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CARE SERVICES PORTFOLIO BRIEFING

Tuesday 17 November 2015

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.

- 1 CONTRACT MONITORING ACTIVITY UPDATE (Pages 3 - 18)**
- 2 BROMLEY SAFEGUARDING ADULTS BOARD ANNUAL REPORT (Pages 19 - 66)**
- 3 ADULT SOCIAL CARE LOCAL ACCOUNT (Pages 67 - 84)**

Members and Co-opted Members have been provided with advanced copies of the briefing via email. The 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 Graham Walton on 020 8461 7743 or by e-mail at graham.walton@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
Tuesday 17 November 2015**

ECHS CONTRACT ACTIVITY REPORT 2015/16

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1. SUMMARY

- 1.1 Policy Development and Scrutiny (PDS) Committees review 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 November 2015 and May 2016. 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 the 92 Care Services contracts with a value of £200,000 or more.
- 1.3 13 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 November 2015 and May 2016.
- 2.2 Appendix 1 shows 92 Care Services contracts with a value of £200,000 or more. It also gives information about the history of each contract.
- 2.3 13 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 Major contracts that have been recently awarded are listed below:

- ❖ Substance Misuse Services for Adults and Young People
- ❖ Adult Direct Care Services
- ❖ Independent Advocacy Service for older people and those with a learning and/or physical disability

2.5 Significant tender exercises or extension requests that will be progressed during this period are shown below:

Contract	Approximate Annual Contract Value £000
Housing IT Systems	£150
Learning Disabilities Properties – Realignment and ‘Bundling’ of Various Services	£2,100
Tenancy Sustainment Services – Young People	£463
Tenancy Sustainment Services – Women in Refuges	£106
Direct Payments – Payroll & Support Services	£85
Services for Blind and Visually Impaired People	£130
Support in Extra Care Housing Units	£1,190
Older People Nursing Beds	£2,000
Post-Diagnosis Dementia Services	£500

2.6 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. This contract is held by the CCG, and has been extended until March 2017. Officers are continuing to work 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.

2.7 The Procurement 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. Two contracts are currently flagged with amber status and

plans are in place to ensure that timely arrangements are made to comply with financial regulations and procurement rules.

- 2.8 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.
- 2.9 The new Public Contracts Regulations 2015, which put EU Directives into UK law, has meant significant changes to tendering exercises undertaken within ECHS. The distinction between Part A Services (which were subject to the full rigour of the EU procurement rules) and Part B Services (including education, care and health services, which only required a Contract Award Notice to be published at award stage for service contract above £172k) has been removed – Education Care and Health services (as identified in the Regulations) are now covered by the ‘Light Touch Regime’ (LTR). This change has required:
- staff in the ECHS Procurement Team being trained on the new regulations and associated guidance, in liaison with Corporate Procurement, and
 - changes to the Council’s own Contract Procedure Rules and Financial Regulations, on which refresher training for the team will be required.
- 2.10 The ECHS Procurement and Contract Compliance Team also continually works with Corporate Procurement to look at the opportunities around joint contracting. As well as developing our own frameworks that are available to other named boroughs to use, we also use frameworks developed by other Councils or public bodies where these provide appropriate services and avoid procurement activity.
- 2.11 The ECHS Procurement Team always employs the most effective method for procuring services, depending on the particular procurement exercise. The recent market testing of Adult Social Care Services was run using a competitive dialogue process, and is being considered for a forthcoming procurement of Tenancy Sustainment Services for Young People. 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 procurement processes are rigorously adhered to. All Gateway reports where the contract value is above £500k are considered by a Council-wide Commissioning Board.
- 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 EU regulations.

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APPENDIX 1
CARE SERVICES PDS

Old CRS ID (NiP)	New CRS ID (Bravo)	Service Title	Suppliers	Total Contract Period To Date Months (inc extensions taken)	Duration Years	End Date (inc extensions taken)	Contract Total Value £	Original Contract Annual Value £	No of Variations / Extensions	Value of Variations / Extensions	Annual Budget £	Annual Projected £	Cost Difference £	Comments
Contract-030579	ecm_3466	Learning Disabilities - Jobmatch	Bromley Mencap	63	5.25	31-Dec-15	£453,148	£86,314	3	£194,206	£86,314	£86,314	£0	1 year extension approved to 30 Sep 2014 (Director 25 Sep 2013). 1 year extension approved to 30 Sep 2015 (Director 11 Aug 2014). Included in the new contract With Certitude for LD Services, so extended to 31 Dec 2015 to cover transition. (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 approved to date.
Contract-031828	ecm_3442	Adults - Bromley Women's Aid Women's Refuge Domestic Violence	Bromley Women's Aid	60	5	31-Dec-15	£1,378,000	£318,000	1	£424,000	£212,000	£212,000	£0	2014/15 reduction in budget (from £318,000) due to successful price negotiations with contractor. Executive approval received (12 June 2013) for 2 year extension to Dec 2015. Gateway Review Report approved by Care Services PDS 23 Jun 2015 (report CS15018) for new 3 year contract with option to extend for up to a further 2 years. Report on award of contract to be considered by Portfolio Holder on 17 Nov 2015.
Contract-050086	ecm_3361	General - Independent NHS Complaints Advocacy Service	VoiceAbility	36	3	31-Mar-16	£211,320	£70,440	1	£70,440	£70,440	£70,440	£0	Contract approved from Hounslow Framework. 1 year extension approved to 31 Mar 2016 (CS PDS report CS14105) 04 Dec 2014. A further extension request will be made to CS PDS in January 2016, prior to going out to a joint tender.
Contract-016229	ecm_3636	Software Licence - Social Care Information System	OLM Systems Ltd	119	9.916667	31-Mar-16	£1,572,117	£169,033	0	£0	£169,033	£169,033	£0	Contract is for software licence which will continue as required. System requirements reviewed in Oct 2014 with a view to continue using Carefirst until 2018 (following review of platform upgrade and implementation of Care Act/ integration changes. Procurement options paper to be presented to the Corporate IS & Commissioning Board Oct 15
Contract-030976	ecm_3497	Adults - Supporting People - Learning Disabilities	Fitzroy Support	36	3	31-Mar-16	£356,834	£119,931	1	£-2,959	£119,931	£116,972	£-2,959	Exemption agreed by Portfolio Holder on 12 Mar 2013 for 3 years commencing 01 Apr 2013. Report approved by Care Services PDS 23 Sep 2015 (report CS15025) varying existing contract (reduction by £2,959) and approving new 1-year contract from 01 Apr 2016, with option to extend for a further year, at £114,012 p.a. Contract to be varied on the basis of reduced hours: Currently annual contract value £119,931.00, for 163.50 support hours a week, at £14.10 Reduction of 8 hours per week makes 155.50 support hours per week still at £14.10 = £114,012.60 p.a. (saving £5,918.40 p.a.) 6 months left of the contract = £2,959.20 saving/contract reduction.

Contract-053853	ecm_3395	Learning Disabilities - Day Services for People with autism and challenging behaviour at the Jubilee Centre	Burgess Autistic Trust	24	2	31-Mar-16	£314,718	£157,359	0	£0	£157,359	£157,359	£0	Waiver approved for 2 year contract by CS PDS 11 Mar 2014 (Item 176). Service part of contract discussions, currently being developed under Competitive Dialogue Process. Future contract/transition arrangements currently under discussion.
Contract-030542	ecm_3469	Learning Disabilities - Supported Living at Devonshire Road	Certitude Support	42	3.5	25-Apr-16	£1,881,527	£344,579	2	£845,056	£344,579	£311,797	£-32,782	Contract approved 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 approved by Director (10 Sep 2013) to 10 Oct 2015. Projected underspend due to negotiated reduction with provider. Contract allows for CPI increases, however CPI not approved to date. Report approved by CS PDS 21 Jan 2015 (item 67a) , to extend for 6 months, to enable this scheme to co-terminate with the other Certitude schemes (173 & 182 Crofton Road) so that we can tender all of these as a block for 25 April 2016 change. Gateway Report approved by Care Services PDS 23 June 2015 (Report CS15913) to commence the tendering process for the 3 Certitude schemes. Tenders due to return October 2015 and contract award scheduled for February 2016.
Contract-035948	ecm_3467	Learning Disabilities - Supported Living at 173 Crofton Road	Certitude Support	60	5	25-Apr-16	£1,016,154	£338,718	1	£612,686	£338,718	£306,343	£-32,375	Contract approved following tender. 3 year contract, with 2 years extension option; extension approved by Director 18 Feb 2014. Projected underspend of £32.k for 2014/15 due to negotiated reduction with provider in exchange for 2 year contract extension & additional savings forecast. CPI not approved. Extension option agreed by PH; to co-terminate with 182 Crofton Road scheme. Gateway Report approved by Care Services PDS 23 June 2015 (Report CS15913) to commence the tendering process for the 3 Certitude schemes. Tenders due to return October 2015 and contract award scheduled for February 2016.
Contract-035949	ecm_3468	Learning Disabilities - Supported Living at 182 Crofton Road	Certitude Support	55	4.583333	25-Apr-16	£1,544,349	£348,377	1	£499,218	£348,377	£311,797	£-36,580	Contract approved following tender. Extension of 1 year 7 months approved by Director 18 Feb 2014. Projected underspend due to negotiated reduction with provider to co-terminate service provision in line with 173 Crofton. Gateway Report approved by Care Services PDS 23 June 2015 (Report CS15913) to commence the tendering process for the 3 Certitude schemes. Tenders due to return October 2015 and contract award scheduled for February 2016.
Contract-050059	ecm_3365	Learning Disabilities - Supported Living at Dunstonian Court	Sunnyside Domiciliary Support Services Ltd	34	2.833333	16-Jun-16	£397,000	£140,000	1	£117,000	£140,000	£140,000	£0	Contract approved by PDS 12 Mar 2013 (report CS130013). Report approved by CS PDS 21 Jan 2015 (report CS14121), to extend for 10 months, to align end dates and tender as part of a "bundle" with Century Way. Tendering underway Aug 2015, with award scheduled for April 2016 for new contract commencement in June 2016.
Contract-051149-003	ecm_3463	Learning Disabilities - Supported Living at Century Way	Avenues London	36	3	16-Jun-16	£544,803	£181,601	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. Report approved by CS PDS 21 Jan 2015 (report CS14121) to tender as part of a "bundle" with Dunstonian Court. Tendering underway Aug 2015, with award scheduled for April 2016 for new contract commencement in June 2016.
Contract-050584	ecm_3460	Learning Disabilities - Supported Living at 111 Masons Hill	Care Management Group Ltd	36	3	30-Jun-16	£669,957	£223,319	0	£0	£223,319	£223,319	£0	Contract approved following tender. Contract is for 3 years with option to extend for additional 2 year period. Contract allows for CPI increases. Report approved by CS PDS 21 Jan 2015 to tender as part of a "bundle" with Padua Road. Tendering underway Aug 2015, with award scheduled for April 2016 for new contract commencement in June 2016.

Contract-050585	ecm_3464	Learning Disabilities - Supported Living at Padua Road	Outward Housing	36	3	30-Jun-16	£706,686	£235,562	0	£0	£235,562	£235,562	£0	Contract approved following tender, for 3 years with option to extend for additional 2 year period. Contract allows for CPI increases. Report approved by CS PDS 21 Jan 2015 (report CS14121) to tender as part of a "bundle" with 111 Masons Hill. Tendering underway Aug 2015, with award scheduled for April 2016 for new contract commencement in June 2016
Contract-048381	ecm_3358	Adults - Direct Payments Support Services	Vibrance	48	4	31-Jul-16	£460,365	£66,138	2	£255,609	£134,410	£134,138	-£272	Contract approved following tender and agreed by ACS PDS on 19 Jun 2012, and provides for 2 x 1 yr optional extensions. 1 year extension approved to 31 Jul 2015 (Director 05 Aug 2014). 1 further year extension approved to 31 Jul 2016 (AD 23 Jul 2015); CPI increase approved April 2014, hence cost difference. 2012/13 £66,138 2013/14 £83,905 (DP Support & Support Planning) 2014/15 £121,471 (DP Support & Support Planning) 2015/16 £134,138 (DP Support & Support Planning) 2016/17 £44,713 (DP Support & Support Planning, to July 2016) Gateway report on future commissioning intentions to be taken to November PDS.
Contract-040782-002	ecm_3534	Older People - Care Services at Sutherland Court (Extra Care)	Sanctuary Homecare Ltd	48	4	20-Aug-16	£1,371,484	£342,871	0	£0	£342,871	Dependent on usage	£0	Contract approved by Executive 11 April 2012 (report ACS 12022) 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. Gateway Review approved by CS PDS 23 Sep 2015 (Item 8a)
Contract-040782-001	ecm_3533	Older People - Care Services at Regency Court (Extra Care)	Sanctuary Homecare Ltd	48	4	20-Aug-16	£1,622,272	£405,568	0	£0	£405,568	Dependent on usage	£0	Contract approved by Executive 11 April 2012 (report ACS 12022) 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. Gateway Review approved by CS PDS 23 Sep 2015 (Item 8a)
Contract-035339	ecm_3402	Adults - Supporting People - Accommodation Based Support for Young People	One Housing Group	60	5	31-Aug-16	£1,571,084	£368,428	2	£368,428	£368,428	£368,428	£0	Extension approved by Executive on 11 Jun 2014 (report CS14042) for further year on same terms and conditions whilst fundamental review is completed. One year extension to 31 Aug 2016 approved by Executive 24 Apr 2015 (Special Meeting, report CS14141) to enable full tender exercise to commence in early 2016. Annual figure includes office rental of £28,413. (History: Call-off from the Lewisham/Southwark Supporting People Joint Services Framework Agreement. 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 approved to date).
Contract-035336	ecm_3403	Adults - Supporting People - Floating Support Young People	One Housing Group	60	5	31-Aug-16	£476,276	£95,255	3	£285,765	£95,255	£95,255	£0	Extension approved by Executive on 11 Jun 2014 (report CS14042) for further year on same terms and conditions whilst fundamental review is completed. One year extension to 31 Aug 2016 approved by Executive 24 Apr 2015 (Special Meeting, report CS14141) to enable full tender exercise to commence in early 2016. (History: approved under the Lewisham/Southwark Supporting People Joint Services Framework Agreement. Portfolio Holder approved a 1 year extension on 22/4/2013. Contract allows for CPI increases, however CPI not approved to date).
Contract-052575	ecm_3275	Mental Health - Respite at Home Services	Bromley & Lewisham Mind	30	2.5	30-Sep-16	£363,676	£122,678	3	£240,998	£160,998	£160,998	£0	Waiver approved by CS PDS for 1 year contract. 1 year extension approved by CS PDS 04 Mar 2015 (report no. CS14135), includes increase of £17,322 due to demand for specialist dementia respite. Variation approved (AD 29 Jun 2015), adding £20,998 pa. Gateway report (CS15922) to extend contract to 30 Sep 2016 and to establish a framework for respite care approved by CS PDS on 23 September 2015.

Contract-052576	ecm_3279	Older People - Respite at Home Services	Carers Bromley	30	2.5	30-Sep-16	£250,408	£100,204	1	£150,204	£100,204	£100,204	£0	Waiver approved by CS PDS for 1 year contract. 1 year extension approved by CS PDS 04 Mar 2015 (report no. CS14135). Gateway report (CS15922) to extend contract to 30 Sep 2016 and to establish a framework for respite care approved by CS PDS on 23 September 2015.
Contract-051714	ecm_3285	Physical Disability and Sensory Impairment - Kent Association for the Blind Services for the Blind	Kent Association for the Blind	30	2.5	30-Sep-16	£250,319	£100,470	1	£149,849	£100,470	£100,470	£0	Waiver approved by Director 12 Nov 2013. 18 months extension approved by CS PDS (report no CS14137) 04 Mar 2015. 2015/16 £100,470; to Sept 2016 £50,235. Review underway - will be reported to CS PDS Committee Jan 16.
N/A	ecm_21858	Adults - Supporting People - Tenancy Sustainment Services	Hestia Housing & Support	12	1	30-Sep-16	£352,880	£352,880	0	£0	£352,880	£352,880	£0	Waiver approved by Care Services PDS 23 Jun 2015 (report CS15915) for a 1-year combined contract of the Housing & Support for Ex-Offenders Service and Tenancy Support Service.
Contract-050064	ecm_3465	Learning Disabilities - Supported Living at Coppice and Spinney	MCCH Society Ltd	60	5	27-Nov-16	£3,596,095	£761,669	1	£1,311,088	£761,669	£655,544	-£106,125	Contract approved following tender. CPI not approved to date. 2 years extension approved to 27 Nov 2016 by Director 07 Apr 2014. Provider has agreed significant reduction in service costs.
Contract-050065	ecm_3471	Learning Disabilities - Supported Living at The Glade	MCCH Society Ltd	60	5	27-Nov-16	£2,641,664	£593,924	1	£859,892	£537,301	£429,946	-£107,355	Contract approved following tender. CPI not approved to date. 2 years extension approved to 27 Nov 2016 by Director 07 Apr 2014. Provider has agreed significant reduction in service costs.
Contract-049887	ecm_3438	Older People - Nursing Beds (PF and EMI)	Mission Care	48	4	01-Jan-17	£8,571,816	£2,142,954	1	£2,142,954	£2,142,954	£2,142,954	£0	Tender advertised w/c 13/8/12. Following poor response Executive gave approval to negotiate a new contract on 24/10/12. Contract negotiated and commenced 2/1/13. Contract period is 3 years with option for 2 x 1 year extensions, with authority delegated to Director and PH. 1 year extension approved by AD/CExec 12 Oct 2015; 1 further year available.
Contract-033683	ecm_3611	Older People - Care Services at Crown Meadow Court (Extra Care)	Mears Care Ltd	72	6	24-Mar-17	£3,557,224	£444,653	1	£444,653	£444,653	£444,653	Dependent on usage	Contract approved by Exec 01 Sep 2010 (report ASC10050) following tender. CPI not approved to date. Gateway Review and 1 year extension to 24 Mar 2017 approved by CS PDS 23 Sep 2015 (item 8a) to enable tendering of all 6 ECH schemes.
Contract-033714	ecm_3612	Older People - Housing Related Support at Crown Meadow Court (Extra Care)	Hanover Housing Association	72	6	24-Mar-17	£339,030	£43,244	1	£43,244	£43,244	£43,244	£0	Contract approved by Executive 01 Sep 2010 (report ASC10050). Figures are inclusive of rent. 2012/13 = £38,409; no increase for 2013/14; increase to £43,244 for 2014/15. Gateway Review and 1 year extension to 24 Mar 2017 approved by CS PDS 23 Sep 2015 (item 8a) to enable tendering of all 6 ECH schemes.
Contract-050796	ecm_3617	Public Health - Smoking and Tobacco - Bromley Stop Smoking Service	Bromley Healthcare Community Interest Company Ltd	72	6	31-Mar-17	£2,318,150	£394,000	1	£384,830	£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, extended to 31 Mar 2017.
Contract-050797	ecm_3618	Public Health - Children 5-19 - School Nursing Programme	Bromley Healthcare Community Interest Company Ltd	72	6	31-Mar-17	£5,471,520	£889,000	1	£957,760	£957,760	£957,760	£0	Public Health contract (Category B) transferred to LBB via Transfer Scheme. Contract is for 5 years. Budget value based on projected service usage levels for 2014/15 and includes Estate costs (inc. additional overhead costs once Public Health transferred to LBB) with potential for partial CQUIN charge (to be finalised). Service will continue to be procured through CCG/CSS as part of community health block contract with Bromley Healthcare, extended to 31 Mar 2017.
Contract-050798	ecm_3614	Public Health - National Child Measurement (NCMP)	Bromley Healthcare Community Interest Company Ltd	72	6	31-Mar-17	£1,625,460	£234,000	1	£307,820	£307,820	£307,820	£0	Public Health contract (Category B) transferred to LBB via Transfer Scheme. Contract is for 5 years. Budget value based on projected service usage levels for 2014/15 and HENRY element of BHX contract. Service will continue to be procured through CCG/CSS as part of community health block contract with Bromley Healthcare, extended to 31 Mar 2017.

Contract-052571	ecm_3298	Public Health - Sexual Health - GUM Service - Advice, Screening and Treatment	NHS GUM Providers	36	3	31-Mar-17	£372,000	£124,000	2	£248,000	£124,000	£124,000	£0	Public Health contract (Category C) transferred to LBB via Transfer Scheme. Local authorities are mandated to commission GUM services based on open access. These are non-contractual out of area GUM services accessed by Bromley residents and will need to continue. Will continue to contract these services as part of the wider acute contract through CCG; Section 75 Agreement signed to formalise this. CS PDS approval to continue arrangements 11 Nov 2014 (report no. CS14101). Report to CS PDS (report no. CS15925) 23 Sep 2015 approved to provide a cross-London commissioning solution in 2016/17.
Contract-052572	ecm_3297	Public Health - Sexual Health - GUM Service - Advice, Screening and Treatment	King's Healthcare Partnership	36	3	31-Mar-17	£3,900,000	£1,300,000	2	£2,332,210	£1,032,210	£1,032,210	£0	Public Health contract (Category C) transferred to LBB via Transfer Scheme. Following Members' approval, Bromley participates in the London GUM Commissioning Collaborative. Under the agreement, GUM Contracts are negotiated and entered into by the local Lead Authority to secure provision of GUM services to all Councils (26 boroughs) in the Collaborative. The collaboration covers all London GUM providers, and negotiation is still on going. CS PDS approval to continue arrangements 11 Nov 2014 (report no. CS14101). Report to CS PDS (report no. CS15925) 23 Sep 2015 approved to provide a cross-London commissioning solution in 2016/17.
Contract-053076	ecm_3290	Public Health - GP SLAs	General Practitioners	36	3	31-Mar-17	£1,580,000	£560,000	2	£1,020,000	£560,000	£560,000	£0	SLA arrangement with 45 GP Surgeries in Bromley. Gateway Review approved by Executive 12 Jun 2013 (Item 193). Report on Public Health Commissioning to Executive 26 Nov 2014 (report CS14101), approved the continuation of SLA arrangements for 2015/16; further report to CS PDS (report no. CS15925) 23 Sep 2015 approved the continue this arrangement for 2016/17.
Contract-050773	ecm_3615	Public Health - Sexual Health - Contraception and Reproductive Health	Bromley Healthcare Community Interest Company Ltd	72	6	31-Mar-17	£4,193,832	£684,000	1	£718,550	£737,550	£718,550	-£19,000	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, which has been extended to 31 March 2017. Budget of £737,550 was realigned to include projected activity levels for 2013/14, and 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. Currently, projecting to £718,550, as there was provision made for £38k relating to over activity in 2013/14. However it is likely that only £19k would be required. This is being reviewed with PCT before final settlement.
Contract-050774	ecm_3616	Public Health - Sexual Health - Health Improvement	Bromley Healthcare Community Interest Company Ltd	72	6	31-Mar-17	£3,389,693	£647,000	1	£397,491	£403,260	£397,491	-£5,769	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, which has been extended to 31 March 2017. Budget was realigned to reflect the sexual health component of health improvement activities only and includes 'Estate' costs (additional overhead costs once Public Health transferred to LBB) and the requirement to pay an element of CQUIN. There was a provision made against the HIV element of £9,745 relating to over activity in 2013/14; however, it is likely that only £3,977 is required, and current projection is £397,491 for 2014/15.
Contract-016094	ecm_3630	Strategic Partnership - Age Concern Bromley	Age Concern Bromley	84	7	31-Mar-17	£802,025	£114,575	0	£0	£114,575	£114,575	£0	Executive approved Strategic Partnership arrangement on 09 Dec 2009, from 1 Apr 2010 for 7 years with provision for 3 year extension. Budget provides for uplift, but provider has agreed to forego inflation increase for 2013/14.
Contract-025663	ecm_3631	Strategic Partnership - Carers Bromley	Carers Bromley	84	7	31-Mar-17	£2,816,751	£402,393	0	£0	£254,070	£254,070	£0	Executive approved Strategic Partnership arrangement on 09 Dec 2009, from 1 Apr 2010 for 7 years with provision for 3 year extension. Annual Value £304,582 (£254,070 from ACS and £50,512 from CYP) + £97,812 from PCT = £402,393.

