

CARE SERVICES POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.00 pm on 21 March 2017

Present:

Councillor Judi Ellis (Chairman)
Councillor Pauline Tunncliffe (Vice-Chairman)
Councillors Ruth Bennett, Kevin Brooks, Mary Cooke,
Hannah Gray and David Jefferys

Linda Gabriel, Justine Godbeer and Rosalind Luff

Also Present:

Councillor Robert Evans, Portfolio Holder for Care Services
Councillor Peter Fortune, Portfolio Holder for Education and Children's
Services
Councillor Diane Smith, Executive Support Assistant to the Portfolio
Holder for Care Services

71 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

Apologies for absence were received from Councillor Terence Nathan,
Councillor Catherine Rideout and Councillor Charles Rideout CVO, QPM.

Apologies for absence were also received from Lynn Sellwood.

Apologies for lateness were received from Councillor Ruth Bennett.

72 DECLARATIONS OF INTEREST

There were no declarations of interest.

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

No questions had been received.

74 MINUTES OF THE CARE SERVICES PDS COMMITTEE MEETING HELD ON 10TH JANUARY 2017

RESOLVED that the minutes of the meeting held on 10th January 2017 be
agreed.

75 MATTERS ARISING AND WORK PROGRAMME

Report CSD17028

The Committee considered its work programme for 2016/17, the schedule of Council Members' visits and matters arising from previous meetings.

In considering matters arising from previous meetings, the Chairman reported that a response had been received from Dr Angela Bhan, Chief Officer, Bromley Clinical Commissioning Group regarding the letter sent by Care Services PDS Committee raising a safeguarding issue identified around care workers recording and supplying medicines. The Director: Adult Social Care would be drafting a response to this letter and the Chairman requested that this be provided to Members for their comments before it was sent.

With regard to Children's Services Member Training, the Chairman encouraged all Members and Co-opted Members to participate in the training programme and to advise training organisers when they were not available, as it was possible that additional training sessions could be scheduled.

RESOLVED that the Care Services work programme for 2016/17, the schedule of Council Members' visits and matters arising from previous meetings be noted.

76 UPDATE FROM THE EXECUTIVE DIRECTOR: EDUCATION, CARE AND HEALTH SERVICES

The Interim Director: Children's Social Care gave an update to Members on work being undertaken across the Education, Care and Health Services Department.

The second Ofsted monitoring visit had taken place between 22nd and 23rd February 2017. Informal feedback given following the inspection suggested that Ofsted had identified improved practice and pace since the previous monitoring visit and that in respect of the cases reviewed, no children were unsafe in Bromley. The aim for the next Ofsted Monitoring visit was to demonstrate that the improved practice and pace had been embedded, and it was expected that an emphasis would be placed on children looked after, care leavers and the Atlas Team which worked with partners to ensure the best possible outcomes were achieved for children and young people in the key areas of child sexual exploitation and missing children.

There had been a huge investment in staffing within Children's Social Care services that had been supported by strong leadership and the introduction of the 'Caseload Promise' which aimed to allocate no more than 12-15 cases per social worker. Three new permanent Heads of Service and six permanent social workers had recently been appointed, and there had been a very positive response to advertisements for the remaining vacant posts, as well as enquiries from Locum staff who wished to become permanent staff members.

RESOLVED that the update be noted.

77 HOLDING THE PORTFOLIO HOLDERS AND EXECUTIVE TO ACCOUNT

78 UPDATE ON CHILDREN'S SERVICES

Report CS17130

The Committee considered an update on progress in implementing the Children's Services Improvement Action Plan, including feedback from Ofsted's second monitoring visit.

The Council's services for children in need of help and protection and children looked after and the Bromley Safeguarding Children Board had been inspected by Ofsted in Spring 2016. Although the Inspection had identified some strengths, the Local Authority received an overall judgement of 'Inadequate' and the Bromley Safeguarding Children Board was rated with a judgement of 'Requires Improvement'. Following the publication of the Ofsted report, a range of actions had been undertaken to drive the improvement process, including the development of the Improvement Action Plan which was scrutinised and reviewed by the Children's Service Improvement Governance Board on a monthly basis and for which the Council's Executive had agreed an additional £2.3m of funding.

