ltd	60	5.00	24-Mar-16	£3,112,571	£444,653	0	£0	0	£0	£444,653	Dependent on usage	£0	Contract awarded in 2011 following tender. CPI not awarded to date.
Jenny Selway	Contract-050798	Public Health - National Child Measurement (NCMP)	Bromley Healthcare Community Interest Company Ltd	60	5.00	31-Mar-16	£1,317,640	£234,000	0	£0	0	£0	£307,820	£307,820	£0	Public Health contract (Category B) transferred to LBB via Transfer Scheme. Contract is for 5 years. Will continue to be procured through CCG/CSS as part of community health block contract with Bromley Healthcare; budget figure includes the HENRY element of the BHC contract also.
Jenny Selway	Contract-050797	Public Health - Children 5-19 - School Nursing Programme	Bromley Healthcare Community Interest Company Ltd	60	5.00	31-Mar-16	£4,513,760	£889,000	0	£0	0	£0	£957,760	£957,760	£0	Public Health contract (Category B) transferred to LBB via Transfer Scheme. Contract is for 5 years. Will continue to be procured through CCG/CSS as part of community health block contract with Bromley Healthcare.
Stephanie Sawyer	Contract-050773	Public Health - Sexual Health - Contraception & Reproductive Health	Bromley Healthcare Community Interest Company Ltd	60	5.00	31-Mar-16	£3,475,282	£684,000	0	£0	0	£0	£739,282	£773,713	£34,431	Public Health contract (Category B) transferred to LBB via Transfer Scheme. Contract is for 5 years. Will continue to be procured through CCG/CSS as part of community health block contract with Bromley Healthcare. Budget was realigned for projected activity levels for 2013/14. Also to take into account 'Estate' costs (additional overhead costs once Public Health transferred to LBB) and the requirement to pay an element of CQUIN. Current year end projection of over activity is being reviewed with BHC before final settlement.
Stephanie Sawyer	Contract-050774	Public Health - Sexual Health - Health Improvement	Bromley Healthcare Community Interest Company Ltd	60	5.00	31-Mar-16	£2,992,202	£647,000	0	£0	0	£0	£404,202	£411,987	£7,785	Public Health contract (Category B) transferred to LBB via Transfer Scheme. Contract is for 5 years. Will continue to be procured through CCG/CSS as part of community health block contract with Bromley Healthcare. Budget was realigned to reflect the sexual health component of health improvement activities only. Also to take into account 'Estate' costs (additional overhead costs once Public Health transferred to LBB) and the requirement to pay an element of CQUIN. Current year end projection of £7,785 over budget is due to the over activity of HIV Clinical Nurse Specialist Service.
Agnes Marossy	Contract-050796	Public Health - Smoking & Tobacco - Bromley Stop Smoking Service	Bromley Healthcare Community Interest Company Ltd	60	5.00	31-Mar-16	£1,924,150	£384,830	0	£0	0	£0	£384,830	£384,830	£0	Public Health contract (Category B/D) transferred to LBB via Transfer Scheme. Contract is for 5 years. Will continue to be procured through CCG/CSS as part of community health block contract with Bromley Healthcare.
Wendy Norman	Contract-049976	Learning Disabilities - Supporting People	Elizabeth Fitzroy Support Service	36	3.00	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.

Contact	ID	Contract Name	Suppliers	Duration Months	Duration Years	End Date	Contract Total Value £	Original Contract Annual Value £	No of Waivers	Value of Contract Waivers Approved	No of Variations / Extensions	Value of Variations / Extensions	2014/15 Budget £	2014/15 Projected £	Cost Difference £	Comments
Colin Lusted	Contract-035948	Learning Disabilities - 173 Crofton Road	Certitude Support	60	5.00	25-Apr-16	£1,016,154	£338,718	0	£0	1	£612,686	£338,718	£306,343	-£32,375	Contract awarded following tender. 3 year contract, with 2 years extension option; extension approved by Director 18 Feb 2014. Projected underspend of due to negotiated reduction with provider in exchange for 2 year contract extension & additional savings forecast. CPI not awarded. Extension option agreed by PH; to co-terminate with 182 Crofton Road scheme.
Colin Lusted	Contract-035949	Learning Disabilities - 182 Crofton Road	Certitude Support	55	4.58	25-Apr-16	£1,544,349	£348,377	0	£0	1	£499,218	£348,377	£311,797	-£36,580	Contract awarded following tender; 3 years + 2 years extension available. Projected underspend due to negotiated reduction with provider underway to co-terminate service provision in line with 173 Crofton. Extension of 1 year 7 months approved by Director 18 Feb 2014. (History: Variation 27/9/11 increasing weekly client costs within existing funding reported to Executive (£4,220 pa)). CPI not awarded.