N/A	ecm_21616	Housing - Move On Packs - Framework for Essential Household Goods Service	John Gillman & Sons (Electrical) Ltd t/a Domestic Appliance Distributors The Furnishing Service Ltd Louis Sorzano Ltd t/a BFS Interiors	24	2	31-Mar-17	£400,000	£200,000	0	£0	£200,000	£200,000	£0	Framework approved by Care Services PDS 04 Mar 2015 (report CS15010).
N/A	ecm_21620	Older People - Day Opportunities Transport	Bromley & Lewisham Mind	24	2	31-Mar-17	£222,000	£111,000	0	£0	£111,000	£111,000	£0	Contract approved by Executive 11 Nov 2014 (report CS14112). May be varied into PB contract (ecm_21919) Andy to get authority and advise.
Contract-050062	ecm_3436	Learning Disabilities - 109 Masons Hill	MCCH Society Ltd	60	5	22-Apr-17	£3,208,522	£684,458	1	£1,155,148	£622,697	£577,574	-£45,123	Contract approved following tender. CPI not approved to date. 2 years extension approved to 22 Apr 2017 by Director 07 Apr 2014. Provider has reviewed staff T&Cs which, following negotiation, has resulted in significant reduction in service costs.
N/A	ecm_21866	Training - Step Up To Social Work Project	Royal Holloway, University of London	22	1.833333	30-Apr-17	£282,282	£153,972	0	£0	£153,972	£153,972	£0	Contract approved by Care Services PDS on 23 Jun 2015 (report CS15023) following tender process, for 22 months with option to extend for a further 22 months. Year 1 £153,972 (12 months) Year 2 £128,310 (10 months)
Contract-050818	ecm_3435	Adults - Integrated Community Equipment Service (ICES)	Medequip Assistive Technology Limited	60	5	01-Jul-17	£6,870,000	£1,200,000	1	£2,400,000	£1,200,000	Dependent on usage	£0	LCSG ICES Framework contract (framework expires Apr 2015). Contract is 3 years with option to extend for 2 additional years. Report to Executive 26 Nov 2014 (report CS14097) approving a 2 year contract extension to 01 July 2017. Annual contribution made by Bromley CCG.
Contract-048383	ecm_3588	Adults - Domiciliary Care Services Framework	ACSC Ltd Always Caring Ark Home Healthcare Bridges Healthcare Brook Street UK Ltd [REMOVED 08 Oct 2015] Carby Community Care Care Matters UK Ltd Care Outlook Ltd Care UK [REMOVED 08 Oct 2015] Caremark Bromley Carewatch Bromley Eleanor Care Enara Ltd Eternal Care Guardian Homecare UK Ltd [REMOVED 08 Oct 2015] Harmony Homeaid Services Kentish Homecare Agency Mears Care Ltd Nestor Primecare Services Ltd Plan Care [REMOVED 08 Oct 2015] Seva care Smithfield Health & Social Care t/a Verilife	60	5	26-Aug-17	£40,108,000	£10,523,980	0	£0	£8,021,600	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Annual contract value based on LBB domiciliary care budget 2014/15. Detailed spend per provider available on request. Contract period allows for 5 year initial period with 2 + 2 yr option to extend. Contract allows for CPI increases commencing year 3. Original annual budget was £10,523,980, from which the Council recovers around £4.1m p.a. in income from charging for domiciliary care. CS PDS in January agreed to Always Caring and Carewatch Bromley being added to the framework in accordance with the contract (report no. CS15006). BS Homecare, Care UK, Guardian Homecare, and Plan Care removed from Framework 08 Oct 2015.
Contract-048767	ecm_3592	Adults - Domiciliary Care Services - Individual Client Contract	Sweet Tree Home Care Services	60	5	26-Aug-17	£346,060	£69,212	0	£0	£16,450	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-049202	ecm_3593	Adults - Domiciliary Care Services - Spot Contract	Always Caring Bromley Ltd	60	5	26-Aug-17	£1,264,260	£252,852	0	£0	£124,073	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-049203	ecm_3595	Adults - Domiciliary Care Services - Spot Contract	Daret Healthcare	60	5	26-Aug-17	£837,395	£167,479	0	£0	£103,095	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-048382	ecm_3600	Older People - Dementia Domiciliary Care Services	Brook Street UK Ltd	60	5	26-Aug-17	£1,413,380	£103,500	0	£0	£51,150	Dependent on usage	£0	Specialist provider. Clients transitioning into service as of contract commencement. Service usage, Budget and Projected costs based on volume. Contract allows for 2 x 2 years extensions.

Contract-048383-001	ecm_3566	Adults - Domiciliary Care Services - Framework	ACSC Ltd	60	5	26-Aug-17	£3,103,500	£620,700	0	£0	£903,650	Dependent on usage	£0	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.
Contract-048383-003	ecm_3567	Adults - Domiciliary Care Services - Framework	Bridges Healthcare	60	5	26-Aug-17	£3,270,000	£654,000	0	£0	£1,494,110	Dependent on usage	£0	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.
Contract-048383-005	ecm_3570	Adults - Domiciliary Care Services - Framework	Carby Community Care	60	5	26-Aug-17	£1,187,500	£237,500	0	£0	£344,640	Dependent on usage	£0	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.
Contract-048383-007	ecm_3568	Adults - Domiciliary Care Services - Framework	Care Outlook Ltd	60	5	26-Aug-17	£390,000	£78,000	0	£0	£224,720	Dependent on usage	£0	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.
Contract-048383-009	ecm_3572	Adults - Domiciliary Care Services - Framework	Caremark Bromley	60	5	26-Aug-17	£3,982,500	£796,500	0	£0	£1,416,060	Dependent on usage	£0	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.
Contract-048383-012	ecm_3574	Adults - Domiciliary Care Services - Framework	Eternal care	60	5	26-Aug-17	£716,500	£143,300	0	£0	£245,340	Dependent on usage	£0	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.
Contract-048383-014	ecm_3575	Adults - Domiciliary Care Services - Framework	Harmony Home Aid Services Ltd	60	5	26-Aug-17	£658,000	£131,600	0	£0	£161,900	Dependent on usage	£0	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.
Contract-048383-015	ecm_3576	Adults - Domiciliary Care Services - Framework	Kentish Homecare Agency	60	5	26-Aug-17	£3,018,500	£603,700	0	£0	£755,650	Dependent on usage	£0	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.
Contract-048383-017	ecm_3580	Adults - Domiciliary Care Services - Framework	Nestor Primecare Services Ltd	60	5	26-Aug-17	£3,025,000	£605,000	0	£0	£1,024,950	Dependent on usage	£0	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.
Contract-048383-019	ecm_3584	Adults - Domiciliary Care Services - Framework	Sevacare	60	5	26-Aug-17	£422,000	£84,400	0	£0	£41,550	Dependent on usage	£0	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.
Contract-048383-020	ecm_3582	Adults - Domiciliary Care Services - Framework	Smithfield Health & Social Care t/a Verilife	60	5	26-Aug-17	£3,000,000	£600,000	0	£0	£790,700	Dependent on usage	£0	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.
Contract-048383-021	ecm_3583	Adults - Domiciliary Care Services - Framework	Homecare Bromley	60	5	26-Aug-17	£9,550,000	£1,910,000	0	£0	£5,878,860	Dependent on usage	£0	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.
Contract-048383-022	ecm_3585	Adults - Domiciliary Care Services - Framework	The Link Nursing Agency	60	5	26-Aug-17	£500,000	£100,000	0	£0	£305,360	Dependent on usage	£0	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.
Contract-048383-023	ecm_3586	Adults - Domiciliary Care Services - Framework	Westminster Homecare Ltd	60	5	26-Aug-17	£3,500,000	£700,000	0	£0	£664,650	Dependent on usage	£0	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.

Contract-051452	ecm_3591	Adults - Domiciliary Care Services - Individual Client Contract	Heart of the South	60	5	26-Aug-17	£407,000	£81,333	0	£0	£165,490	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-051453	ecm_3590	Adults - Domiciliary Care Services - Individual Client Contract	Helping Hands Homecare	60	5	26-Aug-17	£227,500	£45,500	0	£0	£45,670	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-051454	ecm_3596	Adults - Domiciliary Care Services - Spot Contract	Mackley Home Care Ltd	60	5	26-Aug-17	£946,625	£189,325	0	£0	£123,330	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-051455	ecm_3594	Adults - Domiciliary Care Services - Spot Contract	Carewatch Bromley	60	5	26-Aug-17	£3,508,500	£701,700	0	£0	£688,100	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract will continue until all clients in receipt of Council funding no longer require the OP Domiciliary care service. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-051149-001	ecm_3462	Learning Disabilities - Supported Living at 44 Bromley Road	Outward Housing	48	4	30-Sep-17	£558,148	£139,716	1	£139,716	£139,716		£0	Call-off contract from framework agreement for learning disabilities - Core Support in Supported Living. Contract allows for CPI increases. Report approved by CS PDS 21 Jan 2015, to extend for 1 year, to align end dates and tender as part of a "bundle" with 15 Brosse Way and Johnson Court.
Contract-051149-002	ecm_3461	Learning Disabilities -Supported Living at 15 Brosse Way	Avenues London	48	4	30-Sep-17	£629,497	£163,499	1	£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. Report approved by CS PDS 21 Jan 2015, to extend for 1 year, to align end dates and tender as part of a "bundle" with 44 Bromley Road and Johnson Court.
Contract-049586	ecm_3598	Learning Disabilities - Supported Living at Johnson Court	Sanctuary Homecare Ltd	60	5	30-Sep-17	£563,095	£112,619	0	£0	£112,619	Dependent on usage	£0	Contract approved following tender. Contract is for 5 years with option to extend for additional 2 year period. Contract allows for CPI increases, however CPI not approved to date. Report approved by CS PDS 21 Jan 2015 to tender as part of a "bundle" with 15 Brosse Way and 44 Bromley Road.
Contract-053068	ecm_3498	Adults - Supporting People - Tenancy Support Services for Homeless People	Evolve Housing + Support (formerly South London YMCA)	36	3	30-Sep-17	£593,241	£197,747	0	£0	£197,747		£0	Service tendered using joint Southwark and Lewisham Framework, and contract approved for 3 years with a 2 year extension option by Executive on 11th June 2014 (report CS14041), replacing Contract11563. Changed name to 'Evolve Housing + Support' on 4th Sep 2015.
Contract-053422	ecm_3450	Adults - Community Links Bromley Core Funding and Volunteer Centre	Community Links - Bromley	36	3	30-Sep-17	£465,813	£155,271	0	£0	£155,271		£0	Waiver approved by Exec 16 July 2014 for 3-year contract, with option to extend for a further 2 years (Report CS14068). (History: Contract for 3 years approved, with 2 year extension approved by Exec 11 Dec 2011 (expiring 31 Mar 2014). Waiver approved for a 6-month contract 10 Mar 2014, (expiring 30 Sep 2014)). Budget provides for uplift, but provider agreed to forego inflation increase for 2013/14.
Contract-053774	ecm_3437	Mental Health - Flexible Support	Community Options Ltd	60	5	30-Sep-17	£2,220,120	£465,452	1	£877,334	£438,667	Dependent on usage	£0	Contract approved by Exec 12 Sep 2012, following tender process; 2 years extension approved 17 Aug 2015, under authority delegated to Director and PH. Contract includes MH supported accommodation as of 1st April 2014 (contract no. 018079). Contract price shown is dependent on usage. CPI not approved to date.
Contract-051752	ecm_3368	Learning Disabilities - Day Services for People with Learning Disabilities at Nash College, Next Step Programme	Nash College	48	4	16-Oct-17	£425,600	£91,200	1	£212,800	£120,600		£0	Waiver approved by Director 04 Dec 2013. Variation approved by Director 12 May 2014 for 2 additional clients. Included in report on LD Market Testing to July Executive. This is an overarching contract 4 clients, with the service being spot-purchased. The end date is when all clients leave the service.
Contract-053865	ecm_3472	Mental Health - Community Wellbeing Service For Children And Young People	Bromley Y	36	3	30-Nov-17	£1,345,983	£448,661	0	£0	£448,661		£0	Contract approved by Exec 16 Jul 2014 (Item 42) following tender process. Service commenced 01 Dec 2014.

N/A	ecm_21954	Public Health - Adults Substance Misuse Service	Crime Reduction Initiatives (CRI)	24	2	30-Nov-17	£2,432,980	£1,216,490	0	£0	£1,216,490	£1,216,490	£0	Contract awarded 17 Sep 2015, following tendering process.
N/A	ecm_21955	Public Health - Young Persons Substance Misuse Service	Crime Reduction Initiatives (CRI)	24	2	30-Nov-17	£330,380	£165,190	0	£0	£165,190	£165,190	£0	Contract awarded 17 Sep 2015, following tendering process.
Contract-054018	ecm_3470	Learning Disabilities - Supported Living in 5 LD properties: 213 Widmore Rd, Swingfield Court, Amplo House, Goldsmiths Close, Lancaster House	Avenues London	36	3	11-Jan-18	£4,101,000	£1,367,000	0	£0	£1,367,000	£1,367,000	£0	Tendered as a "bundle". Gateway Review approved by Executive 11 Mar 2014. Contract approved by Executive 15 Oct 2014 (Report CS15092).
Contract-052179	ecm_3401	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	48	4	02-Mar-18	£3,200,000	£800,000	1	£1,600,000	£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. 2 year extension to framework approved by Care Services PDS (report no. CS15925) 23 Sep 2015.
Contract-055206	ecm_3455	Adults - Healthwatch Bromley	Healthwatch Bromley	36	3	31-Mar-18	£339,450	£140,650	0	£0	£140,650	£140,650	£0	3-year contract approved with Healthwatch by CS PDS (report no. CS14119) - discussions ongoing regarding early novation of existing contract with Community Links. 2015/16 £140,650 2016/17 £113,150 2017/18 £85,650
Contract-055365	ecm_3475	Mental Health - General Advocacy and IMHA Services	Rethink	36	3	31-Mar-18	£266,760	£88,920	0	£0	£88,920	£88,920	£0	Contract approved by Director 03 Mar 2015 following tender process. Contract figure is based on estimate of 2250 hours for each element p.a. for Bromley.
N/A	ecm_21908	Children and Young People with Learning and/or Physical Disabilities - Holiday and Saturday Group Base Short Break Services	Riverside School	36	3	31-Mar-18	£750,000	£169,133	0	£0	£169,133	£169,133	£0	Waiver approved by Care Services Portfolio Holder on 11 December 2014 (report no. CS14113) to award a contract for 3 years from 1 April 2015. A procurement exercise was undertaken to seek a Managed Service Provider for Short Breaks, but the quality of the bids received did not meet the Council's criteria. (History: A two year contract was approved via exemption following Portfolio Holder approval and PDS scrutiny commencing April 2012, with a 6 month extension to 30 Sep 2014 agreed at Executive on 3 September 2013, and a further 6 month extension agreed until March 2015. Following consultation with Corporate Procurement, it was agreed a direct commissioning strategy was appropriate in order to utilise existing LBB resources in care/educational settings for LD children and young people. Riverside School is a Bromley maintained special school. Contract allows for CPI increases, however CPI not approved to date.)
N/A	ecm_21909	Children and Young People with Learning and/or Physical Disabilities - Network Services, inc. Child-Minding, Buddying and a Sitting Service	Bromley Mencap	36	3	31-Mar-18	£240,000	£95,000	0	£0	£95,000	£95,000	£0	Waiver approved by Care Services Portfolio Holder on 11 December 2014 (report no. CS14113) to award a contract for 3 years from 1 April 2015. Year 1 = up to £95,000 Year 2 = up to £77,000 Year 3 = up to £68,000
N/A	ecm_21910	Older People - Day Opportunity Services For Personal Budget Clients	Age UK Bromley & Greenwich	60	5	31-Mar-18	£205,360	£41,072	0	£0	£41,072	£41,072	£0	New contract approved to commence 1st April 2013 for Older People Day Opportunities clients placed under a Personal Budget. Initially linked to the transitional (Legacy) arrangements, which ceased end of March 2015, the contracts are open-ended to facilitate individual placement agreements. Savings will be delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112)

N/A	ecm_21911	Older People - Day Opportunity Services For Personal Budget Clients	Age Concern Orpington	60	5	31-Mar-18	£611,970	£122,394	0	£0	£122,394	£122,394	£0	New contract approved to commence 1st April 2013 for Older People Day Opportunities clients placed under a Personal Budget. Initially linked to the transitional (Legacy) arrangements, which ceased end of March 2015, the contracts are open-ended to facilitate individual placement agreements. Savings will be delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112)
N/A	ecm_21914	Older People - Day Opportunity Services For Personal Budget Clients	Age Concern Penge & Anerley	60	5	31-Mar-18	£595,540	£119,108	0	£0	£119,108	£119,108	£0	New contract approved to commence 1st April 2013 for Older People Day Opportunities clients placed under a Personal Budget. Initially linked to the transitional (Legacy) arrangements, which ceased end of March 2015, the contracts are open-ended to facilitate individual placement agreements. Savings will be delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112)
N/A	ecm_21915	Older People - Day Opportunity Services For Personal Budget Clients	Age Concern Ravensbourne	60	5	31-Mar-18	£800,900	£160,180	0	£0	£160,180	£160,180	£0	New contract approved to commence 1st April 2013 for Older People Day Opportunities clients placed under a Personal Budget. Initially linked to the transitional (Legacy) arrangements, which ceased end of March 2015, the contracts are open-ended to facilitate individual placement agreements. Savings will be delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112)
N/A	ecm_21916	Older People - Day Opportunity Services For Personal Budget Clients	Alzheimer's Society	60	5	31-Mar-18	£583,870	£116,774	0	£0	£116,774	£116,774	£0	New contract approved to commence 1st April 2013 for Older People Day Opportunities clients placed under a Personal Budget. Initially linked to the transitional (Legacy) arrangements, which ceased end of March 2015, the contracts are open-ended to facilitate individual placement agreements. Savings will be delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112)
N/A	ecm_21919	Older People - Day Opportunity Services For Personal Budget Clients	Bromley & Lewisham Mind	60	5	31-Mar-18	£872,105	£174,421	0	£0	£174,421	£174,421	£0	New contract approved to commence 1st April 2013 for Older People Day Opportunities clients placed under a Personal Budget. Initially linked to the transitional (Legacy) arrangements, which ceased end of March 2015, the contracts are open-ended to facilitate individual placement agreements. Savings will be delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112)
N/A	ecm_21683	Education - Framework for Passenger Transport Services - Lot 1 - SEN and Non-SEN Children Transport Services	A Star Transport Ltd Beckett Corporation Bexley Accessible Transport Scheme Cannon Cars Ltd Carlton Motors Ltd Centaur Overland Travel Ltd Dataswift (SE) Ltd Keen Group Kensway Tours Lightning Cars & Couriers Ltd London Hire Community Services Olympic (South) Ltd PJ Yeowell PG Passenger Services Saltco Ltd	48	4	31-Aug-19	£15,644,000	£3,911,000	0	£0	£3,911,000	£3,911,000	£0	Framework and contracts approved by Executive 24 Mar 2015 (report no ED15070), following a tender process.
N/A	ecm_21689	Adults - Framework for Passenger Transport Services - Lot 2 - Adult Passenger Transport Services	Greenwich Service Plus	45	3.75	31-Aug-19	£6,748,000	£1,687,000	0	£0	£1,830,000	£1,687,000	£-143,000	Framework and contract approved by Executive 24 Mar 2015 (report no CS14039), following a tender process.
N/A	ecm_21950	Learning Disabilities - Adult Social Care Services - Lot 2 (Learning Disability Services)	Certitude Support	60	5	30-Sep-20	£19,000,000	£3,800,000	0	£0	£3,800,000	£3,800,000	£0	Competitive Dialogue process (Due North ref DNWC-9DFNTR). Lot 1 not proceeding. Contract for Lot 2 awarded by Executive 15 Jul 2015 (report CS15909a), for 5 years with an option to extend for up to a further 2 years.

Contract-017803	ecm_3685	Mental Health - Section 31 Agreement for the Exercise of Mental Health Function - LBB and Oxleas	Oxleas NHS Foundation Trust	240	20	30-Nov-24	£30,438,550	£1,570,450	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).
Contract-016177	ecm_3690	Older People - St Marks PCC (Lease)	Biggin Hill Community Care Association	303	25.25	09-Oct-31	£322,500	£17,661	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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Part 1 – PUBLIC

Briefing for Care Services Policy Development and Scrutiny Committee 17th November 2015

BROMLEY SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2014/15

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1. SUMMARY

1.1 The Bromley Safeguarding Adults Board Annual Report 2014/15 (**Appendix 1**), sets out an overview of the Boards work in delivering its strategic plan.

2. BRIEFING

2.1 The Bromley Safeguarding Adults Board (BSAB) since 2008 has been responsible for the co-ordination and development of work to safeguard adults at risk from abuse and neglect in accordance with the Government guidance.

2.2 The Care Act 2014 is new legislation which provides clarity about the role and responsibility of public services. The act places a duty on the London Borough of Bromley as lead agency for adult safeguarding with the Metropolitan Police and Bromley Clinical Commissioning Group.

2.4 The Local Authority must establish a safeguarding adult's board and has a duty to oversee the development of a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and is responsive and effective. The Board has an independent chair and in June 2015 Annie Callanan took over this role from the previous chair Helen Davies.

2.5 The report contains updates from the key partners of the Board who describe their contributions to the overall delivery of the BSAB strategic aims in 2014-15. Partners have also outlined their planned safeguarding work for 2015-16.

2.6 Analysis of the safeguarding data is contained in the report which is collected for the Health and Social Information Centre. This provides an overview of local and national activity.

3. SUPPORTING DOCUMENTS

3.1 **Appendix 1** Bromley Safeguarding Adults Board (BSAB) Annual Report 2014/15.