The first Ofsted monitoring visit had taken between 8th and 9th November 2016 during which a number of cases were reviewed and interviews took place with Officers and young people, parents and carers. Ofsted subsequently confirmed that this monitoring visit had found a very limited improvement in practice, and that there was a need to accelerate the improvement process by the next monitoring visit in February 2017. The Deputy Chief Executive had joined the Local Authority in December 2016 and had delivered a range of actions to increase the pace of improvement, including the introduction of new governance and monitoring arrangements and an improvement audit programme.

The second Ofsted monitoring visit had taken place between 22nd and 23rd February 2017 during which cases were selected from Children's Social Care's monthly audit cohort for review and interviews were held with a range of officers and external representatives. The Inspection Team provided informal feedback at the end of the monitoring visit indicating that good progress was being made in improving practice and pace, and that staff were able to identify areas of change. Formal feedback from the visit would be provided to the Local Authority on 24th March 2017 and the third Ofsted monitoring visit would take place between 9th and 10th May 2017.

The Interim Director: Children's Social Care reported that work continued to drive forward improvement across the service. The Children's Service Improvement Governance Board had reviewed timescales on delivering the actions within the Improvement Action Plan which found that 93% of the 200 actions identified by the Board had been completed, with the remaining actions which related to children looked after, care leavers and adoption to be

taken forward as a priority. An ongoing programme of monthly and 'deep dive' audits was being maintained following the introduction of the quality assurance framework, including a 'deep dive' audit on children looked after who were subject to Section 20 and had been supported to return home, and 'Getting to Good' seminars had been introduced to provide feedback to social workers, identifying learning points and celebrating good practice. Three external consultants had been recruited to undertake a programme of live case auditing, and the Bromley Safeguarding Children Board had appointed an external auditor to conduct a review on the themes of neglect and child sexual exploitation that would be reported to the Board in April 2017.

In considering children looked after, the Interim Director: Children's Social Care confirmed that the Downham Youth Centre would be used as a care leavers' hub one day each week with a full range of partners brought together to provide information and support. A new training programme to support care leavers as they moved towards independent living would start in April 2017 and this had been discussed by Members at a recent meeting of Council. With regard to training for foster carers, the Chairman requested that the Chairman of Bromley Foster Carers Association be consulted on the development of appropriate training provision.

In response to a question from a Member around the induction process for new children's social care staff, the Interim Director: Children's Social Care advised that permanent staff joining the Local Authority were given a two week induction in which they were able to learn Bromley's policies and procedures and familiarise themselves with their case files before taking responsibility for them. A Member was pleased to note the direction of travel for Children's Social Care services but highlighted that there was also a need to ensure that Adult Social Care services were fit for purpose and that staff within Adult Social Care services felt valued.

The Chairman underlined the governance role of Councillors and requested that the Portfolio Holder for Education and Children's Services provide a written introduction to future update reports on children's services to reflect the work being undertaken by Members. The Chairman also requested that the Chairman of the Child Sexual Exploitation Working Group be invited to the meeting of Care Services PDS Committee on 23rd September 2017.

RESOLVED that progress in delivering improvements to Children's Social Care services be noted.

79 PRE-DECISION SCRUTINY OF CARE SERVICES PORTFOLIO REPORTS

A CAPITAL PROGRAMME MONITORING - 3RD QUARTER 2016/17 AND ANNUAL CAPITAL REVIEW 2017 TO 2021

Report FSD17022

On 8th February 2017, the Council's Executive received the 3rd quarterly monitoring report for 2016/17 and agreed a revised Capital Programme for the

five year period 2016/17 to 2020/21. The Committee considered the changes to the Capital Programme for the Care Services Portfolio which included the rephrasing of £1,255k from 2016/17 to 2017/18 in relation to expenditure on Renovation Grants for Disabled Facilities, Gateway Review of Housing IT System, London Private Sector Renewal Schemes, Mobile Technology to support children's social workers, PCT Learning Disability Re-provision Programme for Walpole Road, Mental Health Grant, Supporting Independence for Extra Care Housing, Transforming Social Care, Star Lane Traveller Site, Empty Homes Programme and the Payment in Lieu Funds for both Site K and Properties Acquisition.