Lorna Blackwood	Contract-040782-001	Older People - Care Services at Regency Court (Extra Care)	Sanctuary Homecare Ltd	48	4.00	31-May-16	£1,622,272	£405,568	0	£0	0	£0	£405,568	Dependent on usage	£0	Contract awarded by Executive 11 April 2012 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. (contract end date on previous report erroneously noted as May 13) - Updated to correct date for Jan 14 onward)
Lorna Blackwood	Contract-040782-002	Older People - Care Services at Sutherland Court (Extra Care)	Sanctuary Homecare Ltd	48	4.00	31-May-16	£1,371,484	£342,871	0	£0	0	£0	£342,871	Dependent on usage	£0	Contract awarded by Executive 11 April 2012 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. (contract end date on previous report erroneously noted as May 13) - Updated to correct date for Jan 14 onward)
Andrew Royle	Contract-051149-003	Learning Disabilities - Care Support in Supported Living at Century Way	Avenues London	36	3.00	16-Jun-16	£544,803	£181,601	0	£0	0	£0	£181,601	£181,601	£0	Call-off contract from framework for LD Core Support in Supported Living. Contract is for 3 years with option to extend for additional 2 year period. Contract allows for CPI increases.
Andrew Royle	Contract-050584	Learning Disabilities - Support at 111 Masons Hill	Care Management Group Ltd	36	3.00	30-Jun-16	£669,957	£223,319	0	£0	0	£0	£223,319	£223,319	£0	Contract awarded following tender. Contract is for 3 years with option to extend for additional 2 year period. Contract allows for CPI increases.
Andrew Royle	Contract-050585	Learning Disabilities - Supported Living at Padua Road	Outward Housing	36	3.00	30-Jun-16	£706,686	£235,562	0	£0	0	£0	£235,562	£235,562	£0	Contract awarded following tender. Contract is for 3 years with option to extend for additional 2 year period. Contract allows for CPI increases.
Andrew Royle	Contract-051149-001	Learning Disabilities - Core Support in Supported Living at 44 Bromley Road	Outward Housing	36	3.00	30-Sep-16	£419,148	£139,716	0	£0	0	£0	£139,716	£139,716	£0	Call-off contract from framework agreement for learning disabilities - Core Support in Supported Living. Contract allows for CPI increases.
Andrew Royle	Contract-051149-002	Learning Disabilities - Care Support in Supported Living at 15 Brosse Way	Avenues London	36	3.00	30-Sep-16	£490,497	£163,499	0	£0	0	£0	£163,499	£163,499	£0	Call-off contract from framework for LD Core Support in Supported Living. Contract is for 3 years with option to extend for additional 2 year period. Contract allows for CPI increases.
Colin Lusted	Contract-050064	Learning Disabilities - Coppice & Spinney	MCCH Society Ltd	60	5.00	27-Nov-16	£3,596,095	£761,669	0	£0	1	£1,311,088	£761,669	£655,544	-£106,125	Contract awarded following tender. CPI not awarded to date. 2 years extension granted to 27 Nov 2016 (Director 07 Apr 2014). Provider has reviewed staff T&Cs which, following negotiation, has resulted in significant reduction in service costs.
Colin Lusted	Contract-050065	Learning Disabilities - The Glade	MCCH Society Ltd	60	5.00	27-Nov-16	£2,641,664	£593,924	0	£0	1	£859,892	£537,301	£429,946	-£107,355	Contract awarded following tender. CPI not awarded to date. 2 years extension granted to 27 Nov 2016 (Director 07 Apr 2014). Provider has reviewed staff T&Cs which, following negotiation, has resulted in significant reduction in service costs.
Lorna Blackwood	Contract-016094	Strategic Partnership - Age Concern Bromley	Age Concern Bromley	84	7.00	31-Mar-17	£802,025	£114,575	0	£0	0	£0	£114,575	£114,575	£0	Executive approved Strategic Partnership arrangement from 1/4/10 for 7 yrs with provision for 3 yr Extension. Budget provides for uplift, but provider agreed to forego inflation increase for 2013/14. On 9/12/09
Lorna Blackwood	Contract-025663	Strategic Partnership - Carers Bromley	Carers Bromley	84	7.00	31-Mar-17	£4,023,931	£402,393	0	£0	0	£0	£254,070	£254,070	£0	Total Value = £3,045,820 LBB £4,023,930.80 PCT (CCG) Annual Value £304,582 (£254,070 from ACS and £50,512 from CYP) + £97,811.08 from PCT (CCG) = £402,393.08 Contract includes contribution from CCG and CYP. 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)
Colin Lusted	Contract-050062	Learning Disabilities - 109 Masons Hill	MCCH Society Ltd	60	5.00	22-Apr-17	£3,208,522	£684,458	0	£0	1	£1,155,148	£622,697	£577,574	-£45,123	Contract awarded following tender. CPI not awarded to date. 2 years extension granted to 22 Apr 2017 (Director 07 Apr 2014). Provider has reviewed staff T&Cs which, following negotiation, has resulted in significant reduction in service costs.