3.2 Supporting Documents listed below can be downloaded from the Bromley Council adult safeguarding web page:

www.bromley.gov.uk/bsab

[http://www.bromley.gov.uk/downloads/file/367/prevention_strategy_2011 - 2014](http://www.bromley.gov.uk/downloads/file/367/prevention_strategy_2011_-_2014)

Protecting Adults at Risk: London multi-agency procedures 2011

http://www.bromley.gov.uk/downloads/file/1015/scie_report_39_london_multi-agency_policy_and_procedures_to_safeguard_adults_from_abuse

Guide to scrutiny of adult safeguarding for councillors

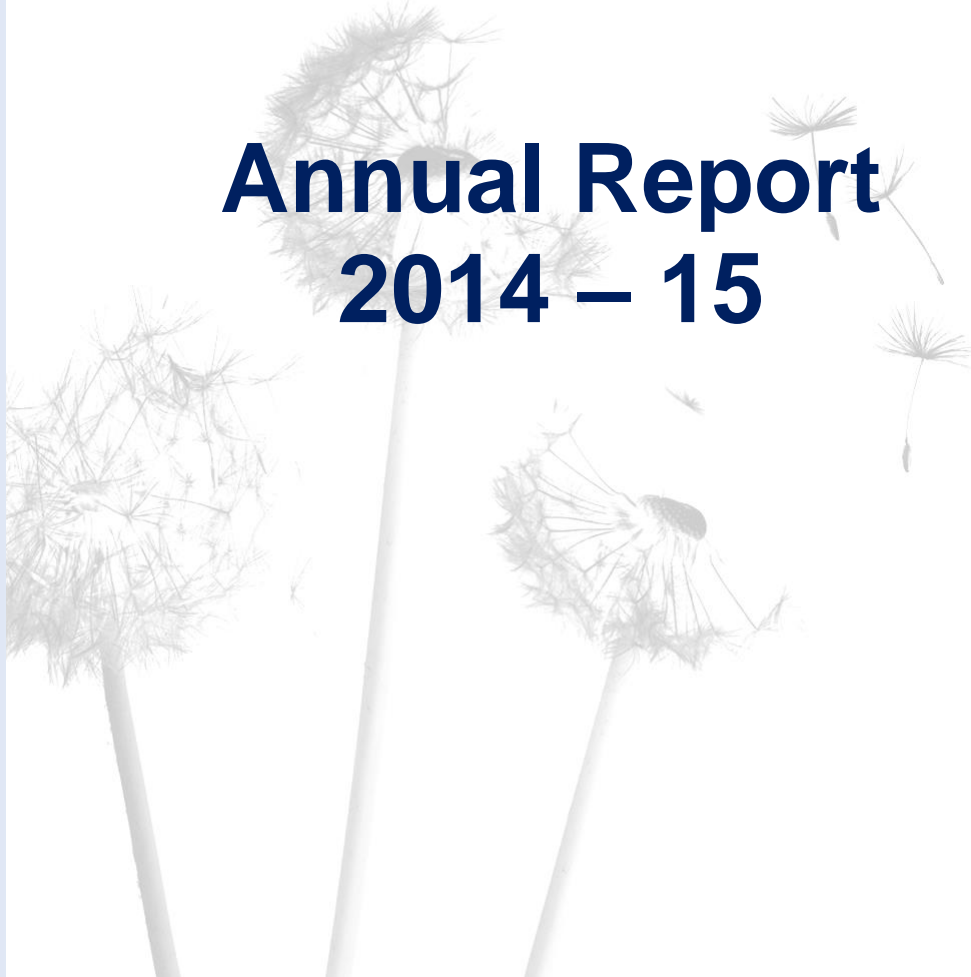
http://www.bromley.gov.uk/downloads/file/1376/adult_safeguarding_scrutiny_guide



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Bromley Safeguarding Adults Board

Annual Report 2014 – 15



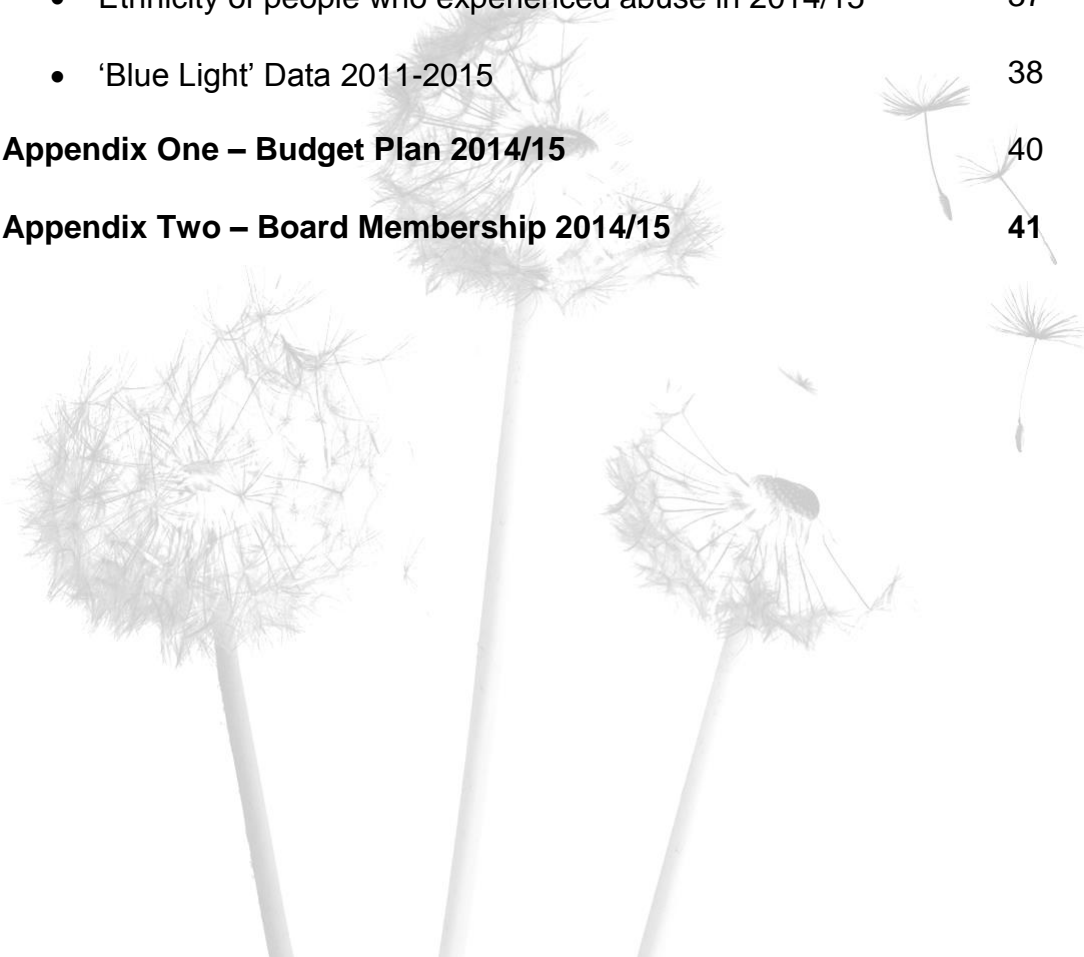
Questions about this report

If you have any questions about this report, please email
LBBQualityPerformance@bromley.gov.uk

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1 FOREWORD

As the newly appointed Independent Chair of the Bromley Safeguarding Adults Board (BSAB), I am pleased to introduce our annual report for 2014-2015 which summarises the work of the Board to protect vulnerable adults in Bromley from the risks of harm or abuse.

I would like to extend my appreciation to Helen Davies the outgoing chair, for her dedication and commitment to the Bromley Safeguarding Adults Board. Since November 2013 she has steered the Board through an extremely busy year in preparation for the implementation of the Care Act 2014.

In my first few months as Chair I am impressed with the strong partnership work by agencies from the public, private and voluntary sectors. They have demonstrated commitment and dedication to the work of the Board enabling aims and objectives of the Prevention Strategy to be achieved.

The Board invests substantially in training and we have funded additional courses to address new categories of abuse introduced by the Care Act 2014. Our aim is firstly to educate our partner workforce so that every professional knows how to recognise and report abuse or neglect.

I was pleased to host the Board's annual conference in October 2015 as this was the perfect opportunity to bring together excellent speakers to present the impact of the Care Act 2014 on safeguarding. The breadth of topics covered really highlighted the diversity of adult safeguarding and the challenges the Board has to achieve its prevention strategy.

My priority will be to support the work undertaken by our partner agencies in the voluntary sector and to raise awareness in the wider community. Through engagement with our non-statutory partners I will work to bring to the fore the voice of the people who use our services.



Annie Callanan, Independent Chair, Bromley Safeguarding Adults Board

2 EXECUTIVE SUMMARY

The Board works to implement six safeguarding principles; empowerment, protection, prevention, proportionality, partnership and accountability. It is important that local services work together to identify people at risk and put in place interventions, to help prevent abuse or neglect and to protect people. The Bromley Safeguarding Adults Board (BSAB) holds partner agencies to account to ensure they are protecting groups who may be vulnerable to abuse.

The Metropolitan Police Service is now a statutory BSAB partner under the Care Act 2014 and is committed to working in partnership in an open and transparent way with partners on BSAB. In addition, Bromley Clinical Commissioning Group is also a statutory partner of BSAB and will help to develop the Board.

The BSAB meets four times a year addressing national and local issues. The Training and Awareness sub-group has the responsibility for the development, planning and coordination of the multi-agency training provision. During 2014-15, over 3,000 training spaces were funded through the BSAB commissioned programme.

2014-15 saw a fall (of 6%) on the previous year in the number of alerts received by LBB. The percentage of alerts that became referrals has increased substantially (by 20%). Over half of referrals related to abuse occurring in a person's own home and by someone known to the person. The most common combinations are in their own home by a person known to them (over a third), or by a paid/contracted person in a care home (nearly a fifth).

Neglect and acts of omission and physical abuse are the most prevalent types of abuse. The prevalence of the location of abuse has remained unchanged since last year, with 54% of safeguarding incidents investigated taking place in the person's own home. This appears to be part of a downwards trend, with an increasing proportion taking place in a care home (over a quarter of referrals in 2014-15).

In July 2014, 150 GP's attended a half-day academic session to look at their role in safeguarding adults. GP's gained a good understanding of BSAB and its purpose, as well as an overview of the work of partners.

The advice, support and respite offered by Carers Bromley helps carers to protect themselves from potential risks of stress. Bromley Mencap is campaigning with employers and service providers to raise the level of disability awareness across the Borough. Age UK Bromley & Greenwich work with older people in their own homes and empower them to protect themselves from the risk of self-neglect and abuse.

3 INTRODUCTION

The Bromley Safeguarding Adults Board (BSAB) is the local multi-agency partnership responsible for safeguarding vulnerable adults.

This is an important shared priority of many public services and a key responsibility of local authorities. It is important local services work together to identify people at risk and put in place interventions, to help prevent abuse or neglect and to safeguard people. The Board works to implement six safeguarding principles; empowerment, protection, prevention, proportionality, partnership and accountability.

As required by the Care Act 2014, the BSAB:

- coordinates the role and responsibilities of each person or agency represented on the board for the purposes of safeguarding adults in Bromley;
- ensures the effectiveness of responses and interventions by each person or agency that contributes to safeguarding adults in Bromley.

The functions of the Bromley Safeguarding Adults Board are:

- prevention of abuse and neglect of vulnerable adults,
- the development of policy, procedures and thresholds in relation to the safety and welfare of vulnerable adults,
- the communication of the need to safeguard vulnerable adults, to health and social care professionals and general public ,raising awareness of how this can be done and encouraging people to do so,
- providing learning and development opportunities for workers and volunteers working with adults at risk of harm,
- the production of a strategic annual plan that outlines how the Board will achieve its vision and objectives roles & responsibilities of members in order to implement the strategy,
- monitoring and evaluating the effectiveness of what is done by the Board and its partners individually and collectively to safeguard vulnerable adults, including the publication of an annual report,
- participating in service planning and commissioning of services for vulnerable adults,
- undertaking safeguarding adults' reviews and advising on lessons learned.

During 2014-15:

- 851 people aged between 18 - 64 accessed long-term care, with 418 requests from individuals who had not yet received a service.
- 2826 people aged 65+ accessed long-term care, with 3206 requests from new people.
- 318 of the requests for support to increase a person's independence.

4 How partner agencies work together to achieve the Board's aims

The Board works to a business plan which identified five priority areas for action in the forthcoming year. The business plan assists the BSAB to support, monitor and review what partner agencies do individually and collectively to fulfil their safeguarding duties. The plan also serves to aid the development of future work for the Board and its partner agencies.

The five key priorities are:

1. Strategy and Leadership

Shared values, aims and objectives of safeguarding that provides people with expertise across the council and with its partners.

2. Safeguarding Practice

Practice will reflect the strategic objectives to deliver an accessible, responsive, quality service to people at risk.

3. Prevention

There are strategic plans to promote awareness, use information to focus resources where it is needed the most and work collegially with statutory, voluntary, carers and service users to prevent abuse.

4. Training and Workforce Development

Social care and health staff will be equipped to safeguard adults at risk and enhance their knowledge and skills through a multi-agency training and development programme.

5. Communication

There are strategic plans to promote awareness of abuse and neglect, how to report it, deal with it and prevent abuse occurring.

The role of the Executive sub-groups include:

- to consider new practice, policy and procedural issues and to propose and initiate appropriate action plans to address those issues;
- to analyse data and present to the Board a quarterly quantitative and qualitative performance report;
- to consider the resource implications of safeguarding and make recommendations to the Board;
- to undertake specific tasks on policy, procedure and practice matters as necessary;
- to evaluate information presented through statistics, user surveys, inspections, peer reviews etc. and propose alterations to policies, procedures and practice to the Board for approval;

- to monitor the effectiveness of public information and communication regarding adult safeguarding and to find ways of communicating to all;
- to monitor the effectiveness of training in increasing awareness and in improving the effectiveness of protection planning and safeguarding interventions; .
- to seek and collate the views of service users, carers and stakeholders to inform best practice.

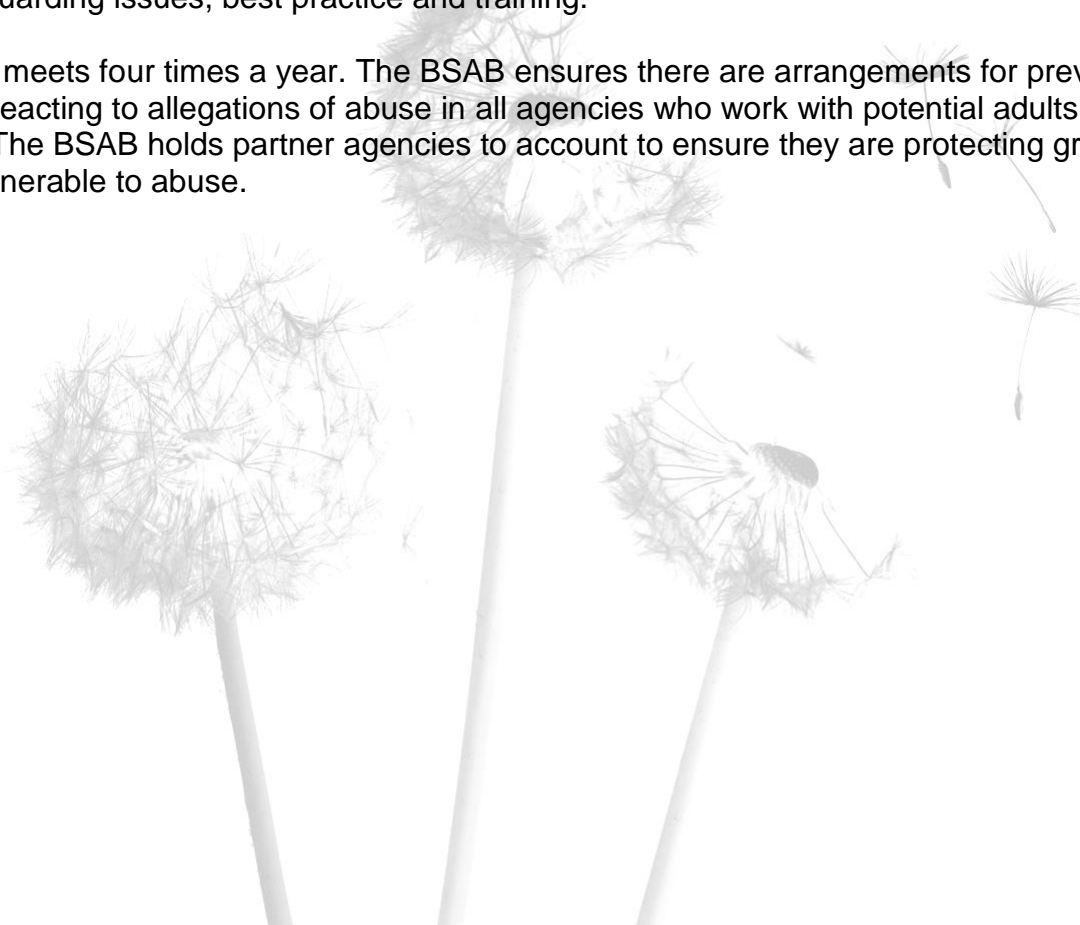
5 BSAB BUSINESS PLAN 2014/15

The annual report and strategic business plans are available on the BSAB website:
www.bromley.gov.uk/downloads/731/safeguarding_vulnerable_adults

The BSAB business plan sets out the detail of the Board's continuous work programme. This includes information about how these identified priorities will be taken forward during 2014/15.

Meetings are held quarterly where discussions take place around issues including national and local safeguarding issues, best practice and training.

The BSAB meets four times a year. The BSAB ensures there are arrangements for preventing harm and reacting to allegations of abuse in all agencies who work with potential adults at risk in Bromley. The BSAB holds partner agencies to account to ensure they are protecting groups who may be vulnerable to abuse.



6 SUPPORTING HEALTH & SOCIAL CARE PRACTITIONERS

6.1 Training & Awareness subgroup

The Training and Awareness subgroup is responsible for ensuring that a skilled and competent workforce is in place to prevent, identify and respond to abuse. We have a rolling programme of multi-agency training and quality assurance processes, embedding the National Capability Framework in practice across the partnership. (The framework is available on the BSAB website).

Demand for multi-agency training in safeguarding is increasing year on year and with the changes expected from the Care Act 2014, there will be an even greater demand.

The subgroup is chaired by the Workforce Development Manager for the London Borough of Bromley. The subgroup has the responsibility for the development, planning and coordination of multi-agency safeguarding adults training provision. This includes making recommendations regarding the facilitation and commissioning of appropriate training resources and the regular review and evaluation of the training provision, in line with the BSAB business plan.

During this financial year, the Training and Awareness subgroup has worked hard to meet the training needs of health and social care staff across the borough. Our training programme covers both e-learning and classroom-based training and we have used different locations to make training as accessible as possible.

Achievements during 2014-15:

Specific training was commissioned following a 2013 Significant Incident Learning Process;

A total of 2456 people have completed training, from basic awareness training (Level 1) to senior investigation training (Level 5);

All courses were updated to reflect the changes introduced by the Care Act 2014;

Training courses periodically observed and evaluated by a senior member of Adult Support Services.

Antoinette Thorne, Chair of Training & Awareness Subgroup

There is a need to measure how the training is used within roles and whether learning outcomes are achieved. The subgroup is reviewing the National Safeguarding Adults Capability Framework to ensure that it is Care Act 2014 compliant and simple enough for employers to use to measure the competency of its workforce, identify training needs and recording of competencies.

The current training continues to evaluate well. Training evaluations demonstrate a high level of satisfaction by practitioners and we are confident that the quality and diversity of training, has contributed significantly to the enhancement of practice and protection of vulnerable individuals in the community.

Forum meetings continue to be offered to Bromley social workers providing an opportunity for operational staff and managers to share ideas, information and best practice guidance regarding safeguarding, creating opportunities for reflection, professional development and learning for evidence based decision making skills.

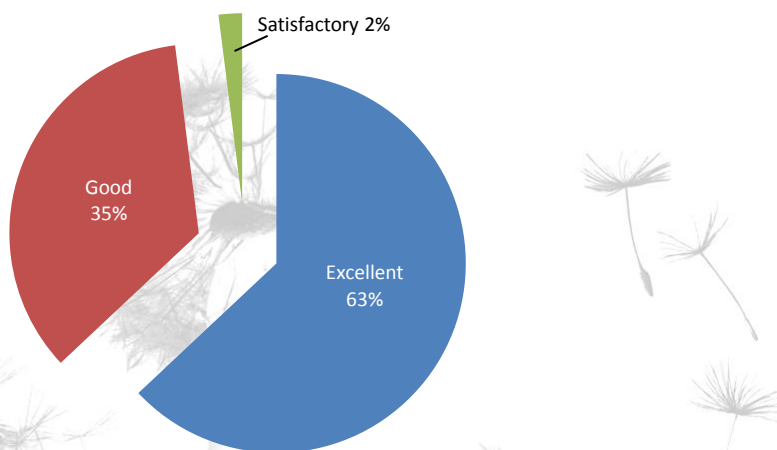
6.2 Impact of learning and development:

During 2014-15, over 3,000 training spaces were funded through the BSAB commissioned programme including:

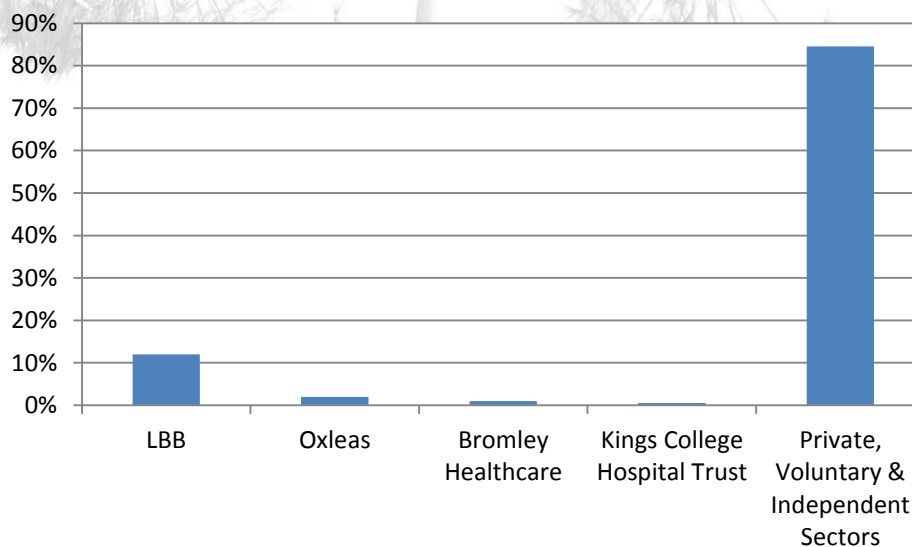
Level 1: Basic Awareness	Level 2/3: Risk Assessment & Management Plan	Level 3: Role of the Service Manager	E-learning
665	32	22	2320

6.3 Overall assessment of the courses offered:

The evaluations from all courses show that the majority of training has been rated as 'Excellent':



The below table shows the training completed by the different partners and sectors.



During 2014-15:

- 415 people completed Awareness and Reporting training, gaining an understanding of how to recognise and report abuse;
- 48 professionals received training from the London Fire Brigade about how to protect people who are at risk of harm from fire (for example, smokers who have poor mobility and who may be hindered from escaping the building in the event of fire);
- 22 managers from care providers attended a course about their role when a safeguarding investigation is taking place for a service user;
- 468 people completed training about the Mental Capacity Act 2005 or DoLS to understand how to safeguard people who do not have the capacity to make decisions for themselves;
- 2320 people completed a variety of e-learning courses including:
 - Safeguarding Adults Levels 1 & 2
 - Mental Capacity Act
 - Deprivation of Liberty Safeguards
 - Domestic Abuse
 - Difficult Relationships & Conflict
 - Information Sharing

Next year, we are planning to run new and revised courses in line with the Care Act 2014, including:

- Modern Day Slavery
- Organisational Abuse
- Domestic and Family Abuse
- Family Conferencing for Adult Safeguarding

6.4 Mental Capacity Act 2005 (MCA) and Deprivation of Liberty Safeguards (DoLS) Training

In Spring 2014, Bromley CCG and the LBB Quality Assurance Team successfully won funding from NHS England to improve the knowledge of the MCA 2005 and DoLS within the public sector.

This funding enabled the commissioning of a specialist consultant to design, implement and evaluate a training programme. 500 staff have been trained. Courses were delivered to care home staff and unpaid representatives to improve understanding and application of the MCA and DoLS.

Feedback from participants on the usefulness of the training and direct application of the information to practical situations has been very favourable. There are plans to extend the training to other staff groups. The Training and Awareness subgroup now awaits Board approval to go ahead with future planning for the delivery of the programme in 2015-16.

6.5 Improving standards and outcomes for people

Policy, Protocols and Procedures (PPP) Achievements 2014/15

The subgroup is responsible for developing and embedding safeguarding adults policy in practice in line with 'Making Safeguarding Personal' and the Mental Capacity Act 2005 principles, maximising a person centred approach to safeguarding adults at risk. Developing systems to identify and prevent abuse from occurring where possible including strategies for prevention.

The role of the PPP is to lead a work programme to ensure that BSAB develops and maintains high quality safeguarding policies protocols and procedures and that these are updated in line with national guidance, Pan-London Multi-Agency Policy and Procedures to Safeguard Adults from Abuse 2011. The PPP ensures BSAB policies and procedures are implemented as a borough wide framework for agencies working with vulnerable adults.

Achievements for 2014/15 included:

- monitoring and scrutiny of the completed action plans for the annual audit (using the SARAT tool - Safeguarding Adults at Risk Audit);
- implementation of good practice tools to prevent the incidence of avoidable pressure ulcers;
- review of the Alerters' Guide for health and social care professionals with the aim of making the reporting process more effective;
- production of support tools for health and social work practitioners and clinical staff in an acute setting. Banner pens were commissioned as an "aide memoir," covering the principles of the Mental Capacity Act 2005.

The following care provider policies were reviewed:

- St Christopher's Hospice;
- Greenbrook Healthcare;
- PRUH – Urgent Care Pathway;
- Physiotherapy Solutions;
- Bromley Clinical Commissioning Group Safeguarding Adults Terms of Reference;
- Glencare Group;
- Boots the Chemist;
- Sanctuary Group;
- BMI Healthcare - Chelsfield Hospital;
- Bromley Health Care;
- Priory Hospital, Hayes Grove; and
- Ashdown House.

Lynne Powrie, Chair of Policy, Protocols & Procedure Sub-group

7 LEARNING FROM PRACTICE

Performance, Audit and Quality Assurance sub-group

A key role of the Board is to seek ways to continually improve standards of practice and outcomes for people within the safeguarding adult's framework. One way in which the Board achieves this is through its performance, audit and quality assurance processes.

This subgroup is responsible for developing a performance management framework to monitor the effectiveness of what is done by the Board partners, individually and collectively, to safeguard adults at risk. The subgroup meets three times per year and case studies are presented to highlight good practice from safeguarding investigations, or to identify where lessons may be learnt to improve practices or partnership working. By undertaking casework audits we identified some excellent multi-agency working that has resulted in successful outcomes for the adults at risk. The regular audits that have previously only been undertaken by LBB and Oxleas have now been adopted by the health partners.