The Head of Education, Care and Health Services Finance confirmed that works to replace the water supply at Star Lane Traveller Site were being taken forward by Amey as a priority with a fully worked-up plan to be developed by the end of March 2017, and that regular updates would continue to be provided to the Care Services PDS Committee.

In considering the Renovation Grants – Disabled Facilities scheme, the Chairman underlined the importance of clearing the backlog of cases to support people to live independently in their homes. Additional information on occupational therapy assessments would be provided to Members following the meeting. The Chairman requested that a report providing an update on Section 106 Funding for Housing Provision (including shared ownership) be provided to the next meeting of the Care Services PDS Committee on 4th July 2017.

RESOLVED that the Portfolio Holder for Care Services be recommended to confirm the revised Capital Programme agreed by the Council's Executive on 8th February 2017.

B BUDGET MONITORING 2016/17

Report CS17109

The Care Services Portfolio Holder introduced a report setting out the budget monitoring position for the Care Services Portfolio based on expenditure to the end of December 2016.

The controllable budget was forecast to be in an overspend position of £4,657k following overspends across a range of services including Adult Social Care, Temporary Accommodation (Bed and Breakfast) and Children's Social Care which was due to a number of reasons including higher than expected demand for services and the need for further efficiency savings to be identified. It was proposed that the Portfolio Holder for Care Services approve the release of £31k from the Community Housing Fund which had been established to support local groups in delivering affordable housing aimed at first-time buyers. It was also proposed that the Council's Executive be requested to approve the release of £786k held in contingency to mitigate the impact of the National Living Wage on the cost of delivering some social care services and to cover the cost of goods purchased through the

framework of providers of essential household items needed to meet the basic requirements of homeless people moving into settled accommodation.

In considering the report, the Chairman emphasised that budget holders' comments in future budget monitoring reports should clearly outline the reasons for any over or underspend of a service's budget. The Chairman also requested that further details regarding reduced joint funding contributions for mental health care placements, which were currently projected to be overspent by £168k, be included in the next Budget Monitoring report to the Committee.

In response to a question from a Member, the Head of Education, Care and Health Services Finance confirmed that holding funds in contingency to mitigate the impact of the National Living Wage enabled the Local Authority to negotiate with contractors for the best price for the provision of care services. Requests to release funding held in contingency were also subject to approval by the Council's Executive which allowed an additional safeguard to ensure the effective use of funding.

With regard to the underspend in the Reablement Service, the Head of Education, Care and Health Services Finance reported this was mainly due to the difficulty in recruiting Direct Care staff. The shortage of Direct Care staff was a national issue and the Local Authority continued to work with Bromley Clinical Commissioning Group to consider future recruitment models for this service.

In considering care leavers, the Interim Director: Children's Social Care advised Members that a Leaving Care project was underway that would provide a full range of information to care leavers on the support they would be given, including any benefits they were entitled to. In April 2017, Leaving Care Panels for care leavers aged 16+ years and 18+ years would be introduced to ensure that all care leavers had the support they needed. A review would also be undertaken on the accommodation offer for care leavers to confirm it met the needs of care leavers and offered value for money, and a report giving an update on all these initiatives would be provided to the meeting of Care Services PDS Committee on 23rd September 2017. The Vice-Chairman underlined the need for care leavers to be supported to participate in education, employment or training as they moved towards independent living.

The Chairman led Members in congratulating the Public Health service for successfully managing a reduction in grant funding and delivering a significant savings target for 2016/17.

RESOLVED that the Portfolio Holder be recommended to:

- 1) Note the latest projected overspend of £4,657k forecast on the controllable budget based on information as at December 2016;**
- 2) Note the full year effect of cost pressures of £4,555k for the Care Services Portfolio budget for 2016/17;**

- 3) Agree the release of the Community Housing Fund as outlined in Section 5 of Report CS17109;**
- 4) Refer the funding release requests held in contingency relating to Impact of the National Living Wage and Retained Welfare Fund to the Council's Executive for its approval;**
- 5) Approve the Care Services Portfolio Budget Monitoring Report 2016/17.**

C MENTAL HEALTH FLEXIBLE SUPPORT CONTRACT EXTENSION

Report CS17121

The Care Services Portfolio Holder introduced a report reviewing the current Mental Health Flexible Support service provision delivered by Heritage Care (previously known as Community Options) and recommending that the procurement strategy for future provision of this service be linked to the joint review of mental health community support services being carried out by the Local Authority and Bromley Clinical Commissioning Group.