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Wendy Norman	Contract-048383	Domiciliary Care Services - Framework	ACSC Ltd Ark Home Healthcare Bridges Healthcare Brook Street UK Ltd Carby Community Care Care Matters UK Ltd Care Outlook Ltd Care UK Caremark Bromley Eleanor Care Enara Ltd Eternal Care Guardian Homecare UK Ltd Harmony Homeaid Services Kentish Homecare Agency Mears Care Ltd Nestor Primecare Services Ltd Plan Care Seva care Smithfield Health & Social Care t/a Verilife	60	5.00	26-Aug-17	£40,108,000	£10,523,980	£0	£0	0	£0	£8,021,600	Dependent on usage	£0	Framework Agreement for Standard Domiciliary Care Services. Framework period is 5 years with 4 years extension available (2 + 2 years). Original annual budget was £10,523,980. Please see below for estimated spend by provider (above £200k). Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048767	Domiciliary Care Services - Individual Client Contract	Sweet Tree	60	5.00	26-Aug-17	£346,060	£69,212	0	£0	0	£0	Part of overall Domiciliary Care budget	£16,450	Dependent on usage	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 usage. Contract allows for 2 x 2 years extensions.
Wendy Norman	Contract-049202	Domiciliary Care Services - Spot Contract	Always Caring Bromley Ltd	60	5.00	26-Aug-17	£1,264,260	£252,852	0	£0	0	£0	Part of overall Domiciliary Care budget	£124,073	Dependent on usage	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 usage. Contract allows for 2 x 2 years extensions.
Wendy Norman	Contract-049203	Domiciliary Care Services - Spot Contract	Daret Healthcare	60	5.00	26-Aug-17	£837,395	£167,479	0	£0	0	£0	Part of overall Domiciliary Care budget	£103,095	Dependent on usage	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 usage. Contract allows for 2 x 2 years extensions.
Wendy Norman	Contract-048382	Older People - Dementia Domiciliary Care Services	Brook Street UK Ltd	60	5.00	26-Aug-17	£1,413,380	£282,676	0	£0	0	£0	Part of overall Domiciliary Care budget	£51,150	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 of usage. Contract allows for 2 x 2 years extensions. Contract will cease when clients no longer need a service.
Wendy Norman	Contract-048383-001	Domiciliary Care Services - Framework	ACSC Ltd	60	5.00	26-Aug-17	£3,103,500	£620,700	£0	£0	0	£0	Part of overall Domiciliary Care budget	£903,650	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-002	Domiciliary Care Services - Framework	Ark Home Healthcare	60	5.00	26-Aug-17	£1,700,000	£340,000	£0	£0	0	£0	Part of overall Domiciliary Care budget	£21,660	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-003	Domiciliary Care Services - Framework	Bridges Healthcare	60	5.00	26-Aug-17	£3,270,000	£654,000	£0	£0	0	£0	Part of overall Domiciliary Care budget	£1,494,110	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-005	Domiciliary Care Services - Framework	Carby Community Care	60	5.00	26-Aug-17	£1,187,500	£237,500	£0	£0	0	£0	Part of overall Domiciliary Care budget	£344,640	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-007	Domiciliary Care Services - Framework	Care Outlook Ltd	60	5.00	26-Aug-17	£390,000	£78,000	£0	£0	0	£0	Part of overall Domiciliary Care budget	£224,720	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-008	Domiciliary Care Services - Framework	Care UK Homecare Ltd	60	5.00	26-Aug-17	£1,408,500	£281,700	£0	£0	0	£0	Part of overall Domiciliary Care budget	£328,750	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-009	Domiciliary Care Services - Framework	Caremark Bromley	60	5.00	26-Aug-17	£3,982,500	£796,500	£0	£0	0	£0	Part of overall Domiciliary Care budget	£1,416,060	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-012	Domiciliary Care Services - Framework	Eternal care	60	5.00	26-Aug-17	£716,500	£143,300	£0	£0	0	£0	Part of overall Domiciliary Care budget	£245,340	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-013	Domiciliary Care Services - Framework	Guardian Homecare UK Ltd	60	5.00	26-Aug-17	£276,500	£55,300	£0	£0	0	£0	Part of overall Domiciliary Care budget	£128,390	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-014	Domiciliary Care Services - Framework	Harmony Home Aid Services Ltd	60	5.00	26-Aug-17	£658,000	£131,600	£0	£0	0	£0	Part of overall Domiciliary Care budget	£161,900	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.