BSAB has agreed to adopt the SARAT (Safeguarding Adults at Risk Audit Tool) for all partners to complete annually. The PAQ subgroup reviews the outcomes of the audit tool, agrees action plans with each partner agency and monitors the progress made towards the action plans and these are reported back to the Board.

This subgroup also carries out the function of analysing the BSAB Key Performance Indicators, creating performance reports for each Board to identify whether investigation timescales are met, and monitoring the number of alerts being raised.

Key achievements for 2014-15:

- Annual SARAT completed and actions resulting from this achieved by partner agencies;
- The Making Safeguarding Personal project was successfully implemented, with investigations becoming more centred around the person at risk of abuse, rather than the process;
- Ensuring the actions resulting from the 2013 Significant Incident Learning Process were all met by partner agencies;
- Developing the Practitioner's Toolkit, and considering how BSAB will address the new safeguarding categories of abuse now included in the Care Act 2014.

Ann Hamlet, Chair of Performance, Audit & Quality Sub-group

7.1 Important Reviews

To prepare for the forthcoming Care Act 2014, BSAB members participated in a workshop to review the current governance arrangements of the board in September 2014. This focussed on the functions of meetings, membership and frequency of meetings.

This review concluded that the current board model was working effectively and the core membership was stable and demonstrated a strong partnership.

Some key areas for improvement were identified:

- Incorporating a wider representation and commitment from the voluntary sector;
- Review of subgroups;
- Review of training strategy.

7.2 Communicating the Safeguarding Message

This year, BSAB focussed on improving partnerships. A new Communication Strategy is currently being written for 2015 – 18.

The Care Act 2014 brought many changes to safeguarding, including the recognition of different types of safeguarding such as Modern Day Slavery, Domestic Abuse and Self-Neglect. During the annual report period the Carers Bromley have published *Concerning Carers*, to communicate valuable information to carers across the Borough. Communicating the safeguarding message is integral in all provider forums.

Our annual safeguarding conference “Adult Safeguarding: The Way Forward” was attended by 145 delegates from the public, private and voluntary sectors. The conference focussed on the impact of the Care Act 2014.

In December, Community Links facilitated a second Disability Hate Crime Conference. This conference aimed to raise awareness of this area of abuse and to publicise the support available to victims or potential victims.

During 2014, the Disability Hate Crime Project trained over 200 police officers to improve the recognition and recording of disability hate crimes.

The *Respect* campaign was led by Advocacy for All with members of the Bromley Sparks and Speaking Up Groups. The message of disability hate crime was brought to members of the public in Bromley and 1000 people signed a petition to show their support for the campaign.

7.3 Responding to the Challenges

Placements in hospital for adults with Learning Disabilities

Following the Winterbourne View inquiry concerning the abuse of adults with learning disabilities, the Francis Report introduced recommendations for all agencies in February 2013. NHS England agreed to “review all current hospital placements and support everyone inappropriately placed in hospital to move to community-based support as quickly as possible as and no later than June 2014”.

In response to this, London Borough Bromley identified nine service users placed in hospital. We reviewed each person’s care to ensure that all nine people were in the right place to receive the care they needed and ensured everyone being discharged from hospital had personalised support plans in place as they moved into a community setting.

London Borough of Bromley worked closely with Oxleas NHS Foundation Trust, our local provider for mental health services, to move people back into the community as soon as they

were well enough to do so. This happens with the full support of the person’s family and their multi-disciplinary team of health and care professionals. Oxleas are extending the scope of the Accessible Information Worker role to be trust wide; and to be early adopters of NHS England’s ‘accessible communication standard’, which was mandated from April 2015 with organisations given a year to implement.

Hoarding Panel

In January 2014, partners of the BSAB established a Multi-Agency Hoarding Panel. The panel consisted of representatives from the London Fire Brigade, Registered Social Landlords, Oxleas Community Mental Health and the London Borough of Bromley. This group developed guidance and plans to meet bi-monthly.

7.4 Protecting Peoples’ Rights

Mental Capacity Act & Deprivation of Liberty Safeguards (DoLS)

BSAB works to safeguard the rights of people who lack the mental capacity to make decisions for themselves. These rights are set out in the Mental Capacity Act 2005. The act requires decisions to be always made in a person’s best interests. The Board works to promote the safeguards of the Mental Capacity Act and DoLS throughout Bromley.

Prior to 2014, London Borough Bromley had one DoLS project worker, who provided training as well as facilitating DoLS referrals. There is now a centralised team of Best Interests Assessors to deal with the considerable increase of referrals.

BSAB are currently commissioning new training to reflect the legislative changes and The DoLS team are working to produce information leaflets for the relatives of people who will need a DoLS in place.

Prior to 2014	April 2014 – April 2015
<p>Around 15 DoLS applications per year</p>	<p>388 DoLS applications, of which:</p> <ul style="list-style-type: none"> • 351 were granted • 31 were not granted • 6 were withdrawn <p>70 possible court referrals 66 referrals awaiting advice from Queens’ Counsel</p>

Making Safeguarding Personal

Making Safeguarding Personal was a national initiative for Local Authorities and BSAB supported London Borough Bromley in their work to improve the way investigations are carried out. Investigations now centre on the person identifying and putting in place what they want to happen and what their needs are, as opposed to simply following a process where the person’s voice may not be heard.

This is a key focus in safeguarding across the Borough and the London Borough Bromley in particular is conducting case file audits to monitor good practice. The next stage is to embed a culture of service-user/advocate participation throughout the safeguarding process. The challenge for all agencies going forward is to ensure that person-centred approaches are applied by all the multi-agency partners, in their engagement with adults at risk.

8 A WORD FROM SOME OF OUR PARTNERS

Partner and member achievements and report contributions

8.1 Metropolitan Police Service (MPS) – Bromley Borough; DCI Dave Yarranton

The fundamental safeguarding role of the MPS is the prevention, identification, risk management and detection of criminal offences. The MPS is now a statutory BSAB partner under the Care Act 2014 and is committed to working in partnership in an open and transparent way with partners on BSAB.

The MPS lead the Multi-Agency Risk Assessment Conference (MARAC) and also attend numerous working groups and panels to work with other agencies, in protecting vulnerable adults from harm.

The Jigsaw unit has been set up to deal with registered sex offenders and violent crime is dealt with under the Multi-Agency Public Protection Arrangements (MAPPA) process.

A new national procedure on missing persons was implemented in July 2014. The new procedures differentiate between those who are “absent” and those who are deemed to be “missing.” The aim of this new procedure is to provide the best possible response to those most at risk of harm. Communication centres will act as the point of first contact and undertake a risk assessment to establish if a person is absent or missing. There are concerns about the potential loss of the first 24hrs for a person who is initially assessed as being absent, but is then re-categorised as missing.

The MPS Vulnerability and Protection of Adults at Risk toolkit was reviewed in February 2015. This replaces the previous Safeguarding Adults at Risk Operating Procedure and all frontline staff has now received mandatory training on the Vulnerability Assessment Framework. The PREVENT agenda is coordinated by SO15 Counter Terrorism Command who are responsible for the delivery of training.

The well-established Public Protection Unit in Bromley MPS undertook the Safeguarding Adults at Risk Audit Tool in Quarter 3 of this year.

Safeguarding adults work planned for 2015-16:

- To develop the Board as a statutory member
- To review the safeguarding training completed by MPS staff

8.2 Bromley Clinical Commissioning Group (BCCG); Sonia Colwill

BCCG commissions health services in Bromley. The Care Act 2014 saw CCGs becoming statutory members of Safeguarding Adults Boards for the first time.

In 2014 BSAB supported a cross-borough initiative, where Bromley was represented by BCCG and LBB, to establish a Pressure Ulcer Tool. The project aimed to improve knowledge of how to prevent ulcers, giving clarity around how to grade pressure ulcers and different screening protocols.

Dashboards were developed for Oxleas, KCH and BHC to submit quarterly safeguarding data. Data is reviewed by BCCG safeguarding committee and is used to inform contract monitoring and clinical reviews.

A Quality Safeguarding Assurance Framework (QSAF) has been established as part of the BCCG procurement process, to clarify expectations around providers' safeguarding practices. This will lead to robust contract monitoring and consistent high-quality Commissioning.

In July 2014, 150 GP's attended a half-day academic session to look at their role in safeguarding adults. GP's gained a good understanding of BSAB and its purpose, as well as an overview of the work of partners such as the Hoarding Pane and Trading Standards. This session was well received, and the proposal is for further sessions to be provided in 2015/16.

In collaboration with other CCGs, a new Adult Safeguarding Decision Making Tool has been developed, including mental capacity, clinical condition, pressure ulcer risks, monitoring and evaluation. This is being trialled by BHC.

Safeguarding adults work planned for 2015-16:

- To develop the Board as a statutory member
- Proposal for BCCG together with Victim Support to joint fund an IRIS project across primary care services in Bromley. The aim is to increase GP awareness of domestic abuse issues.
- Proposal for BCCG to commission a Clinical Officer, who will support safeguarding investigations by conducting Root Cause Analyses of pressure ulcers
- NHS England has commissioned Edge Hill University to a series of 2 day workshops for Board leaders to ensure effective governance arrangements are in place to safeguard adults.
- The safeguarding dashboard will be reviewed in 2015-16 and any refinements made.

8.3 Bromley Healthcare (BHC); Amanda Mayo

BHC is a community health care provider commissioned by BCCG, providing a wide range of services across Bromley.

This year BHC delivered two Commissioning for Quality and Innovation (CQUIN) awards:

1. Dementia Screening – offering screening for patients who feel that they have suffered memory loss or cognitive impairment within the last 12 months. Training has been offered for professionals and has had a very high take-up. A 'Dementia Friend' in Bromley came to the community Nurse Forum and to the Leadership Team to discuss dementia and its impact on clients and carers. The Head of Nursing is working with the Business Development Team to

advice on ensuring any new premises the organisation use, consideration is taken on how to make it dementia friendly.

2. Safety Thermometer – this national CQUIN project requires BHC to collect and submit quarterly data, which is posted online and allows easy comparison between organisations.

A Pressure Ulcer project on behalf of BCCG has been implemented. Awareness rising has taken place throughout the primary care services, including guidance around how to prevent, grade and report ulcers. A mobile application has been developed in collaboration with Kings' Partners. A 'Passport' has been designed to record the treatment and healing of pressure sores in the community; the 'Passport' is taken with the person to any medical appointments or hospital admissions so all services are aware of and can support the treatment. This project will be focussing on care homes in the next financial year.

A choking policy is being developed by the Bromley Speech and Language Therapy Team, which will be available for services across the Borough. The choking prevention policy provides care homes with a tool to assess their training needs.

Training needs analysis was completed which identified the need to deliver mental capacity and DoLS training for staff. Single-agency training is being planned, of which domestic violence will be a focus.

Safeguarding adults work planned for 2015-16:

- To develop the Board as a statutory member.
- Offer pressure ulcer support to Bromley care homes.
- Evaluate the Pressure Ulcer Passport to determine the impact it has had on preventing and reporting avoidable pressure sores.
- Develop and implement the Root Cause Analysis Tool to identify whether pressure ulcers were avoidable. This will impact on any safeguarding investigations where the person has developed a pressure ulcer.
- Investigator training will be delivered for BHC staff who may be best placed to carry out safeguarding investigations on behalf of London Borough Bromley.

8.4 Oxleas NHS Foundation Trust; Barbara Godfrey

Oxleas is the main provider of specialist mental health care in Bromley, with many different services available both in the community and in hospital. This includes specialist forensic mental health care services across South East London and also in Kent Prisons. In Bromley, Oxleas have two teams who support people with mental health needs and these professionals will lead any safeguarding investigations.

This year, Oxleas has strengthened its support to safeguarding teams and is improving processes and procedures. A project co-ordinator was recruited to implement these procedures and to ensure all safeguarding data is appropriately recorded in a new database. Safeguarding champions are also being identified in teams across the organisation and Oxleas have a significant input into all multi-agency panels working to support people at high risk of harm.

The Safeguarding Committee requested their Consultant Psychiatrist establish a steering group for 'Mental Capacity Assessing', to ensure that all requirements of the act are consistently met. Organisational frameworks are also planned, to develop an oversight of compliance across the

whole Trust. This will include a review of policies, procedures and guidance alongside an auditing programme of clinical practice.

Also planned for next year is the establishment of a bi-monthly steering group for adult safeguarding. Team managers will attend to focus on practice issues and information such as lessons learnt, guidance or training opportunities will be disseminated through the teams. There are plans to recruit at least two safeguarding champions in operational teams to raise the profile of safeguarding.

Safeguarding adults work planned for 2015-16:

- To develop the Board as a statutory member.
- A safeguarding training programme will be organised for staff and volunteers in line with the competency frameworks stipulated in the Care Act 2014 statutory guidance.
- One of the components for our safeguarding strategy for 15/16 is the focus on engaging with individuals in order to empower them in line with the Making Safeguarding Personal policy document.

8.5 Kings College Hospital, NHS Foundation Trust (KCH); Ann Hamlet

The Princess Royal University (PRUH) and Orpington Hospitals were integrated within the Trust in October 2013.

An updated safeguarding training programme was introduced in October made up of five levels of training. This was well-received and well-attended and 91% staff had completed Level 1 training as of 31 Jan 2015 and 39% of staff at the PRUH site had also completed Levels 2-3.

In March, the Safeguarding Adults, Learning Disabilities and Mental Capacity Act Group was set up. The purpose of this group is to provide strategic safeguarding direction for the Trust and to provide assurance that legal requirements and national guidance are incorporated into the Trust's processes and practices.

Regular meetings have been set up with Bromley Health Care to share information around monitoring and managing pressure ulcers. KCH are participating in the pressure ulcer support scheme and are recording the source of each ulcer, to identify whether clinical issues need to be followed up to prevent other ulcers from developing. The collaborative work has highlighted a delay in reporting community acquired pressure ulcers to Bromley Health Care; a process has now been implemented to address this gap.

Safeguarding adults work planned for 2015-16:

- To develop the Board as a statutory member.
- Safeguarding adults, Learning Disabilities and Mental Capacity Act Group to produce a report to BSAB about their achievements in relation to safeguarding adults in the trust.

8.6 London Borough of Bromley; Stephen John

The Care Act 2014 names the Local Authority as the lead safeguarding agency for each borough and its safeguarding adults board. As the lead agency in Bromley, London Borough Bromley is responsible for receiving all safeguarding alerts and either investigating them or asking another agency to investigate, if they are best placed to investigate.

Our care management and housing divisions work tirelessly to protect vulnerable people and to ensure that people's needs are met as far as possible. This includes attending the local Multi-Agency Risk Assessment Conferences (MARAC), to support the people who are most at risk of harm of domestic violence.

During this year, London Borough Bromley completely redesigned the policies, procedures and the structure of its front line services. The acceptance and processing of safeguarding referrals has changed and now all referrals go through the Initial Response Team (formerly Bromley Social Services Direct).

London Borough Bromley has continued to facilitate the Commissioned Services Intelligence Group (CSIG), which brings agencies together to share and discuss concerns about direct care providers in the Borough. The impact of this work has led to situations of potential abuse being identified and acted upon quickly.

The Safeguarding Adults Practice Standards group (SAPS) meets regularly to discuss operational concerns and undertake critical reflection of cases.

The Safer Bromley Partnership has put a lot of effort into preventing anti-social behaviour, including working with people at risk of radicalisation or getting involved in gangs. The partnership is a fully integrated service between London Borough Bromley, the police and other partners such as London Probation Service.

Community Safety Partnership; Rob Vale

The team has a number of services led by Rob Vale Head of Community Safety Partnership. The aims of the Public Protection and Safety Portfolio are to achieve positive outcomes for vulnerable Bromley residents. The following priorities are:

- Keeping Bromley safe by working proactively to prevent crime and reinforce confidence in the borough as a safe place.
- Working to protect consumers and in particular the vulnerable, to ensure there is a fair, safe and genuine trading environment.
- The portfolio acknowledges the important role played by other agencies and in particular, the support for effective partnerships that deliver reductions in offending and anti-social behaviour.

The trading standards team have focussed on empowering adults at risk, providing information and support to help people protect themselves against becoming victims of crime. This included raising awareness of how to report incidents of crime to the relevant authorities for investigation and protection. The team experienced an increase in referrals; participated in a national survey about the impact of 'doorstep crime' upon householders, and is developing a local survey for Bromley.

The team have also delivered a considerable amount of awareness raising, which has included:

- 62 presentations to groups across the community about scams and rogue traders.
- 26 presentations to partner agencies including the police and social care teams to raise awareness of the trading standards team.
- The team worked with the Met Police Operation Sterling initiative to raise awareness of the courier scam with bank staff. 16 training sessions have been delivered to local banks with more planned for next year.

Safeguarding adults work planned for 2015-16:

- To develop the Board as a statutory member.
- Provide awareness training to London Fire Brigade Officers to ensure that people at risk of fire, scams or doorstep crime are identified and referred appropriately.
- Carry out training and talks to community groups to continue raising awareness about scams and doorstep crime.
- Courier scam training for bank staff.

Community Safety

The Rapid Response Service responds to urgent calls from consumers and partners reporting incidents of doorstep crime. A total of 461 calls were made to the rapid response number in the previous 24 months and of those, 218 warranted an immediate response.

There have been 159 referrals of financial loss to doorstep callers. A total of £452,000 has been saved as a result of intervention by the team in 87 cases. The average loss to a consumer was £1,626. A further 30,000 door-stickers have been produced to distribute to Bromley residents.

Safeguarding adults work planned for 2015-16:

- Bespoke training to carers and multi-agency partners to be included in the BSAB training and awareness raising programmes.
- To continue to provide a good service despite reductions in resources as part of the London Borough Bromley restructure.

Safer Bromley Van

Operated by Victim Support, the Safer Bromley Van visits victims of burglary crime. Research identifies 14% of burglary victims are re-victimised within a year and the Van visits victims to offer support and guidance to prevent re-victimisation. This project has had a huge impact in providing security and advice to clients.

Domestic Abuse (DA) & Violence against Women and Girls (VAWG)

London Borough Bromley have a dedicated DA & VAWG manager who leads the commissioning of services to support Bromley residents at risk of domestic abuse. Two years into a four year grant funded by the Mayor's Office for Policing and Crime the funding supports:

- Independent Domestic Violence Advocates who support individuals at high risk of domestic violence.
- Behaviour Change Programme for Bromley residents perpetrating domestic abuse.
- Support Groups for women who have experienced domestic abuse.

Safeguarding adults work planned for 2015-16:

- Develop a three year strategy and business plan in consultation with partner agencies.
- Develop closer working arrangements with the partner agencies and statutory services to ensure the development of and delivery of strategic and operational aims.

8.7 London Fire Brigade Bromley (LFBB); Daniel Cartwright

The Home Fire Safety Initiative received 125 referrals, which exceeded the target of 96 referrals. LFBB completed 3003 Home Fire Safety Visits (HFSV) for vulnerable householders, which is an

increase from 31% in 2013-14. A fire fatality in the Borough highlighted issues with hospital discharge arrangements and we recommended and implemented changes to these arrangements to ensure that adults at risk are as safe as possible when they return home. Domiciliary care staff were also supported to carry out client assessments for vulnerable adults at risk from fire.

LFBB has worked closely with BSAB to develop new initiatives where early intervention prevents avoidable harm to adults at risk. LBB and LFBB identified the residents most vulnerable should a fire break out in their homes installing fire safety measures, such as water mist or sprinklers to try to keep these people as safe from this harm as possible.

LFBB were actively involved in developing the new hoarding panel and remain a key participant with the Public Protection Team who collaborated to develop a hoarding identification process and information sharing protocol.

A policy is now in place for the Borough Commander to undertake an accidental dwelling fire (ADF) review within 28 days of each fire where:

- i) a member of the public is taken to hospital as a result of injuries sustained at the incident; or
- ii) it is determined by the Watch Manager that the fire has made the dwelling uninhabitable for a minimum of 24 hours.

Safeguarding adults work planned for 2015-16:

- Progress the community safety initiatives with housing providers, to promote fire safety and explore partnership responses to vulnerable residents within the Borough housing portfolio.
- Install five sprinkler/water mist systems in high risk residential properties in the Borough.
- Ensure HFSV referrals are appropriately made to LFBB by improving Borough arrangements in identifying vulnerable adults at risk from fire.
- Provide fire safety awareness training to London Borough Bromley Trading Standards personnel. Receive awareness training from Trading Standards, to ensure that people at risk of fire, scams or doorstep crime are identified and referred appropriately.

8.8 Carers Bromley; Lynne Powrie

Caring for loved ones is a challenging and often unplanned burden which most people embrace with the best intentions and find very rewarding. Nevertheless, in some cases care breaks down either due to exhaustion or circumstances changing. Carers Bromley is an important partner in supporting the Board to help over 5,000 carers in their very important role.

The advice, support and respite offered by Carers Bromley helps carers to protect themselves from the risk of becoming vulnerable, but also equips them to acknowledge and recognise potential risks of stress on them and the person(s) for whom they care. This year services included:

- 9,376 hours of respite care.
- 1,381 Sitting Service sessions provided.
- 452 carers attending support groups.
- Independent Carers Forum, empowering carers to voice their concerns around carer rights.
- Three eight-week Carers Education Programmes (CEP) for carers of people with mental health needs.
- Four 'Coping with caring' courses consisting of a series of six workshops for carers of people with dementia needs.

- Courses for carers to build skills with IT, searching for paid or voluntary opportunities or Mindfulness techniques (learning methods to identify their own needs).

A new internal safeguarding reporting tool was implemented and the results demonstrate that all staff are applying a consistent reporting to their safeguarding lead. This has only been in place for the last 4-6 months we will continue to monitor accordingly.

Safeguarding adults work planned for 2015-16:

- New staff to receive adult safeguarding training as part of their induction and refresher training for staff via e-learning to continue.
- More courses planned for next year in association with Bromley Adult Education College. Other courses will include IT and Prep for employment courses, mindfulness and a positive psychology course for carers.

8.9 Bromley Mencap; Eddie Lynch

Bromley Mencap provides services to Bromley adults who have learning and/or physical disability, as well as their carers and families.

Work undertaken this year included:

- A range of services provided including respite, home sitting (domiciliary care), the Outdoor Club, training and employment support and a range of activities such as cookery, arts and crafts and woodworking. All these were fully risk assessed and delivered without incident.
- 'Involve Me' is a three-year project about how to creatively involve people with profound and multiple learning disabilities (PMLD) in decision making. Guidance has been produced for professionals when required to gain consent from a service user during safeguarding investigations.
- The domiciliary care service had an unannounced CQC inspection which found that all standards were met.
- Policies and procedures have been refreshed.
- Disability hate crime/bullying and streetwise (keeping safe in the community) training has been delivered for disabled young people and adults.
- 20 more buddies to support disabled young people in the community have been recruited and trained in safeguarding.

Safeguarding adults work planned for 2015-16:

- Ongoing work to support disabled people to access the community safely. This will include working with schools and colleges.
- Campaigning with employers and service providers to raise the level of disability awareness across the Borough. This includes bullying and hate crime.
- The Welfare Benefits Service will provide training regarding financial abuse among disabled clients.
- Sessions and presentations about safeguarding issues will be included regularly in Mencap's Job Club and monthly drop-in service.
- A series of activities and sessions around 'Keeping Safe' will be delivered throughout the autumn.

- The Older Carer's Lunch Club will host guest speakers on rogue traders. People will be encouraged to subscribe to the Telephone Preference Service to ensure they don't fall victim to cold calling.

8.10 Age UK – Bromley & Greenwich (Age UK B&G); Maureen Falloon

Age UK Bromley & Greenwich promotes the wellbeing of all older people in the community, valuing older people and ensuring that the lives of older people are fulfilling and enjoyable. It is the leading voluntary sector provider of services for older people with a reputation for quality and innovation.

The services, activities and support offered by Age UK B&G provide opportunities, independence and choice for older people. The services include:

- Specialist welfare benefits advice.
- Hospital Aftercare Service, supporting people to return home from hospital, and providing support for the discharge period.
- Day Opportunities Centre, healthy lifestyle support and training courses helping people to understand phones, tablets and digital photographs.
- Men In Sheds; providing men with a fully equipped workplace to make things, share skills and socialise.
- Volunteering opportunities through the Community Volunteers Time Bank.