The Mental Health Flexible Support service was a specialist service that worked with adults with mental ill health to support their independence and resettlement in the community. It aimed to move mental health service users away from reliance on hospital and residential care towards a new mix of services including supported accommodation and independent living, and ensured that Local Authority met its duties regarding the Care Programme Approach (CPA) and Aftercare needs of clients discharged from hospital under the Mental Health Act 1983.

In considering the future provision of this service three options had been considered. As the needs of the business and end users had not changed significantly since the onset of the contract, and the service specification was still considered fit for purpose in terms of client support and the flexibility of the service, it was recommended that Option Two be progressed. This proposed to exempt the current service from tender for a period of 18 months with a view to retender the service with a larger portfolio of services after a period of service redesign with Local Authority partners, Bromley Clinical Commissioning Group and Oxleas NHS Trust. The current service provider was meeting the needs of eligible service users and delivering expected outcomes, and was also compliant with the service specification and proactive in working with commissioners to get the best outcomes for service users.

In response to a question from a Member, the Commissioning Manager - Older People and Adults with Complex Needs confirmed that a strict time frame would be agreed for the service redesign which would be project managed. Another Member noted the potential for the Mental Health Sustainability and Transformation Plan and the White Paper on Mental Health to feed into the service redesign.

RESOLVED that the Portfolio Holder be recommended to agree a waiver to exempt the current service from tender (Option 2) for a period of 18 months with an option to extend for a further six months if required via delegated authority to the responsible Chief Officer in consultation with the Portfolio Holder for Care Services.

**D COMMUNITY LEARNING DISABILITY TEAM (CLDT)
RELOCATION FROM YEOMAN HOUSE, BROMLEY TO QUEEN
MARY'S HOSPITAL, SIDCUP, BEXLEY**

Report CS17133

The Care Services Portfolio Holder introduced a report providing an update on the proposed relocation of the Community Learning Disability Team from Yeoman House, Bromley to Queen Mary's Hospital, Sidcup.

Social care staff employed by the Local Authority and Clinical staff employed by Oxleas NHS Foundation Trust had been co-located for a number of years as the Learning Disability Service and had been based at Yeoman House, Penge since 2013 with the current lease due to end in August 2018. Oxleas NHS Trust had recently advised the Local Authority that it intended its clinical staff team to move to purpose-built accommodation on the Queen Mary's hospital site at the end of April 2017, which would provide office space and ground floor clinical space and enable all clinical services for people with learning disabilities to be provided on one site rather than at multiple temporary locations across the Borough. It was proposed that social care staff employed by the Local Authority also relocate to Queen Mary's hospital to support continued integrated working between clinical and social care staff pending agreement on the lease at Queen Mary's hospital, which was expected to be in place by the end of April 2017. Local Authority staff had been consulted on the proposed move, which was approximately 100 yards outside the Borough boundary and no formal responses had been received.

In considering the report, the Chairman noted that social care staff visited service users in their homes, and that the proposed move would have no impact on service provision.

RESOLVED that the Portfolio Holder be recommended to agree the relocation of Local Authority staff from Yeoman House, Bromley to Queen Mary's Hospital, Sidcup, subject to the final agreement on the lease for the accommodation at Queen Mary's Hospital.

**E AWARD OF COMMUNITY SEXUAL HEALTH EARLY
INTERVENTION SERVICES PART 1 (PUBLIC) INFORMATION**

Report CS17106A

The Care Services Portfolio Holder introduced a report providing an overview of the tendering process for Community Sexual Health Early Intervention Services.