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Wendy Norman	Contract-048383-015	Domiciliary Care Services - Framework	Kentish Homecare Agency	60	5.00	26-Aug-17	£3,018,500	£603,700	£0	£0	0	£0	Part of overall Domiciliary Care budget	£755,650	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-017	Domiciliary Care Services - Framework	Nestor Primecare Services Ltd	60	5.00	26-Aug-17	£3,025,000	£605,000	£0	£0	0	£0	Part of overall Domiciliary Care budget	£1,024,950	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-019	Domiciliary Care Services - Framework	Sevacare	60	5.00	26-Aug-17	£422,000	£84,400	£0	£0	0	£0	Part of overall Domiciliary Care budget	£41,550	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-020	Domiciliary Care Services - Framework	Smithfield Health & Social Care t/a Verilife	60	5.00	26-Aug-17	£3,000,000	£600,000	£0	£0	0	£0	Part of overall Domiciliary Care budget	£790,700	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-021	Domiciliary Care Services - Framework	Surecare Services	60	5.00	26-Aug-17	£9,550,000	£1,910,000	£0	£0	0	£0	Part of overall Domiciliary Care budget	£5,878,860	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-022	Domiciliary Care Services - Framework	The Link Nursing Agency	60	5.00	26-Aug-17	£500,000	£100,000	£0	£0	0	£0	Part of overall Domiciliary Care budget	£305,360	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-048383-023	Domiciliary Care Services - Framework	Westminster Homecare Ltd	60	5.00	26-Aug-17	£3,500,000	£700,000	£0	£0	0	£0	Part of overall Domiciliary Care budget	£664,650	Dependent on usage	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Wendy Norman	Contract-051452	Domiciliary Care Services - Individual Client Contract	Heart of the South	60	5.00	26-Aug-17	£407,000	£81,333	0	£0	0	£0	Part of overall Domiciliary Care budget	£165,490	Dependent on usage	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 usage. Contract allows for 2 x 2 years extensions.
Wendy Norman	Contract-051453	Domiciliary Care Services - Individual Client Contract	Helping Hands Homecare	60	5.00	26-Aug-17	£227,500	£45,500	0	£0	0	£0	Part of overall Domiciliary Care budget	£45,670	Dependent on usage	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 usage. Contract allows for 2 x 2 years extensions.
Wendy Norman	Contract-051454	Domiciliary Care Services - Spot Contract	Mackley Home Care Ltd	60	5.00	26-Aug-17	£946,625	£189,325	0	£0	0	£0	Part of overall Domiciliary Care budget	£123,330	Dependent on usage	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 usage. Contract allows for 2 x 2 years extensions.
Wendy Norman	Contract-051455	Domiciliary Care Services - Spot Contract	Carewatch Bromley	60	5.00	26-Aug-17	£3,508,500	£701,700	0	£0	0	£0	Part of overall Domiciliary Care budget	£688,100	Dependent on usage	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 usage. Contract allows for 2 x 2 years extensions.
Andrew Royle	Contract-049586	Learning Disabilities - Care Support at Johnson Court	Sanctuary Homecare Ltd	60	5.00	30-Sep-17	£563,095	£112,619	0	£0	0	£0	£112,619	Dependent on usage	£0	Contract awarded following tender. Contract is for 5 years with option to extend for additional 2 year period. Contract allows for CPI increases, however CPI not awarded to date.
Claire Lynn	Contract-017803	Mental Health - Section 31 Agreement for the Exercise of Mental Health Function - LBB and Oxleas	Oxleas NHS Foundation Trust	240	20.00	30-Nov-24	£32,009,000	£1,570,450	0	£0	0	£0	£1,417,590	£1,417,590	£0	£75k saving identified for 2012/3 and an additional £75k saving for 2013/4. Dual Diagnosis is not included in this sum and is funded from a separate budget under Public Health. (History: 20 year agreement. Not tendered because agreement with health provider. Now Section 75, (previously Section 31). Now includes 'Dual Diagnosis Posts', varied into contract (see Contract-050790).
Andy Crawford	Contract-016177	Older People - St Marks PCC (Lease)	Biggin Hill Community Care Association	303	25.25	10-Oct-31	£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.

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