Age UK B&G work with older people in their own homes who may not have a good support network around them, and the organisation is always vigilant for the signs of abuse or neglect. All of these services empower older people to protect themselves from the risk of self-neglect and abuse. All clients are aware of Age UK B&G's confidentiality policy and that the organisation can assist them with any referrals to statutory bodies, as well as supporting them through any process. Safeguarding is central to the organisation's practices and all staff refresh their safeguarding training regularly. Issues about abuse are discussed in all team meetings and supervision.

Age UK B&G works closely with the partner agencies of the BSAB, most notably with Trading Standards and the police to prevent crime against older people. This year, they worked with older people to produce a DVD on behalf of Bromley Police, to raise awareness about crime prevention for older people. This included how to avoid being a victim of doorstep crime.

8.11 Healthwatch Bromley; Margaret Whittington

Healthwatch is a national organisation, whose mission is to enable individuals and community groups to influence the planning, provision and delivery of local health and social care services in order to improve the health and wellbeing of patients and service users.

During 2014-5 Healthwatch consulted with Bromley communities, through events, social media, surveys which included:

- 'Building Our Network' event, a key national programme informing people about the Step Up and Step Down services provided in the borough.
- Using focus groups and a survey to capture service users views regarding Bromley CCG's revised Urology plan.
- Engagement event with Black, Asian & Minority Ethnic groups (BAME), disability groups and young people to hear about their experiences of services.

- Two focus groups held in March 2014 sought views of local people about the PRUH. The findings and final recommendations were sent to the Care Quality Commission prior to their inspection the following month.
- Nine 'enter and view' visits made to Bromley care homes, where trained representatives listened to residents to ask about their experiences and views of their homes.

In addition to listening to patients and service users a community directory was created to assist people to find services and information easily.

Healthwatch Bromley won the national award for Outstanding Collaborative Project at the Healthwatch Network Awards of Achievement 2014.

9 LOOKING AHEAD TO 2015-2016 AND BEYOND

The key priorities for the Board moving forward are:

To contribute regionally and nationally to the development of safeguarding adults.

To promote, maintain and seek assurance of the high quality implementation of the MCA/DoLS across Bromley.

To promote and seek assurance of the development of a workforce effectively trained in safeguarding adults and that their practice is continuously improving.

To commission Serious Adult Reviews and to promote and seek assurance that learning from them and similar reviews nationally are embedded in local practice.

To continue to raise awareness of safeguarding adult issues across Bromley.

To promote, maintain and seek assurance of the implementation of a high quality multi-agency safeguarding adults process across Bromley.

To ensure that service users, carers and the public are enabled to contribute to the work of the Board.

To seek assurance that safeguarding adults is clearly identified within the core business of members and their partners.

To develop and maintain effective working relationships between members, their partners and other community partnerships.

To commission training and professional development opportunities for our partners whilst ensuring single agency training delivery is of a high standard.

10 ANALYSIS OF ADULT SAFEGUARDING REFERRALS

The Safeguarding Adults Return (SAR) is a set of data measures with a focus on outcomes for vulnerable adults. It is a mandatory requirement that annual safeguarding data is submitted to the Health and Social Care Information Centre through a SAR. For the purpose of this annual report, data has been collected from the CareFirst client information system and the SAR submissions and cross tabulated for analysis.

'Alerts' are expressions of concern that an adult may be at risk of or experiencing abuse or neglect, not all of which need investigating as safeguarding adult referrals.

A 'referral' is the pathway taken to support the person where abuse may occur (or has already occurred).

In 2014-15 there was a fall (of 6%) on the previous year in the number of alerts received by LBB. The percentage of alerts that became referrals has increased substantially (by 20%). Over half of referrals related to abuse occurring in a person's own home and by someone known to the person. The most common combinations are in their own home by a person known to them (over a third), or by a paid/contracted person in a care home (nearly a fifth).

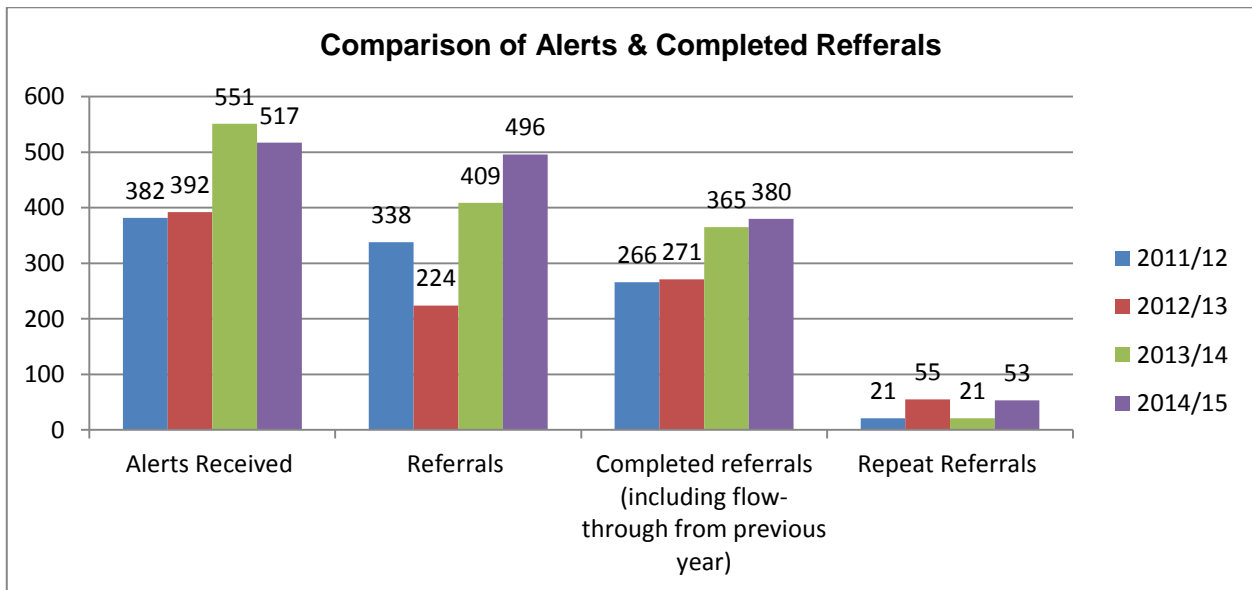
Over a quarter of referrals related to abuse taking place in care homes. Neglect and acts of omission and physical abuse are the most prevalent types of abuse. The prevalence of the location of abuse has remained unchanged since last year, with 54% of safeguarding incidents investigated taking place in the person's own home. This appears to be part of a downwards trend, with an increasing proportion taking place in a care home.

About a quarter of alerts had outcomes in each of the three categories of "Fully substantiated", "Partially substantiated" and "Not investigated". The first two of these have fallen since last year, whilst the third has increased substantially. This is possibly due to the threshold tool not having been applied appropriately, and therefore cases were closed after preliminary enquiries.

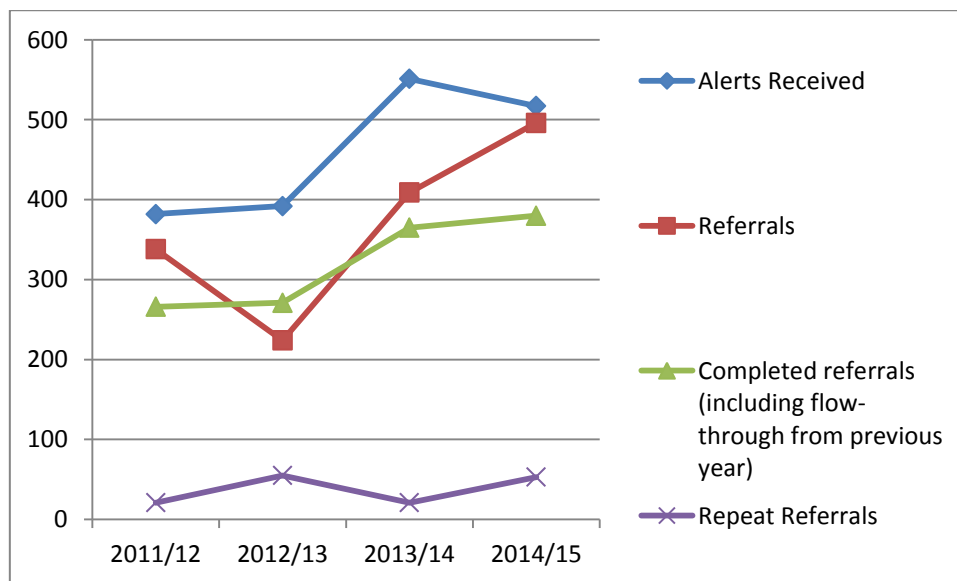
About one third of allegations against Social Care Support or Paid/Contracted staff are not substantiated; while about one quarter are substantiated, and very slightly fewer are inconclusive. In those cases where the alleged perpetrator is known to the client, a similar proportion (25%) is substantiated, a higher number (25%) of cases are not investigated and the "Not substantiated" category falls to 16%.

10.1 Alerts and Completed Referrals

Chart 1: Comparison of Alerts & Completed referrals 2011-15



Graph 1: Comparison of Alerts & Completed referrals 2011-15



This year has seen a fall of 6% in the number of alerts received. Despite this, the number of Referrals has increased substantially (by a fifth). The number of completed referrals has increased slightly (by 4%) from last year.

Table 1: Referrals by age, gender and client category 2014/15

Primary Client Type	Age Group				Gender	
	18-64	65-74	75-84	85 and over	Male	Female
Learning Disability	37	1	0	1	27	12
Mental Health (Oxleas)	30	4	4	4	12	30
Mental Health 18+	5	0	0	0	3	2
Mental Health 65 +	0	2	8	6	8	8
MHD - Dementia	0	6	16	20	13	29
Other Vulnerable People	13	17	44	62	45	91
Physical disability, frailty, sensory impairment	16	7	27	47	31	66
Substance Misuse	2	1	0	0	0	3
Total	103	38	99	140	139	241

Table 1 breaks the overall figure down by age group, gender and category of client. Nearly two-thirds of the referrals concern women, a large proportion (over one-third) concern people over the age of 85. Regarding the type of client the highest number of clients comes from the “Other Vulnerable People” category.

Chart 2: Referrals by client group 2014/15

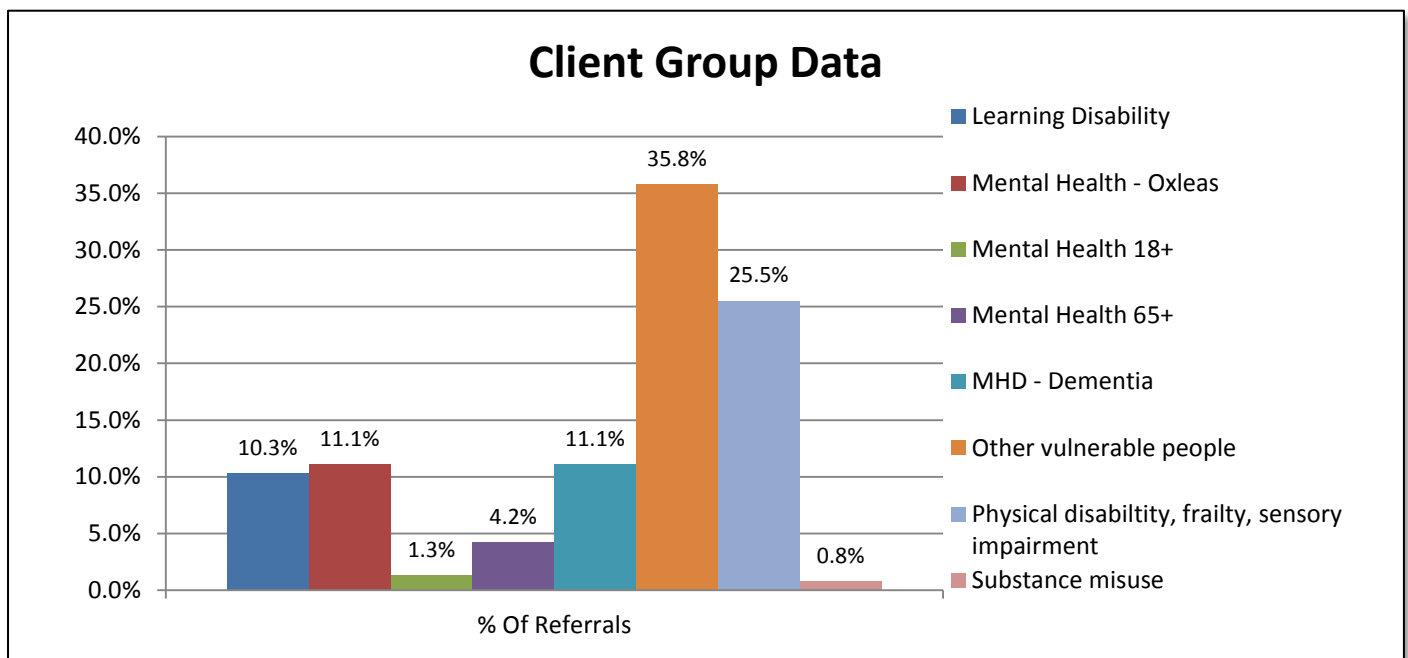


Table 2: Source of Referrals by Age

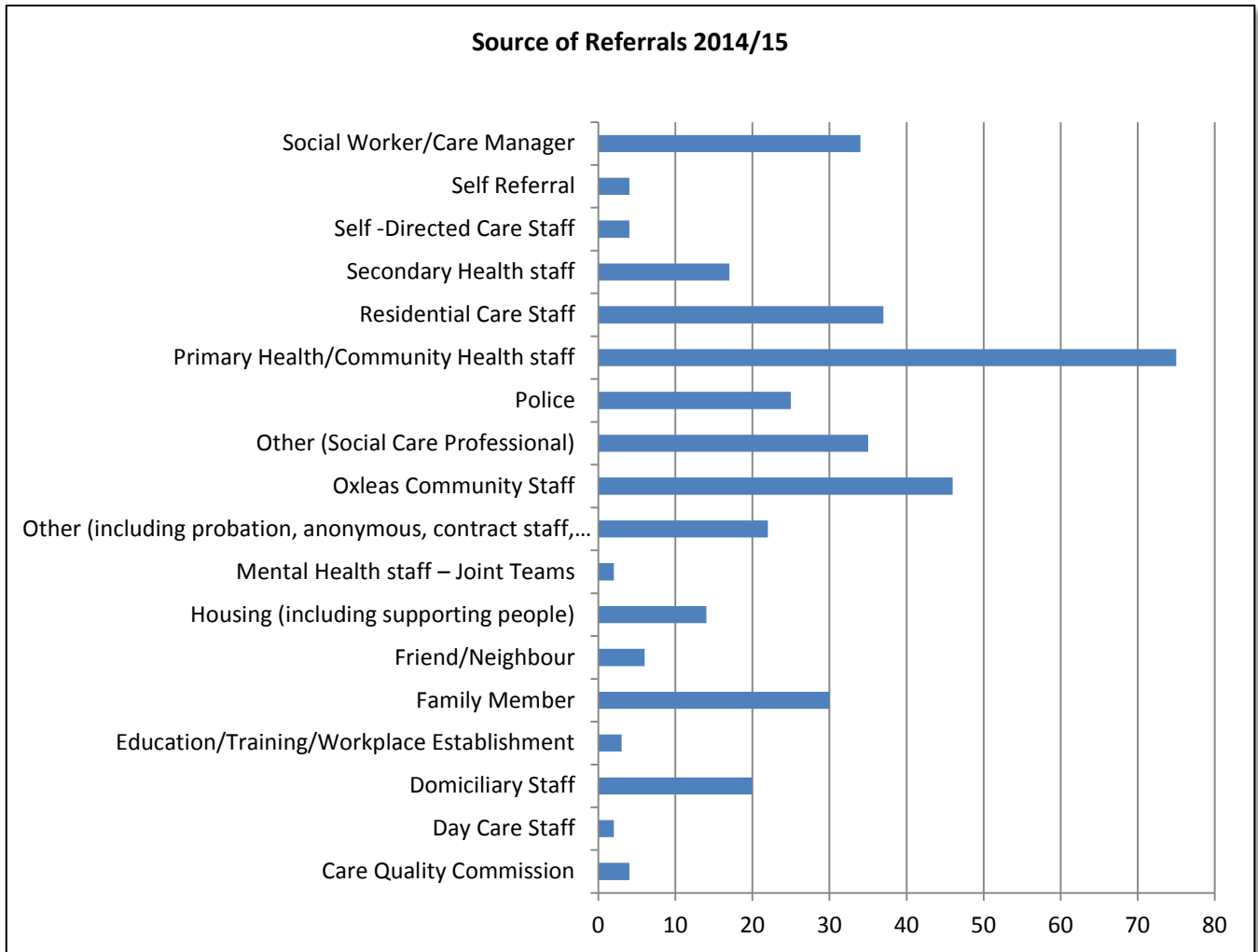
Source Type	Age Range Of Adults Subject To Abuse		No Of Completed Referrals
	18-64	65+	
Care Quality Commission	0	4	4
Day Care Staff	1	1	2
Domiciliary Staff	2	18	20
Education/Training/Workplace Establishment	3	0	3
Family Member	2	28	30
Friend/Neighbour	0	6	6
Housing (including supporting people)	3	11	14
Mental Health staff – Joint Teams	1	1	2
Other (including probation, anonymous, contract staff, MAPPA*, MARAC**)	5	17	22
Oxleas Community Staff	13	33	46
Other (Social Care Professional)	12	23	35
Police	5	20	25
Primary Health/Community Health staff	12	63	75
Residential Care Staff	9	28	37
Secondary Health staff	3	14	17
Self -Directed Care Staff	2	2	4
Self-Referral	1	3	4
Social Worker/Care Manager	12	22	34
Totals	73	261	380

* MAPPA – Multi-agency Public Protection Arrangements

** MARAC - Multi-Agency Risk Assessment Conference (for people at high risk of domestic violence)

Table 2 shows that there was a wide variety of sources for referrals this year. Nearly 20% of them were made by primary health professionals.

Chart 3: Source of Referrals 2014/15



10.2 Location of Abuse

Chart 4: Location of Abuse 2014/15

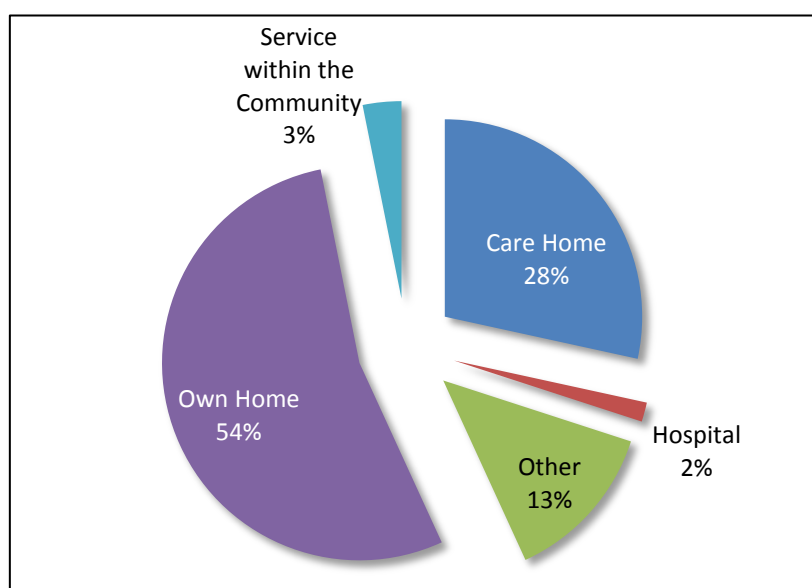
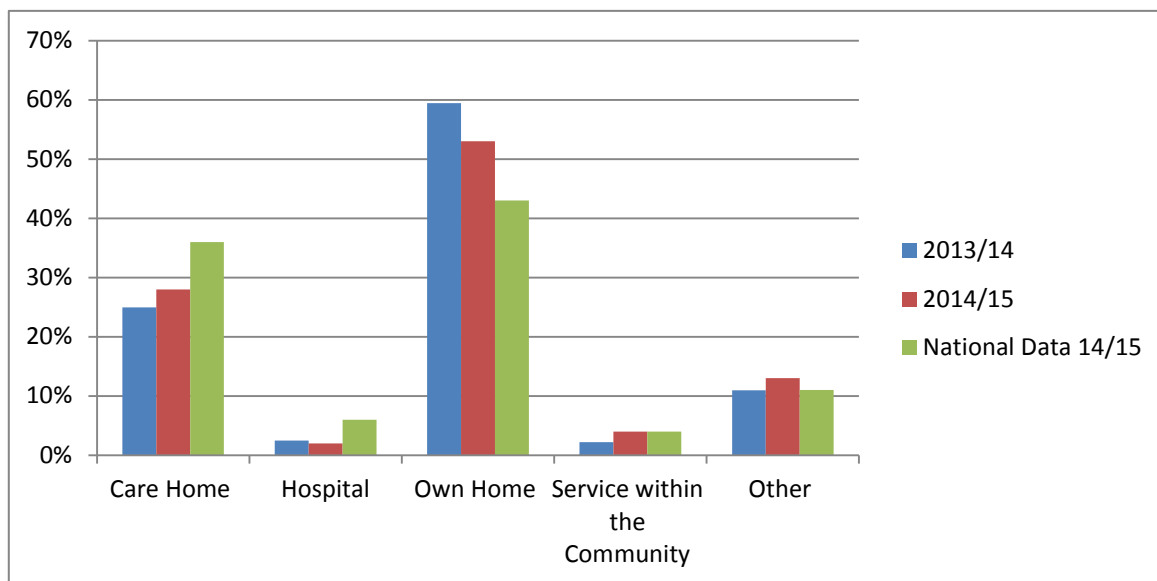


Table 3: Location of Abuse 2013-15

Location of Abuse	2013/14	%	2014/15	%	Trends
Care Home	91	26	108	28	↑
Own Home	217	59	204	53	↓
Service within the Community	8	2	12	4	↑
Hospital	9	2	6	2	↔
Other	40	11	50	13	↑
Total	365	100	380	100	

The prevalence of the location of abuse has remained unchanged since last year, with 54% of safeguarding incidents investigated taking place in the person's own home. This appears to be part of a downwards trend, with an increasing proportion taking place in a care home.

Graph 2: Location of Abuse Comparison 2013-15



10.3 Types of Abuse

Chart 5: Types of abuse 2014/15

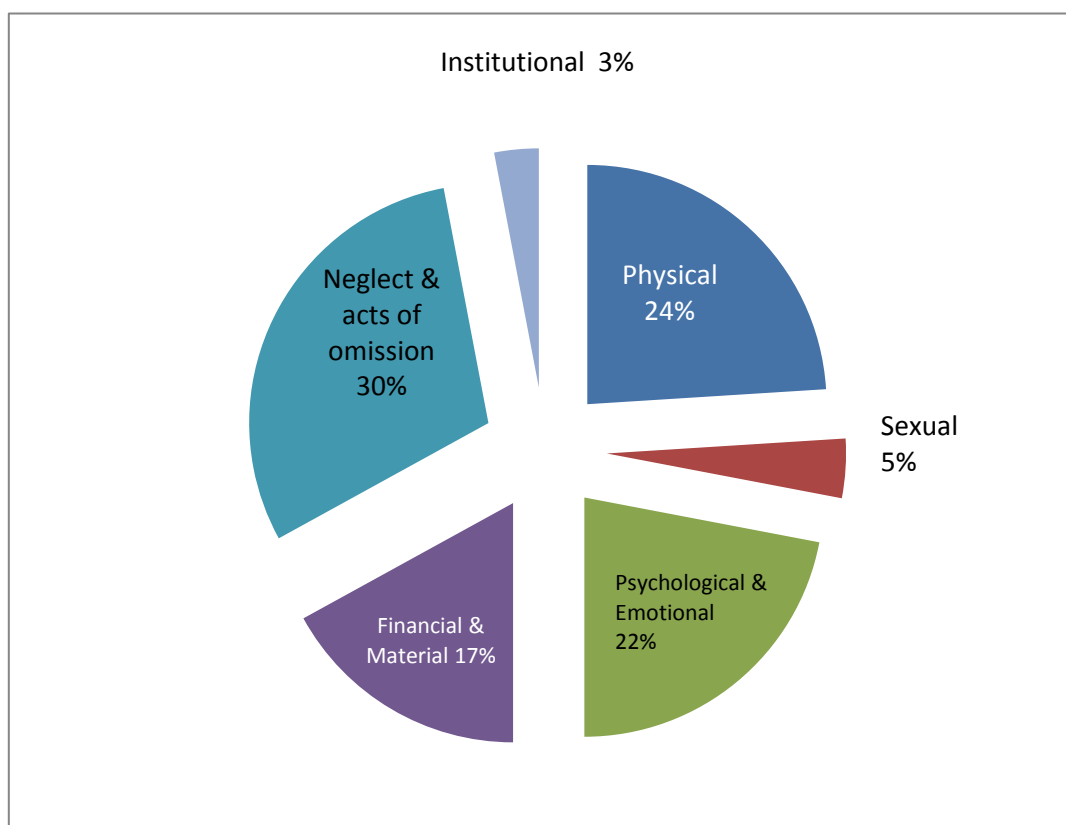


Chart 5 shows that this year the most prevalent type of abuse is neglect and acts of omission. This has changed since the previous year, when physical abuse was the most common type.