The Local Authority had a statutory obligation to commission comprehensive, open access and free sexual health services, including Sexually Transmitted Infection (STI) testing and treatment, partner notification and contraception provision. To meet these obligations, the Local Authority commissioned a range of sexual health services from Bromley Healthcare through a joint block contract with Bromley Clinical Commissioning Group that would end on 30th September 2017. In considering future commissioning arrangements for these services, two options had been explored and it was proposed that the services be reconfigured into a Sexual Health Early Intervention Service which would restructure existing services and build extra capacity within the existing budget, as well as allow a level of integration to support a wider and more sustainable prevention programme. It would also provide the opportunity to take into account some of the developments which were being considered by the London Sexual Health Transformation Programme. The tendering process for Community Sexual Health Early Intervention Services had been undertaken in accordance with the Local Authority's financial and contractual requirements. A total of four bids were received, two of which were specific to one or more of the elements contained within the Service Specification, and the tender prices were evaluated based on the Chartered Institute of Public Finance and Accountancy Evaluation Model using a 60% price and 40% quality split.

In response to a question from a Member, the Portfolio Holder confirmed that the Local Authority's general policy on contracts was for tenders to be evaluated on a 60% price and 40% quality split, and that the quality of tenders was assessed as part of the evaluation stage to ensure that stringent quality standards were met.

RESOLVED that the Council's Executive be recommended to note the Part 1 (Public) Information Report when considering the recommendations in the Part 2 (Exempt) Information Report to award the contract.

F REPLACEMENT OF HOUSING INFORMATION SYSTEMS - ITT EVALUATION OUTCOME PART 1 (PUBLIC) INFORMATION

Report CS17124A

The Care Services Portfolio Holder introduced a report providing an overview of the tendering process for a Housing Information Technology (IT) System.

The Housing Division used two information systems to support its business. These comprised Home Connections which offered Choice based lettings functionality, and the Northgate Housing System which provided a range of services including an online housing application form, a case management service for housing advice, homeless cases and rent accounts, and a document management system, as well as supporting statutory reporting functions.

Following consideration of a Gateway Review of Housing Information Systems in January 2015 which had identified that the existing systems were not fit for purpose and did not cover all statutory housing elements, Members had agreed to fund the procurement of a new information system which would meet the current and future statutory requirements of the Housing Division. An initial tendering exercise had been undertaken which had not been successful in attracting bids. Following this, a range of alternative procurement options had been explored and it was agreed that the option for a mini-competition using the CCS RM1059 Framework be progressed, with additional scoring criteria and weightings aligned to the cost weighting. The Local Authority invited six providers from the Framework to participate in the tendering exercise, following which two providers submitted bids. The tender was evaluated on the basis of a detailed systems and implementation requirements document and tenderers' submitted pricing schedules using a 40% cost, 10% cost effectiveness, 10% delivery date and delivery period and 40% quality basis. Early in the evaluation stage, one provider withdrew from the process and following consultation with the Head of Procurement and Legal Services it was agreed that the evaluation exercise could continue with the remaining bidder with a view to achieving a competitive price.

RESOLVED that the Council's Executive be recommended to note the Part 1 (Public) Information Report when considering the recommendations in the Part 2 (Exempt) Information Report to award the contract.

G CONTRACT AWARD FOR STATUTORY HOMELESSNESS REVIEWS PART 1 (PUBLIC) INFORMATION

Report CS17132A

The Care Services Portfolio Holder introduced a report providing an overview of the tendering process for the Statutory Homelessness Reviews Service.

Homeless households had a statutory right to a review of decisions made by the Local Authority in respect of applications for accommodation and accommodation offered under the provisions of the Housing Act 1996, and for these reviews to be conducted by someone independent of the original decision and sufficiently senior to the person making the original decision. Recent legislation and case law findings had led to a significant increase in the number of reviews being undertaken and it had identified that there was insufficient in-house capacity to meet the current level of statutory review investigations. The tendering process for Statutory Homelessness Reviews had been undertaken in accordance with the Local Authority's financial and contractual requirements. A total of three bids were received, and the tender prices were evaluated based on the Chartered Institute of Public Finance and Accountancy Evaluation Model using a 20% track record, 20% service outcomes, 20% data protection, 15% enabling service user involvement, 15% reporting procedures and 10% training split.