Chart 6: Types of abuse against national data 2014/15

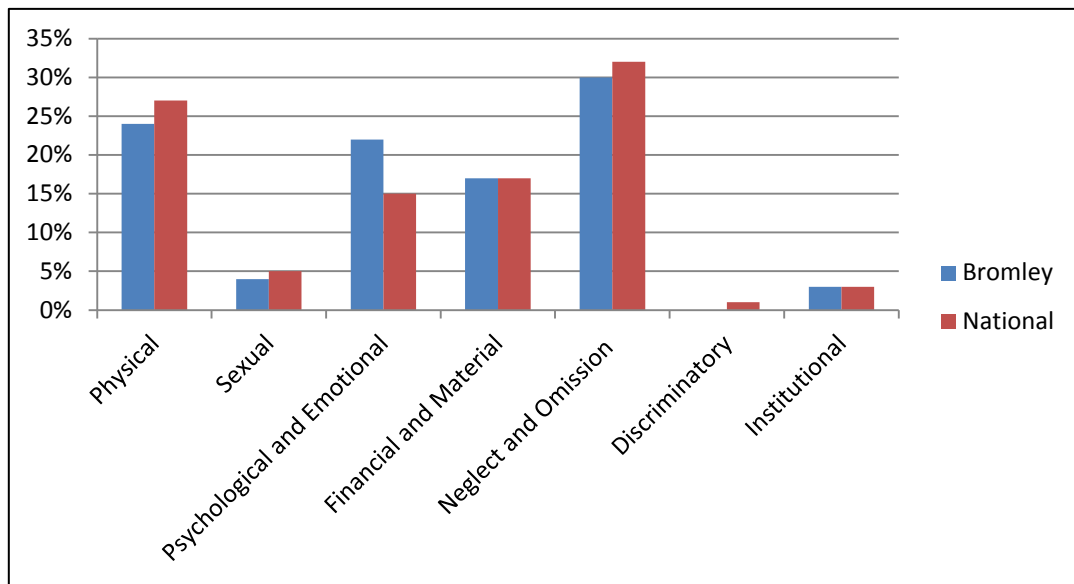
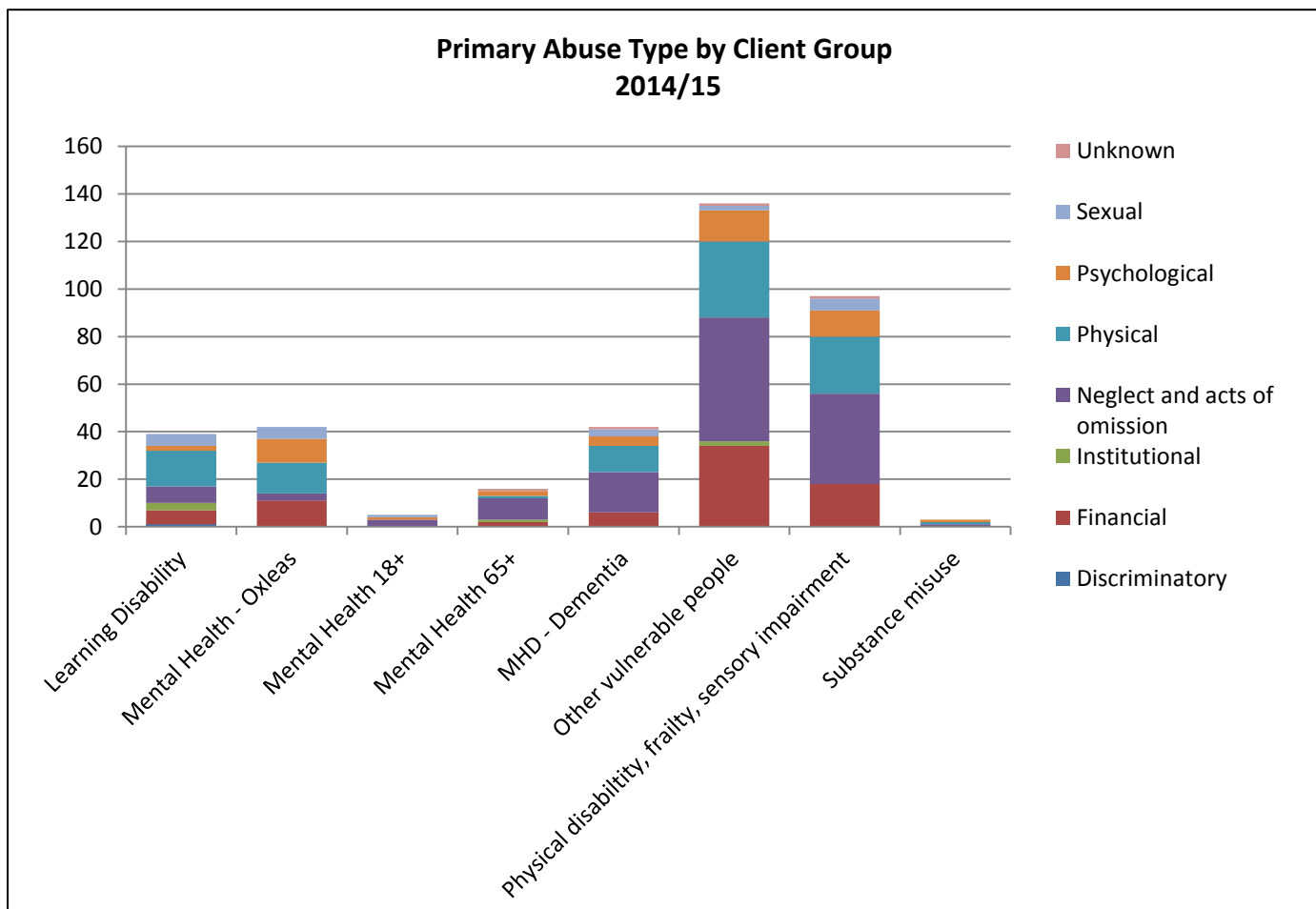


Chart 6 shows how the Bromley figures compare with the national data from 2014-15, as reported to the Health and Social Care Information Centre.

The types of abuse in Bromley cases almost mirror the national figures. The only anomaly is in the psychological and emotional category, which is somewhat higher in Bromley than nationally.

Chart 7: Types of abuse experience by each client group 2014/15

Within the people who experienced abuse, the largest category was Other Vulnerable People (i.e. people who did not fit into the other seven categories).



10.4 Case Conclusions

Table 4: Outcomes of Investigations Comparison 2013-15

Outcome	2013/14	%	2014/15	%	Trends
Fully Substantiated	98	27	92	24	↓
Partially Substantiated	32	9	30	8	↓
Inconclusive	60	16	67	18	↑
Not Substantiated	93	26	83	22	↓
Investigation ceased at individual's request*	30	8	26	7	↓
Not Investigated	52	14	82	21	↑
Totals	365	100	380	100	

*If it is in the public interest an investigation will still take place to ensure the wellbeing of any vulnerable adults.

Chart 8: Outcomes of investigations 2014-2015

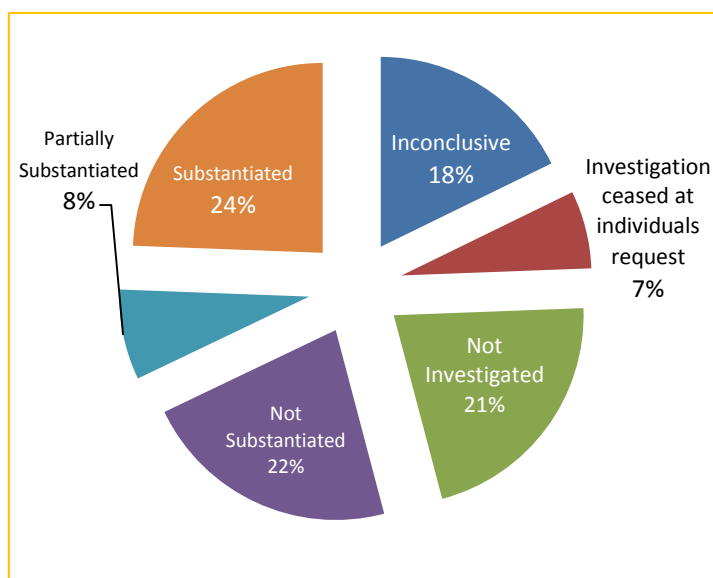
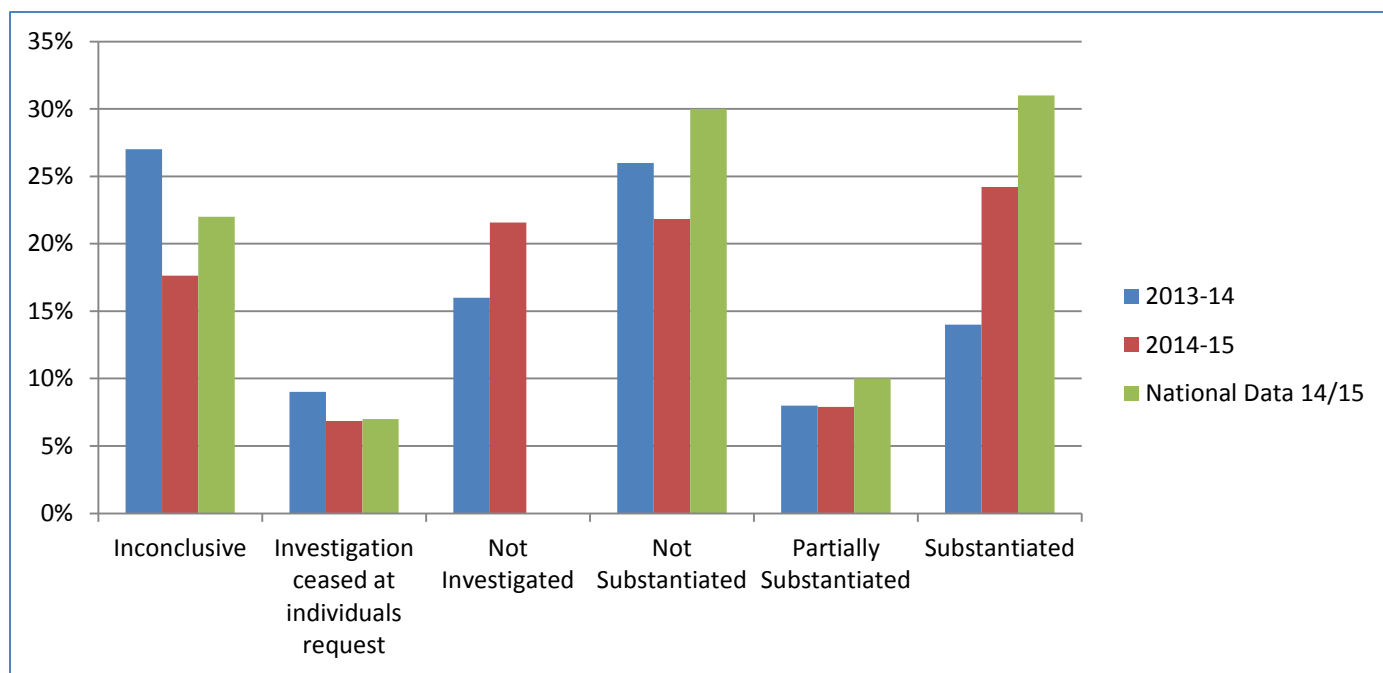


Chart 9: Outcome of Enquiries Comparison with National Data 2013-15



About a quarter of alerts had outcomes in each of the three categories of “Fully substantiated”, “Partially substantiated” and “Not investigated”. The first two of these have fallen since last year, whilst the third has increased substantially. This is possibly due to the threshold tool not having been applied appropriately and therefore cases were closed after preliminary enquiries.

Table 5: Outcomes Of Investigations (Case Conclusions) 2014-2015

Type Of Outcome	Relationship of Person Alleged to have caused harm			Total
	Social Care Support or Paid/Contracted	Other - Unknown/Stranger	Other - Known to Individual	
Inconclusive	26	10	31	67
Investigation ceased at individuals request	2	3	21	26
Not Investigated	16	17	49	82
Not Substantiated	43	7	33	83
Partially Substantiated	8	5	17	30
Substantiated	28	14	50	92
Total	123	57	200	380

About one third of allegations against Social Care Support or Paid/Contracted staff are not substantiated; while about one quarter are substantiated, and very slightly fewer are inconclusive. In those cases where the alleged perpetrator is known to the client, a similar proportion (25%) is substantiated, a higher number (25%) of cases are not investigated and the “Not substantiated” category falls to 16%.

10.5 People alleged to have caused harm (PACH)

The most common combinations are in their own home by a person known to them (over a third), or by a paid/contracted person in a care home (nearly a fifth).

Table 6: Location of Abuse - Relationship of the PACH to the victim 2014/15

Location of abuse	Relationship of the PACH to the victim			Total
	Paid/Contracted person, or Social Services support	PACH unknown to the victim (i.e. stranger)	PACH known to the victim	
Care Home	71	10	27	108
Hospital	3	1	2	6
Other	8	15	27	50
Own Home	36	30	138	204
Service	5	0	7	12
Total	123	56	201	380

The most prevalent combination of relationship and type of abuse was Neglect and Act of Omission by a Paid/Contracted Person (nearly a fifth); followed by Physical Abuse by someone known to the person (some 15%).

Table 7: Abuse Type - Relationship of the PACH to the victim 2014/15

Type of abuse	Relationship of the PACH to the victim			Total
	Paid/Contracted person, or Social Services support	PACH unknown to the victim (i.e. stranger)	PACH known to the victim	
Discriminatory	1	0	0	1
Financial	8	22	47	77
Institutional	6	0	0	6
Neglect and acts of omission	70	12	48	130
Physical	31	7	59	97
Psychological	7	5	32	44
Sexual	0	6	15	21
Unknown	0	4	0	4
Total	123	56	201	380

The most common action from a completed investigation for the person who experienced harm was increased monitoring (in 14% of outcomes), followed by Community Care Assessment & Services (11% of outcomes).

Table 8: Outcome of completed investigation for the person who has experienced harm

Outcomes of Completed investigations	2011-2012	2012-2013	2013-2014	2014/15
Increased Monitoring	86	66	54	78
Vulnerable Adult removed from property or service	6	10	0	0
Community Care Assessment & Services	39	48	33	61
Civil Action	0	1	0	0
Application to Court of Protection	1	4	3	3
Application to change appointee-ship	4	1	2	3
Referral to advocacy scheme	6	4	3	7
Referral to counselling/training	3	10	7	14
Moved to increase/different care	21	38	25	44
Management of access to finances	10	7	1	16
Guardianship/use of Mental Health Act	4	0	5	11
Review of Self-Directed Support	2	4	0	0
Restriction/management of access to alleged PACH	19	13	13	18
Referral to MARAC	1	0	3	0
Other	24	25	40	66
No Further Action	106	310	162	233

** multiple entries allowed*

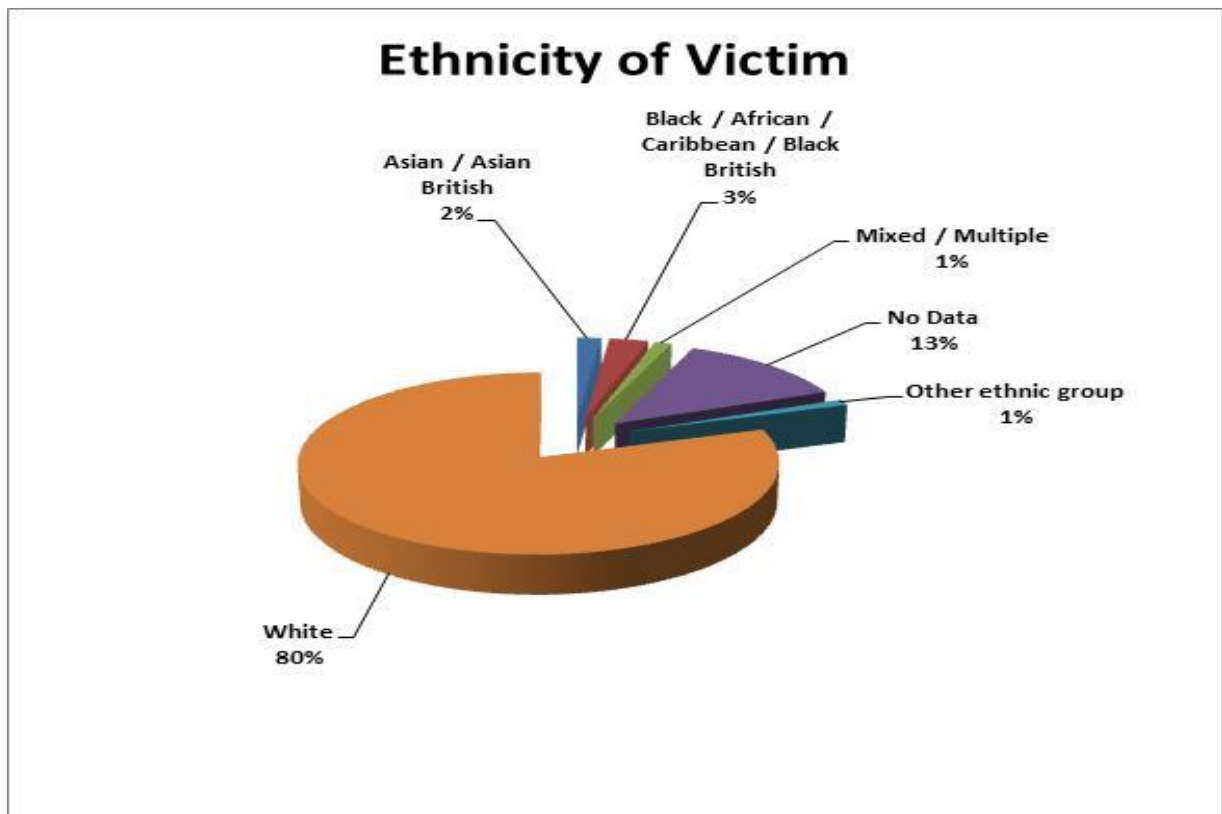
Table 9: Outcome for Person Alleged to have caused harm 2014/15

Outcome for Person Alleged to have caused harm	
Exoneration	3
Action by Care Quality Commission (for registered care providers)	15
Action by London Borough Bromley Contract Compliance Team (against care providers in Bromley)	9
Action by Commissioning/Placing authority (for care providers in other Boroughs)	6
Criminal Prosecution	6
Police Action	14
Referral to Independent Safeguarding Authority (for paid carers)	3
Referral to registration body (for registered professionals such as GPs, Nurses)	4
Removal of the PACH from the Property/Service	6
Action under Mental Health Act	12
Carer's Assessment Offered	17
Community Care Assessment and Service	15
Counselling/Support/training/treatment provided	19
Continued monitoring	50
Management Action - Disciplinary, Supervision etc.	22
Management of access to Vulnerable Adult	14
No Further Action	233
Not Known / Not Recorded	31
<i>* multiple entries allowed</i>	

Table 9 below shows outcomes for the person alleged to have caused harm. There was a wide range of actions, the most common being continued monitoring.

10.6 Ethnicity of people who experienced abuse in 2014/15

Chart 10: Ethnicity of Referrals 2014/15



We know from the Bromley Joint Strategic Needs Analysis (an annual report carried out by Public Health, showing the needs of the local population), that 83% residents in Bromley are from a white ethnicity. The data above is therefore consistent with the local demographic.

10.7 'Blue Light' Data 2014/15

The local police and London Ambulance Service send referrals to London Borough Bromley whenever they find a person who may require support to meet their needs, or where potential abuse has been recognised. Although very few referrals meet the threshold to be opened as a safeguarding, every referral is followed up by the relevant teams.

Chart 11: London Ambulance Service Referrals 2011-2015

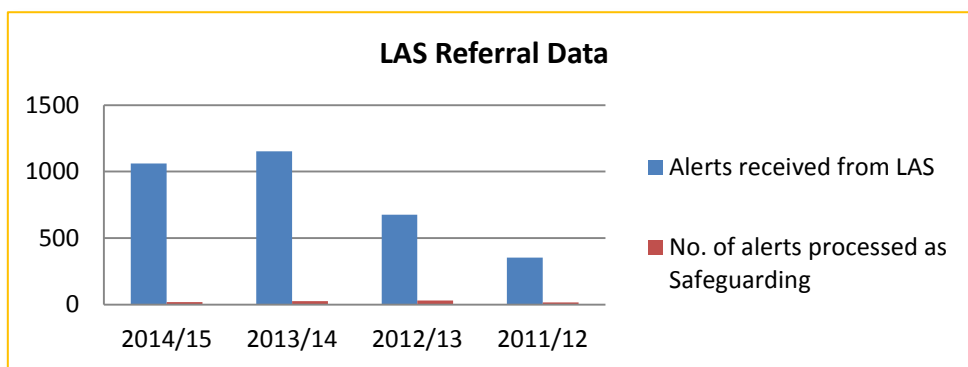


Table 10: London Ambulance Service Referrals 2011-2015

	2011/12	2012/13	2013/14	2014/15
Alerts received from LAS	353	677	1152	1061
No. of alerts processed as Safeguarding	16	32	27	18
Percentage of alerts processed as safeguarding	4.53%	4.73%	2.34%	1.70%

Chart 12: Metropolitan Police Service Referrals 2011-2015

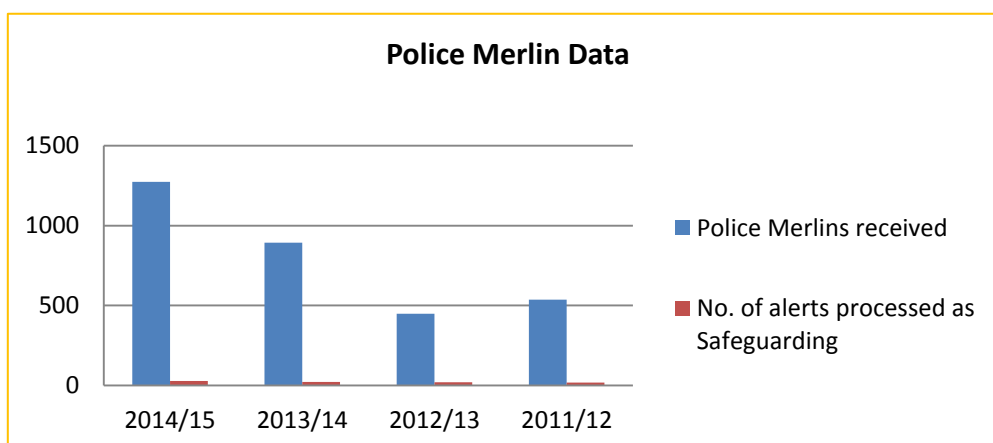


Table 11: Metropolitan Police Service Referrals 2011-2015

	2011/12	2012/13	2013/14	2014/15
Merlin referrals received from Police	536	449	893	1274
No. of alerts processed as Safeguarding	18	20	22	28
Percentage of alerts processed as safeguarding	3.36%	4.45%	2.46%	2.20%

The number of police notifications (Merlin referrals) received from the police has increased significantly over the past three years.

APPENDIX 1 - Budget Plan 2014/2015

Description	Budget	Expenditure	Variance
Training Expenses	£42,990	£26,953.85	-£16,036.15
Training Equipment & Materials	£1,500	£832.50	-£667.50
Printing & Stationery	£2,500	£185.02	-£2,314.98
Other Office Expenses	£11,500	£0.00	-£11,500.00
Other Hired & Contracted Services	£10,500	£5,370.00	-£5,130.00
Agency/Consultancy Fees	£8,000	£7,900.00	-£100.00
Conference Expenses	£6,000	£683.90	-£5,316.10
Grants & Subscriptions	£100	£52.00	-£48.00
Publicity	£2,500	£150.00	-£2,350.00
Miscellaneous Expenses	£6,780	£5,590.90	-£1,189.10
Total planned expenditure	£92,370	£47,718.17	-£44,651.83
Balance Brought Forward from 13/14	£53,300	£47,303.82	-£5,996.18
Contribution from Health	£20,000	£35,000	£15,000.00
Contribution from Metropolitan Police Service	£5,000	£5,000	£0.00
Contributions from Other LBB Departments	£12,870	£5,000	-£7,870.00
Fees/Charges for Conference	£1,200	£1,720	£520.00
Total Planned Income	£92,370	£94,023.82	£1,653.82
Balance Carried Forward to 15/16	£46,305.65		

APPENDIX 2 – Board Membership 2014/2015

Member	Position	Organisation
Helen Davies	Independent Chair	
Terry Parkin	Director, Education Care & Health Services	London Borough Bromley
Stephen John	Interim Assistant Director Adult Care, Education Care & Health Services	London Borough Bromley
Sonia Colwill	Director of Governance, Quality and Patient Safety	Bromley CCG
Charles Clare	Acting Detective Chief Inspector, Metropolitan Police, Bromley Division	Metropolitan Police
Daniel Cartwright	Bromley Borough Commander	London Fire Brigade
Cllr Robert Evans	Portfolio Holder, Care Services	London Borough Bromley
Cllr David Jeffreys	Councillor, Vice-Chair Care Services PDS Committee	London Borough Bromley
Conal Percy	Community Involvement Officer	London Ambulance Service
Claire Lewin	Lead Nurse Adult Safeguarding	Bromley Clinical Commissioning Group
Ann Hamlet	Adult Safeguarding Lead	Kings College Hospital NHS Foundation Trust
Dr Cath Jenson	Joint Clinical Director	Bromley Healthcare
Amanda Mayo	Lead Nurse Adult Safeguarding	Bromley Healthcare
Barbara Godfrey	Head of Social Care	Oxleas NHS Foundation Trust
Helen Jones	Service Manager for Older Adults	Oxleas NHS Foundation Trust
Segun Oladokun	Head of Inspection, London South Care Quality Commission	Care Quality Commission
Barry May	Coroner's Office Manager	Her Majesty's Coroner
Derec Craig	Senior Service Delivery Manager, Victim Support, Bexley, Bromley, Greenwich and Lewisham	Victim Support
Maureen Falloon	Chief Executive Age UK Bromley & Greenwich	Bromley Council on Ageing
Eddie Lynch	Chief Executive	Bromley Mencap
Vivienne Lester	Chief Executive	Advocacy for All

Jerry Hughes	Chief Executive	Burgess Autistic Trust
Brebner Anderson	Disability Voice Bromley	Representing PDSI service users
Lynne Powrie	Carers Bromley	Chief Executive
Fleur Hughes	Carewatch	Domiciliary Care Forum
Sue McGrady	Nash College	Care Home Provider Forum
Izabela Szluinska	Antokol Nursing Home	Care Home Provider Forum
Susan Clinton	Representing Registered Social Landlords	Affinity Sutton
Gary Stephen	Clinical Services BMI Healthcare	Representing Acute Independent Sector Hospitals
Margaret Whittington	Board Member	Bromley Healthwatch
Claire Elcombe-Webber	Domestic Abuse Strategy Co-ordinator	London Borough Bromley
Rob Vale	Head of Trading Standards and Community Safety	London Borough Bromley
Sara Bowrey	Assistant Director, Housing Needs	London Borough Bromley
Jim McGowan	Head of Environmental Protection	London Borough Bromley
Peter Sibley	Anti-Social Behaviour Co-ordinator	London Borough Bromley
Aileen Stamate	Quality Assurance Manager	London Borough Bromley
Devika Govender	Adult Safeguarding Manager	London Borough Bromley
Antoinette Thorne	Chair of Training and Awareness Sub-Group	London Borough Bromley
Tricia Wennell	Head of Assessment and Care Management	London Borough Bromley
Paula Morrison	Assistant Director, Public Health	London Borough Bromley
Ruth Warren	BSAB Co-ordinator	London Borough Bromley
Lisa Luxford	Complaints & Adult Safeguarding Administrator	London Borough Bromley

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London Borough of Bromley

PART 1 - PUBLIC

Briefing for Care Services Policy Development and Scrutiny Committee Tuesday 17 November 2015

ADULT SOCIAL CARE LOCAL ACCOUNT 2014/15

Contact Officer: William Warrington, Public Information Officer
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1. Summary

- 1.1 This report provides Members with the Adult Social Care Local Account for 2014/15 (Appendix 1). The Local Account outlines how Bromley is supporting an improved quality of life for people with social care needs.

2. THE BRIEFING

- 2.1 The Department of Health (DoH) has recommended that all local authorities' Adult Social Care directorates publish an annual Local Account (Annual Report), replacing the previous arrangements with the Care Quality Commission (CQC) in 2010. This is a non-statutory self-assessment reflecting performance in Adult Social Care and is the way in which progress can be communicated to the wider community, giving residents an opportunity to read about how the local authority's adult social care performed locally against key outcomes. We have once again taken the opportunity to include our housing services and Public Health in our account.
- 2.2 The work outlined in this report has supported people to have choice and control, and to maximise their wellbeing and independence in their local community in line with the Care Act 2014 requirements..
- 2.3 The Bromley Annual Report has recognised a significant range of strengths across all service areas in 2014/15 supporting the department's continuation of improved performance including:-
- 29,154 unique visitors to the MyLife website with 158,027 page views during 2014/15 guiding people to extra support to help with their care needs by showing them - or the person they care for - what services are available in the local area and how to access them.
 - Winter Resilience plan was in place to cope with pressures over the winter period. Between October 2014 and January 2015 157 people had been support by the plan.

Of these approximately 25% were to avoid hospital admissions and the remaining 75% to support hospital discharges.

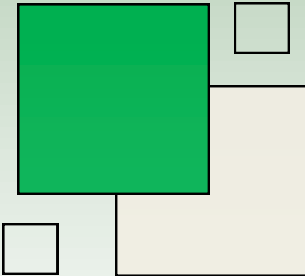
- Since 2010, 37,286 people at risk of developing heart disease, stroke, diabetes, kidney disease or certain types of dementia have received a Health Check helping them take action to avoid, reduce or manage these health conditions.
- 85 children and young adults have completed, or are currently being supported through, the travel training programme to become independent travellers.
- Over 400 unique visitors to the MyLife pages which detail the changes to the SEND (Special Educational Needs and Disabilities) assessment system, over a period of six months.
- Increased the amount of information and advice available to older people, who need assistance with their daily living. This has been delivered on a specific area of social care website.
- Supported 100 people with the 'fast response personal care package', enabling people to regain confidence they may have lost during their hospital stay.
- Supported 59 older people through the 'intensive personal care package', which offers 150 hours of support per person, offering a real alternative to long term residential care.
- Successfully diverted over 1,400 households (80%) approaching in housing need, therefore avoiding homelessness.

2.4 There are also areas for development which are reflected in the [2015/16 Care Services Portfolio Plan](#):-

- Provide locally relevant information and advice about care and support need to enable choice and control
- Support service users to stay independent for as long as possible
- Focus on preventing homelessness by working in partnership to maximise and make best use of the supply of affordable housing
- Better identify and support carers living in Bromley by Listening to and learning from users of services so that their needs can be met
- Better identify and support carers living in Bromley by adopting A Carer's Strategy which takes into account the requirements of the Care Act
- Support the transition of young people leaving care and moving into independent living, further/higher education and employment
- Continue to improve the delivery of services and reliability of contractors through Quality Assurance and Contract Monitoring

Bromley Local Account 2014/15

Adult Social Care, Housing Services and Public Health



www.bromley.gov.uk

Key Priorities

The outlook for 2014/15 was focused on 'supporting improved quality of life through encouraging high aspirations, maximising independence, promoting healthy lives and protecting the most vulnerable'.

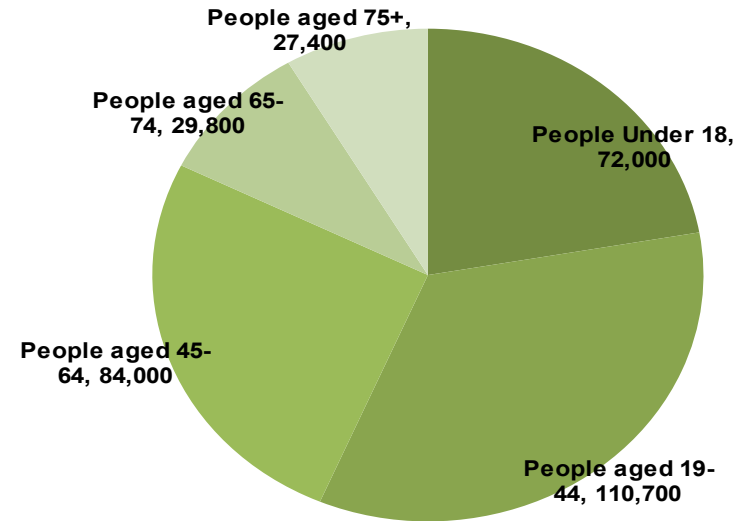
The four Social Care outcomes were:

- ◆ ensuring the **health and wellbeing** and enhancing quality of life for adults and older people with care and support needs;
- ◆ maximising **independence** and reducing the need for care and support;
- ◆ ensuring that people have a **positive experience** of care and support;
- ◆ ensuring adults and older people whose circumstances make them vulnerable are **safe and protected** for avoidable harm.

These outcomes are covered in the 2014/15 Portfolio Plan can be found at:

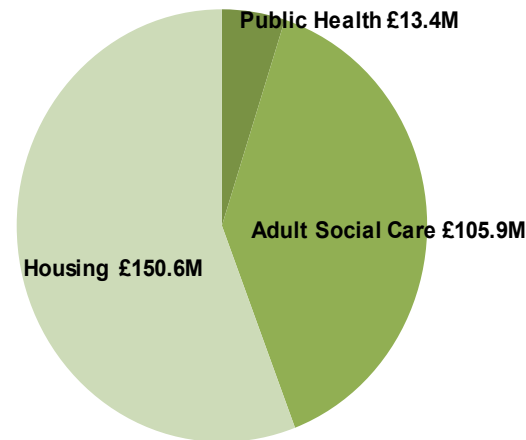
[Care Service Portfolio Plan 2014/15](#)

Population by Age in Bromley 2015

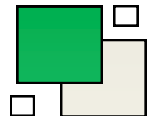


Services Provided

Of the entire Council budget, Adult Social Care, Housing and Public Health Account for £269.9m.



Bromley MyLife: <http://bromley.mylifeportal.co.uk>



Key Facts

The borough's population in the 2011 Census was 309,400 (2001 Census 295,000).

The borough has experienced an increase in birth rates, with 20,095 0-4 year olds recorded in the 2011 census, an increase of 1,414 on the 2001 census. The 2014 round population projections estimates 21,100 0-4 years olds in 2015. The Bromley has experienced a significant increase in volumes of children with Special Educational Needs and Disabilities (SEND), which may involve the young people being transitioned into adult services. Estimates of increases in the Bromley population given below are from the Projecting Adult Needs and Service Information System and Projecting Older People Population Information System extracted on 1 April 2014.

◆ **Adults with a Learning Disability** — 5% increase in the total population of adults aged 18 to 64 with a learning disability, between 2015 and 2020. Based on current data 305 young people will transition to adult services over the next 10 years.

◆ **Older People** — 6% increase in the total population of people aged 65 and over between 2015 and 2020.

◆ **Older People with Dementia** — 10% increase in the population of older people with dementia between 2015 and 2020. Although the Council provides services to only a relatively small number of people with dementia, the expected significant increase in the population will have a direct impact on the number of older people

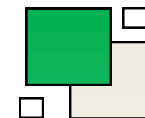
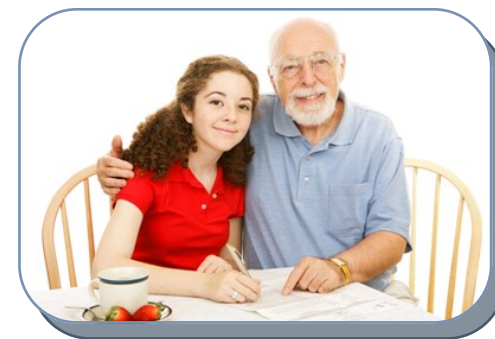
eligible to receive support from the department.

◆ **Mental Health** — Mental Health/psychological symptoms are common in the adult population affecting up to 1 in 3 people. Applied to Bromley, this would mean that 64,000 people are suffering from one of these symptoms at any one time. About half of those with symptoms, 1 in 6, will suffer from a recognised mental health problem including depression, phobias, obsessive compulsive disorder, panic disorder, generalised anxiety disorder and mixed anxiety and depressive disorder. In Bromley, this would equate to approximately 32,000 people, of whom about 4,000 will be known to secondary care services such as Oxleas Foundation Mental Health Trust. Over 2,600 people in Bromley (almost 1% of the adult population) have been identified by GPs as experiencing serious mental illness.

◆ **Housing** — During 2014/15, 1,491 homeless applications were received. The total number of households on the Housing Register is 3,052. Significant work has been undertaken to progress the level of homelessness prevention work. However, the continuing high volume of statutory homelessness and emerging impact of the latest tranche of welfare reform, together with the shortage of affordable accommodation supply and rising costs of accommodation, have impacted significantly on the number of households in temporary accommodation exacerbating budgetary pressures.

◆ **Health** — The key causes of death in Bromley remain circulatory disease, cancer and respiratory disease, for which predisposing

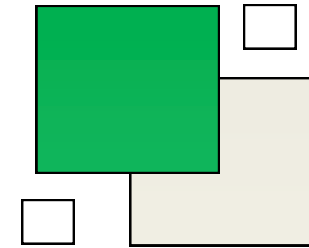
conditions include hypertension and diabetes. The prevalence of heart disease has been stable over the last four years and mortality rates continue to decrease. The number of people with diabetes has increased over time. In 2012/13 there were 13,681 people on the diabetes register, as compared with 8,861 in 2003/04. This reflects a significant rise in prevalence over the last 8 years from 2.73% to 5.20%. This rise has particular significance as diabetes is classed as a vascular disease which is often a precursor to heart disease or stroke. However, despite this rise in the incidence of recorded diabetes, it is estimated that there are a further 5,000.



Key Achievements in Adult Social Care

In 2014/15 we continued to work closely with our partners

to support residents of the borough to manage their own lives as independently as possible, and when they needed the Council's support it was provided efficiently, representing value for money, and free from unnecessary bureaucracy and delays. This can be summarised as follows:



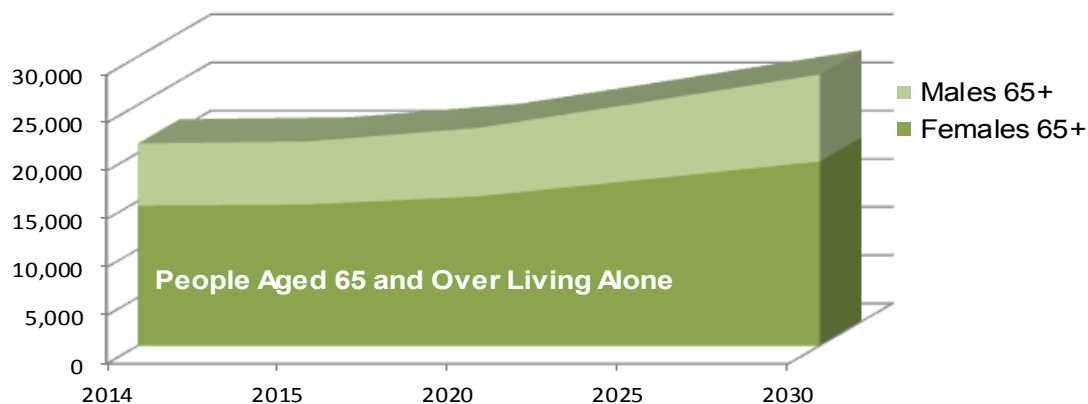
- ◆ 29,154 unique visitors to the Mylife website with 158,027 page views during 2014/15 guiding people to extra support to help with their care needs by showing them, or the person they care for, what services are available in the local area and how to access them.
- ◆ Winter Resilience plan was in place to cope with pressures over the winter period. Between October 2014 and January 2015 157 people had been support by the plan. Of these approximately 25% were to avoid hospital admissions and the remaining 75% to support hospital discharges.
- ◆ Since 2010, 37,286 people at risk of developing heart disease, stroke, diabetes, kidney disease or certain types of dementia have received a Health Check helping them take action to avoid, reduce or manage these health conditions.
- ◆ 85 young disabled adults have completed, or are currently being supported through, the travel training programme to become independent travelers.
- ◆ Over 400 unique visitors to the Mylife pages which detail the changes to the SEND (Special Educational Needs and Disabilities) assessment system, over a period of six months.
- ◆ 16 young adults who have left care have been supported through University and Higher Education. Additionally, 14 young people are in contracted employment and two looked after children have undertaken work experience through Phase 2 of the Bromley Youth Employment Project.
- ◆ Increased the amount of information and advice available to older people, who need assistance with their daily living. This has been delivered on a [specific area of Social care Website](#).
- ◆ Supported 100 people with the 'fast response personal care package', enabling people to regain confidence they may have lost during their hospital stay.
- ◆ Supported 59 older people through the 'intensive personal care package', which offers 150 hours of support per person, offering a real alternative to long term residential care.
- ◆ Successfully diverted over 1,400 households (80%) approaching in housing need, therefore avoiding homelessness.

Bromley MyLife: <http://bromley.mylifeportal.co.uk>

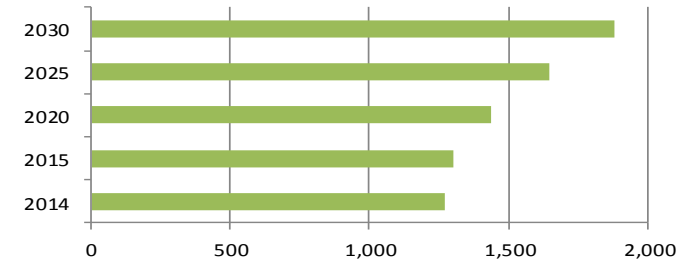
Older People

In Bromley 18% of the population are over 65, which is a higher than other London boroughs. The general population is increasing, but the number of people in this age bracket is increasing by a higher rate than people who are younger. The number of people who are aged at least 65 is predicted to grow from 57,000 to 61,000 by 2020. This will bring with it an increase in degenerative diseases which will in turn increase demand for carers and care provisions for the elderly. This rise has had an influence on how future care and support needs are met. Residents of Bromley, and those who support them, may seek information through www.bromley.gov.uk, Bromley MyLife, the recently introduced Adult Early Intervention Service (previously Bromley Social Services Direct) or face to face.

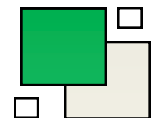
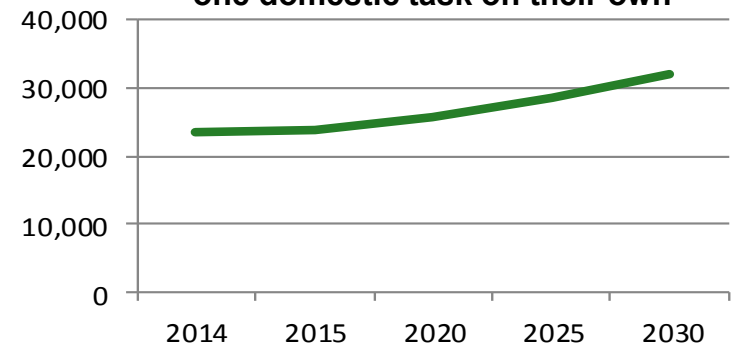
These information services are important to people who are approaching the need for care, enabling them to remain in their own homes for longer. This can be done by signposting people to technology that may make certain tasks easier, or to voluntary organisations that can provide support, or providing a reablement package designed to help people regain confidence walking or performing tasks after an injury or after a stay in hospital.



People aged 65 and over living in a care home with or without nursing



Aged over 65 unable to manage at least one domestic task on their own



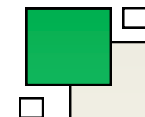
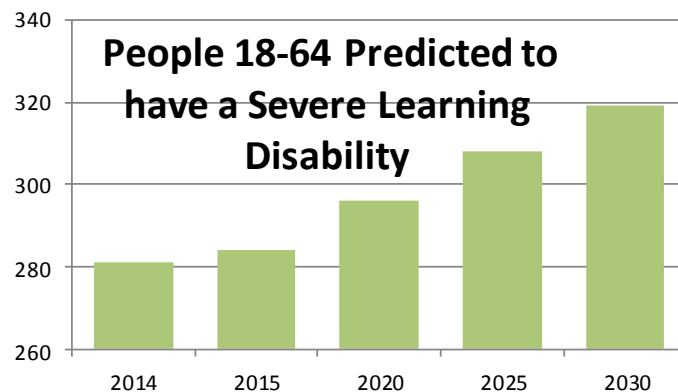
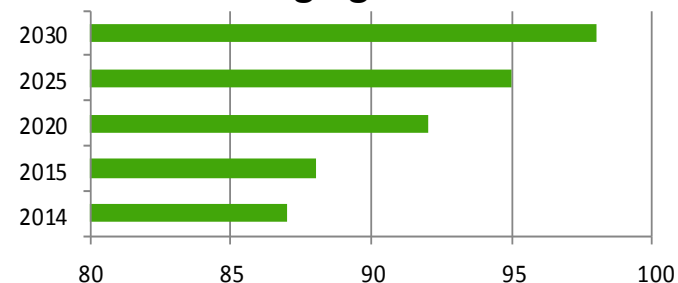
Learning Disabilities

The number of people in Bromley with a learning disability over the age of 18 is 5,840. 8% of those at working age live at home with their parents in the borough; this is a significant cohort of carers that are susceptible to other stress related pressures and also other health issues brought on by their responsibilities. People in this position are interested in information and guidance services that can make their lives easier and signpost them to important services. Further to this, it is also an indication of how many people are not provided a house or care by their parents, but have to somehow secure this through other means; whether that is support from the Council or through voluntary providers or through their income from employment. The number of people in the borough who live with the most severe cases of Learning disability is also set to rise, by 2030 this number is predicted to double in Bromley. As well as this, the number of people with a Learning disability who present challenging behaviour is also likely to change. Services for these people tend to be more comprehensive due to the level of need of the client, if this trend continues, initiatives will have to be taken to ensure that the increase in demand is met in the future.

People Predicted To Have A Learning Disability

	2014	2015	2020	2025	2030
Aged 18-24	607	604	562	570	644
Aged 25-34	1,021	1,033	1,096	1,086	1,046
Aged 35-44	1,144	1,152	1,210	1,290	1,341
Aged 45-54	1,121	1,137	1,144	1,147	1,216
Aged 55-64	788	802	937	1,042	1,042
Aged 18-64	4,680	4,728	4,948	5,134	5,289

People 18-64 with a learning disability predicted to display challenging behaviour

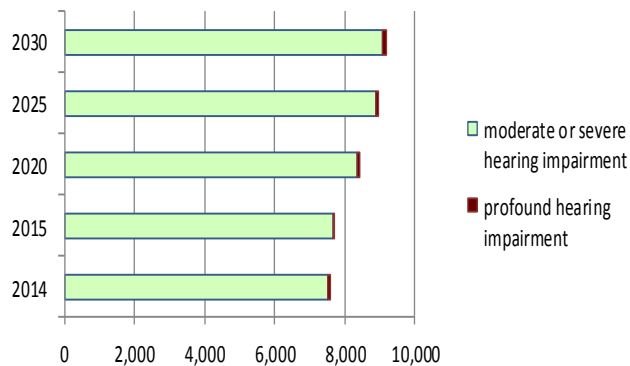


Physical Disabilities & Sensory Impairment

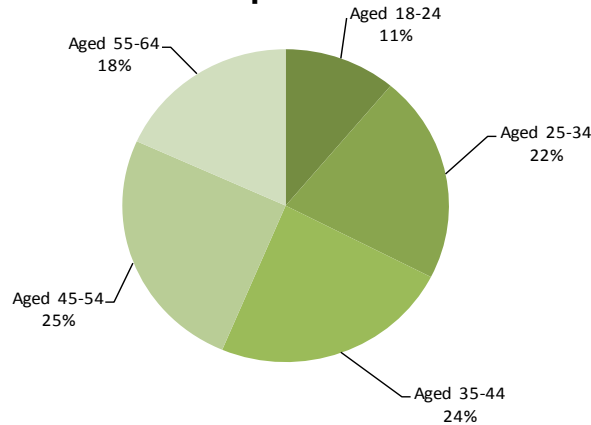
Physical disability is the second highest reason why someone

may require a carer, due to this prevalence it has a noticeable impact on the community. As with other areas, there has been an initiative to promote services and advice online through the [MyLife website](#) in order to help people improve their access to daily activities through all means available. This is also true for sensory impairment, as the [service directory](#) lists a range of experienced voluntary services to help with specific issues. Bromley Council has engaged with voluntary service providers in order to ensure that they are represented appropriately and also to ensure that the community is aware of what services are on offer in the borough.

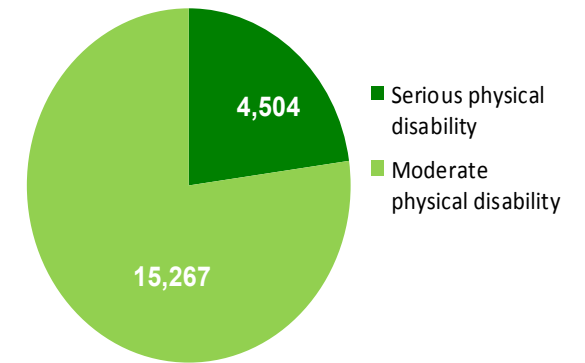
Hearing Impairment 2015



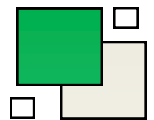
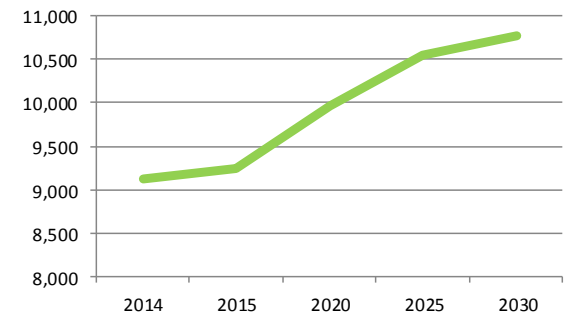
Visual impairment 2014/15



People aged 18-64 with a Moderate or Serious Physical Disability 2015



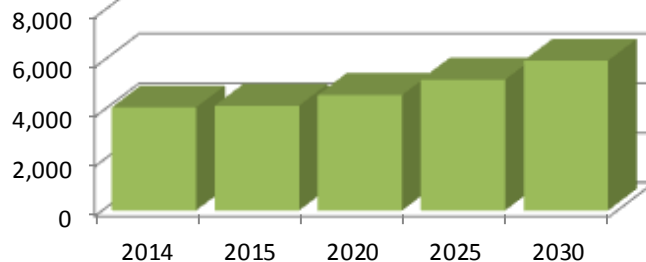
People aged 18-64 with a Moderate or Serious Personal Care Disability 2015



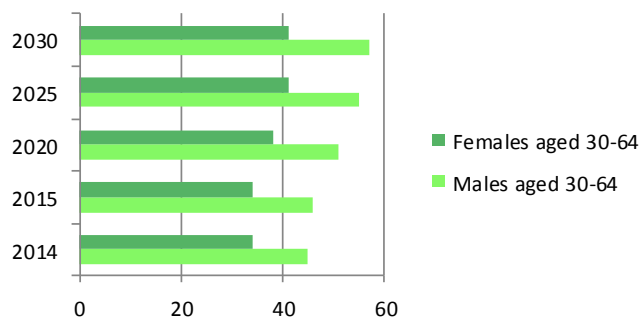
Dementia Over 4,000 people in Bromley suffer from dementia; this number is increasing year on year as a result of the population of over 65s increasing. By 2025 there are predicted to be an additional 1,000 people in Bromley with Dementia, which will have a significant effect on services. As Dementia is becoming an even more prevalent issue in Bromley, we have conducted the Living Well with Dementia survey to find out how people who live with Dementia manage with their lives on a daily basis. 163 people chose to respond to the survey of which 82 were carers, this was through either an online survey or face-to-face consultations. The survey established that:

- ◆ **2 out of 3 People** with dementia receive support from someone who lives in their home and 1 in 3 has someone who checks on them regularly
- ◆ **Paid Care** provides for a large number of the people who live with Dementia with 1 in 3 using a paid personal carer and 1 in 5 has a paid home help
- ◆ **Assistive Technology** plays a big part in helping those with Dementia as 3 out of 5 people have aids in the bathroom/toilet and 2 out of 5 have equipment to help with mobility
- ◆ **Lack of Care** was also identified as 1 in 3 do not have any form of practical help and support

Population aged 65 and over predicted to have dementia

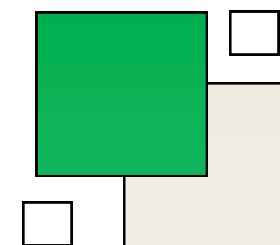


Early Onset Dementia



There will be an additional 1,000 people with Dementia in Bromley by 2025

The survey painted a picture of the amount of resources that are needed to manage the current levels of people with Dementia. Of the total amount of people who consider themselves to be carers in Bromley, 42% named Dementia as either the sole reason for providing care or a contributory factor for needing care. A large proportion of Dementia carers will be over 65, they will either be caring for a spouse or they could even be caring for



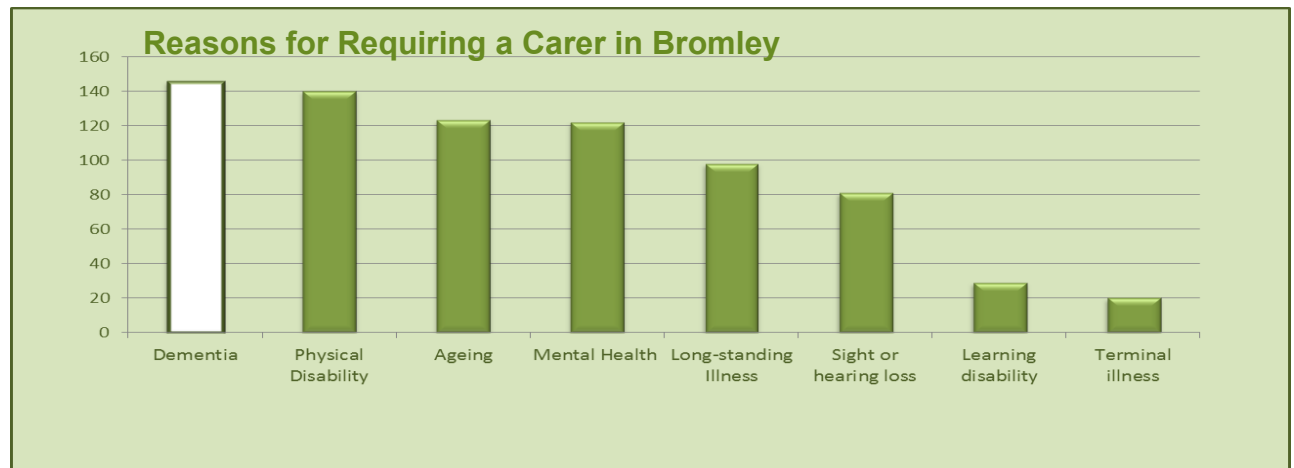
Carers

In Bromley about 31,000 people are unpaid carers, this is about 10% of the Bromley population. Of these about 8,000 are over the age of 65. The level of commitment these people have will vary, 65% of carers in Bromley claimed that although it was possible to do some of things that they wanted they also did not feel that they did activities for themselves often enough. At the other end of the spectrum only 11% felt that they could not do anything they wanted at any time because of their responsibilities as a carer. Of the 340 people that responded to the National Carer's survey in Bromley, 236 of them said that they live with the person they care for. This means that a significant amount of care need is taken up by unpaid carers, who receive a very small amount of support from the local authority. This situation is not unique to Bromley, particularly in London many Local Authorities have similar circumstances, where the average Local Authority has 78% of respondents who say that they had not been able to make use of support services which enabled them to take a break between 1 and 24 hours.

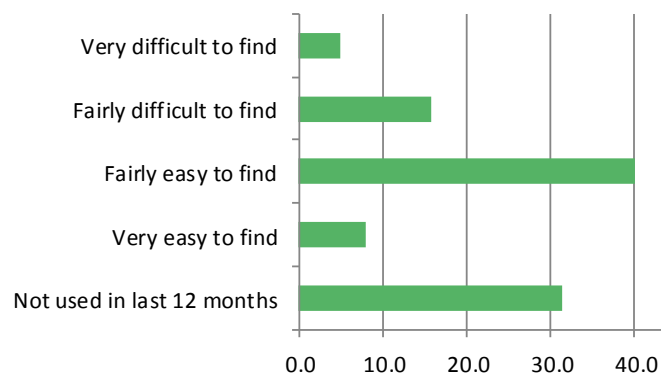
Along with all other carers, the number of young carers (aged under 18) has increased. In 2009 there were 539 young carers known to Carers Bromley, which has increased to 888 in 2014. As people are living longer, a person is far more likely to become a carer in their later years for their parents. It is important to monitor the

number of carers in these age brackets as they are more likely to reach a crisis point than those who are between the ages of 18 and 64 as they generally have their own key needs to contend with alongside their responsibilities as a carer.

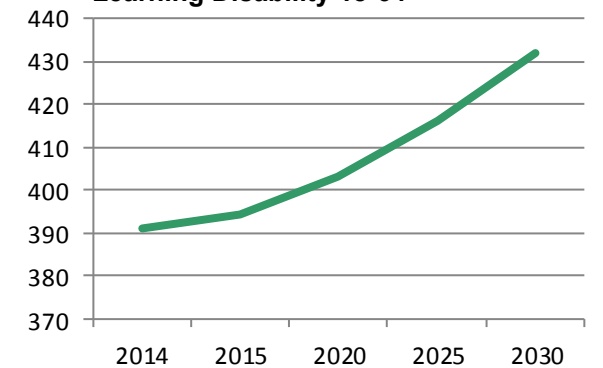
Of all the services that were asked about in the National Carer's Survey, Information and Guidance was cited as the support service used most by carers in the last 12 months. In Bromley, 60% of carers claim that information or advice received was very helpful, with 44% saying that information was easy to find. Given many carers are family members or friends; it is extremely positive that the majority of carers are satisfied with the information on offer in the borough which will help their situation.



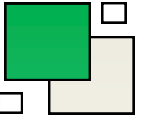
How easy is it to find Information & Support?



Learning Disability 18-64



Bromley MyLife: <http://bromley.mylifeportal.co.uk>



Housing Need

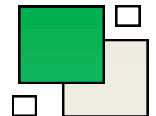
Initiatives in housing are becoming more focused on engaging in preventative measures with households who are approaching housing need. 80% of households who are approaching housing need have averted homelessness, this is a result of intervention from Bromley Housing alongside partners. The service has also developed arrangements to advise and support households affected by the latest tranche of welfare reform, this has assisted more than 200 households concerned by the benefit cap and removal of the spare room subsidy to identify sustainable solutions to prevent homelessness including more than 50% assisted to enter employment. Additionally, the joint working arrangements with housing associations has continued to ensure that no household has been evicted purely as a result of the removal of the spare room subsidy. More than 60 households have been assisted to move to more affordable accommodation. There has also been promotion of under occupation and transfer schemes to best match available supply to housing need. In order to provide new affordable housing, the service has been working with housing association partners to enable delivery of new and the retention of existing affordable housing supply. The amount of people requiring accommodation is continually rising, making projects to find extra accommodation important to the service; as is the case with other boroughs in London.



**Turnaround For
Initial Assessment
for Housing Need Is
Less Than 7 Days**

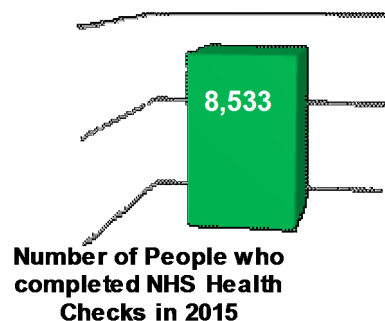
- **1,750 households** averted Homelessness through housing advice prevention work and assistance to secure alternative housing solutions.
- The property purchase pilot secured 5 new family units reducing the current temporary accommodation cost pressure by **£32,500 per year**
- Enhanced incentives have continued to secure access to private rented sector and more **cost effective temporary accommodation** to meet statutory needs. 224 units were accessed during 2014/15
- Secured access for **102 households** to resolve homelessness through the joint South East London Housing Partnership private rental and staging posts schemes
- Full year operation of the new temporary accommodation provision achieving the predicted **full year saving of £246,000** against the current costs pressures faced

Bromley MyLife: <http://bromley.mylifeportal.co.uk>

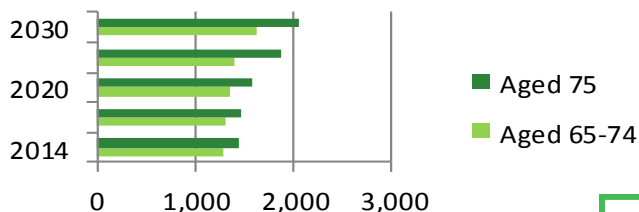


Public Health

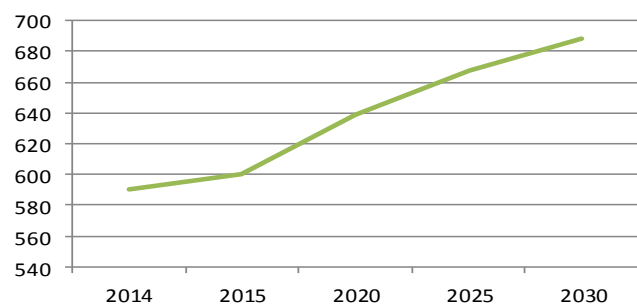
Health interventions have become focused on preventing people from becoming ill by adapting their behaviour long before it affects their health. This can be stopping smoking, eating healthier or doing more exercise. In order to keep track of this, it is important to monitor the health of as many people as possible, promoting NHS health checks has made it possible to estimate what the most prevalent health issues are.



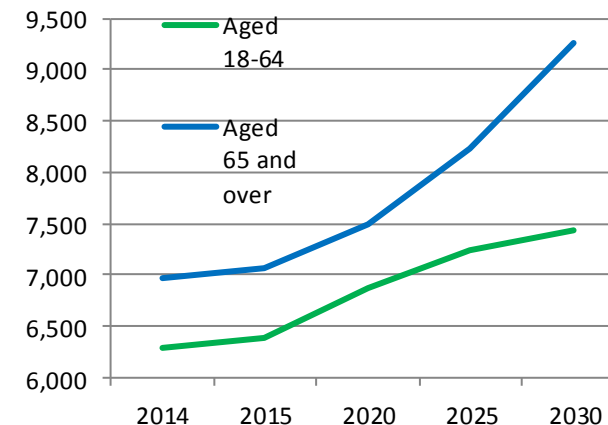
Predicted to have a longstanding health condition caused by a heart attack



Aged 18-64 predicted to have a longstanding health condition caused by a stroke



Predicted Levels of Diabetes by Age Group



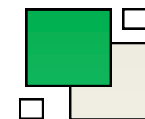
Being overweight or obese in adulthood is largely a consequence of poor lifestyle choices in childhood. Overweight and obese children are more likely to become obese adults, and these adults have a higher risk of morbidity, heart conditions, disability and premature mortality. Obesity occurs when people take in far more energy in food than they expend through physical activity, increasing obesity is due to people eating more energy dense and processed food whilst undertaking less physical activity. This in turn Leads to an increase in long-term health conditions and increased reliance on adult social care provision; severely obese people are 3 times more likely to need social care than those who are a healthy weight.

65% of Bromley's Population are overweight or obese, this is less than 2% more than the National average. In order to reduce this figure Bromley has been promoting healthy eating and more exercise for its residents through the Healthy Weight Forum. The key causes of death in Bromley remain circulatory disease, cancer and respiratory disease, with smoking being a major risk factor in all three. The prevalence of heart disease has been stable for the last four years and mortality rates continue to decrease.

Smoking In Bromley, the current adult smoker population (18+ years) is 43,192 (17.84%) compared with 19.53% smoking prevalence for England (2012). Smoking prevalence has been rising since 2010.

Smoking Prevalence

Year	Prevalence
2010	17.01
2011	17.54
2012	17.84



Getting it Right!

We provided more than 4000 adults with social care services last year. In addition, we also dealt with many thousands of people who were requesting information or advice. Last year, some people highlighted that they were waiting too long on the telephone when trying to get advice about their own or a family member's care. In response, we developed a new 'front door' system. The new Early Intervention Service directs people more quickly to relevant information and advice via a bespoke telephone system. This means that people can make informed choices earlier about their support, which helps them to live independently at home for longer.

We also received a number of complaints last year, that challenged the assessment decisions by care managers. Although these concerns were mostly not upheld, it has highlighted for us that residents' knowledge about our services is patchy and expectations about what can be provided is sometimes unrealistic. This has helped us understand how important it is for us to provide good quality information about our services. Therefore we are continuing to improve the information guidance and advice offered.

The learning disability service supports many adults and young people with complex needs by assisting them to make decisions. Last year we received very few formal complaints (5), none of which were upheld. Our Reablement assists our residents to regain their independence, often following a stay in hospital. We continue to receive many compliments from people and their families who use this popular service. We are looking at increasing the scope of this service so that more people could benefit from Reablement. Mental health services are provided by Oxleas NHS Foundation Trust. Last year we received a few disputes in relation to funding and these resulted in a small number (6) of formal

complaints, with none upheld. We commission services from other organisations for more than 9000 residents. Most of the time, our providers demonstrate their commitment to resolving complaints by addressing any concerns very quickly. More details of these issues are available from the quality monitoring report, which is produced by Education, Care and Health Services.



26

Compliments about services provided to adults were received

186

Complaints about services provided to adults were received

23

Enquires about services provided to adults were received from Members of Parliament

26

Enquires about services provided to adults were received from the Ombudsman

71%

Of complaints were responded to in 20 working days

Safeguarding

The Care Act 2014 names the Local Authority as the lead safeguarding agency for each borough and its safeguarding adults board. London Borough Bromley is responsible for receiving all safeguarding alerts and either investigating them or asking another agency to investigate, depending on who is best placed to conduct enquiries.

Our care management and housing divisions work tirelessly to protect vulnerable people and to ensure that people's needs are met as far as possible. This includes attending the local Multi-Agency Risk Assessment Conferences (MARAC), to support the people who are most at risk of harm of domestic violence.

During this year, London Borough Bromley completely redesigned the policies, procedures and the structure of its front line services. The acceptance and processing of safeguarding referrals has changed and now all referrals go through the Initial Response Team (formerly Bromley Social Services Direct).

London Borough Bromley has continued to facilitate the Commissioned Services Intelligence Group (CSIG), which brings agencies together to share and discuss concerns about direct care providers in the Borough. The impact of this work has led to situations of potential abuse being identified and acted upon quickly.

The Safeguarding Adults Practice Standards group (SAPS) meets regularly to discuss operational concerns and undertake critical reflection of cases.

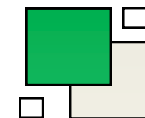
The Safer Bromley Partnership has put a lot of effort into preventing anti-social behaviour, including working with people at risk of radicalisation or getting involved in gangs. The partnership is a fully integrated service between London Borough Bromley, the police and other partners such as London Probation Service.



For information on how our Partners in Bromley work, including the BSAB, please visit:

[http://cdslbb/ieListDocuments.aspx?Cid=559&Mid=5568&Ver=4&\\$LO\\$=1](http://cdslbb/ieListDocuments.aspx?Cid=559&Mid=5568&Ver=4&LO=1)

Bromley MyLife: <http://bromley.mylifeportal.co.uk>



During 2015/16 we aim to....

- ◆ Provide locally relevant information and advice about care and support need to enable choice and control
- ◆ Support the transition of young people leaving care and moving into independent living, further/higher education and employment
- ◆ Support service users to stay independent for as long as possible
- ◆ Focus on preventing homelessness by working in partnership to maximise and make best use of the supply of affordable housing
- ◆ Better identify and support carers living in Bromley by Listening to and learning from users of services so that their needs can be met
- ◆ Continue to improve the delivery of services and reliability of contractors through Quality Assurance and Contract Monitoring
- ◆ Better identify and support carers living in Bromley by adopting A Carer's Strategy which takes into account the requirements of the Care Act



These Aims are
Linked to...



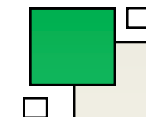
Building Better Bromley

In **Supporting Independence** we will:

- ◆ support the most disadvantaged and vulnerable people in our borough, promoting the integration of Health and Care services for both adults and children. We will support the voluntary sector as a means of achieving improved service provision, being free from unnecessary bureaucracy and delays
- ◆ support older people to regain independence following illness or loss of mobility through reablement, occupational therapy and intermediate care, working in partnership with Health seek to ensure that all disabled young adults have education, health and care plans that support them through the transition to adulthood

For a **Healthy Bromley** we will:

- ◆ work with health partners and focus on areas identified within the Health and Wellbeing Strategy in improving health and delivering Public Health outcomes
- ◆ ensure that health and wellbeing priorities are integrated within all areas of the Building a Better Bromley framework
- ◆ ensure effective community engagement to help shape local services through the establishment of Healthwatch



Care Act The Care Act came into effect in England on 1 April 2015. It aims to make care and support more consistent across the country. An important part of compliance with the Care Act is making sure that the right information is available to those who need it to maximise their independence. The Care Act gives us an opportunity to build on and improve the care and support that we deliver, by making it more focused on the individual, their needs and their wellbeing.

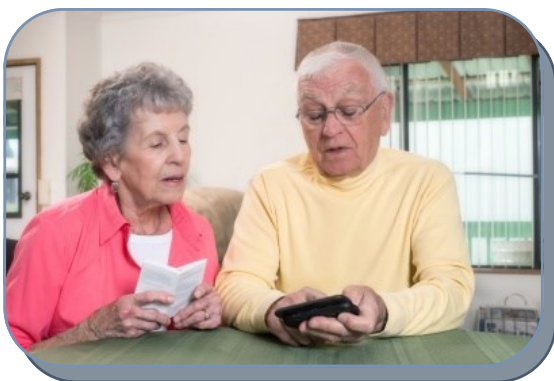
What has changed?

The Care Act has introduced:

- ◆ A new nationally set level of care and support needs that all councils will consider when we assess what help we can give to people
- ◆ New support for carers
- ◆ Deferred payment agreements for care costs

Further changes in 2020

- ◆ The second phase of the Care Act, is going to come into effect in April 2020. From then on a Care Cap will be introduced, which will mean that there will be a cap on the amount of money people spend on their Care Support, after the Cap is reached it will then be paid for by the local authority.



Residents of Bromley have told us....

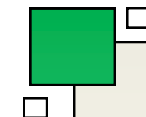
From our recent engagement activities, the following themes have emerged:
Requirement for more up to date information, advice and guidance available through a central, easy to find location, both online and in paper format
Increasing need for providers of all shaped and sizes to come together to offer residents choice and flexibility to help maximise their independence for longer

- ◆ Review and redesign of Bromley MyLife 'Care and Support' web pages including bringing together information about adult social care and support options into a single page
- ◆ Introduction of a section on support for people with dementia and being a carer in Bromley
- ◆ Production of a new [Adult Care and Support Services Directory](#), available online and in paper format providing information about care or support both for people funding their own care and those receiving support from the Council or from health services.
- ◆ Emphasising to providers through the Market Position Statement gaps in service provision to support them in the development of their business models. This will support improvement in the 'social isolation' Public Health indicator as detailed below.

What Consultations have been conducted?

In 2014/15, Bromley has conducted survey in the areas of:

- ◆ **Your Future, Your Support, Your Say** to understand people's low level care and support needs now and in the future
- ◆ **Living Well with Dementia** to understand how people with this condition value and how their lives could be improved



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