RESOLVED that the Council's Executive be recommended to note the Part 1 (Public) Information Report when considering the recommendations in the Part 2 (Exempt) Information Report to award the contract.

**H CONTRACT AWARD FOR BROMLEY WELFARE
FUND/ESSENTIAL HOUSEHOLD GOODS SERVICE PART 1
(PUBLIC) INFORMATION**

Report CS17131A

The Care Services Portfolio Holder introduced a report providing an overview of the tendering process to establish a framework of providers for the provision of essential household items needed to meet the basic requirements of homeless people leaving temporary accommodation and moving into settled accommodation.

The Welfare Reform Act 2012 ended the provision of Community Care Grants and Crisis Loans under the Discretionary Social Fund for living expenses provided by the Department for Work and Pensions with funding transferred to the Local Authority from 1st April 2013. In July 2014, the Portfolio Holder for Resources approved the adoption of a white goods and furniture welfare scheme for a two year period from 1st April 2015 to ensure the Local Authority met its statutory duty to provide suitable settled accommodation for statutory homeless households, at which time three companies were appointed to the Framework. The services purchased through the Framework had generally been satisfactory although having so few providers on the framework had been identified as a risk, and it was proposed that a new framework agreement be introduced from 1st April 2017 to allow for an increased number of providers to be appointed. It was also proposed that the Children's Leaving Care Team have access to the new framework to purchase essential household items for care leavers under the Setting up Home allowance.

In considering the report, the Portfolio Holder confirmed that this scheme was supported by the remaining funds in the Discretionary Social Fund which would enable the scheme to continue for a further two years at the current level of demand. A business case would need to be developed around how this scheme could be funded in future years and this should take into account the cost savings realised by supporting people to move from expensive temporary accommodation into permanent accommodation.

RESOLVED that the Portfolio Holder for Care Services be recommended to note the Part 1 (Public) Information Report when considering the recommendations in the Part 2 (Exempt) Information Report to award the contract.

**I EXTRA CARE HOUSING CONTRACT AWARD PART 1
(PUBLIC) INFORMATION**

Report CS17118

The Care Services Portfolio Holder introduced a report providing an overview of the tendering process for provision of care and support in the Extra Care

Housing schemes at Regency Court, Sutherland Court, Apsley Court, Crown Meadow Court, Durham House and Norton Court.

Extra Care Housing provided a much needed intermediate step that relieved cost pressures from moving people directly from their home to residential care when their support and care needs increased and enabled them to live independently for as long as possible. The tendering process for care and support services in the Local Authority's six Extra Care Housing schemes, which had been grouped in two Lots, had been undertaken in accordance with the Local Authority's financial and contractual requirements. A total of 11 bids were received, and the tender prices were evaluated on the basis of Award Criteria questions and in accordance with the Public Contracts Regulations 2015 and suppliers submitted pricing schedules. The evaluation was undertaken by a panel of Officers and included visits to bidders and engagement with service users.

RESOLVED that the Council's Executive be recommended to note the Part 1 (Public) Information Report when considering the recommendations in the Part 2 (Exempt) Information Report to award the contract.

J CONTRACT AWARD OF LEARNING DISABILITY SUPPORTED LIVING SCHEMES PART 1 (PUBLIC) INFORMATION

Report CS17115

The Care Services Portfolio Holder introduced a report providing an overview of the tendering process for the Learning Disability Supported Living schemes at 109 and 111 Masons Hill and 18/19 Century Way.

The Learning Disability Supported Living schemes at 109 and 111 Masons Hill and 18/19 Century Way provided supported accommodation to 16 users with significant disabilities which prevented the move to expensive residential care and enabled them to live independently for as long as possible. The tendering process for the Learning Disability Supported Living Schemes had been undertaken in accordance with the Local Authority's financial and contractual requirements. A total of 45 suppliers had expressed an interest with 15 suppliers submitting compliant Selection Questionnaires. Eight suppliers were shortlisted to go through to the second 'service specific' stage of the tender process, four of which declined to progress. The second 'service specific' stage of the tender process was evaluated on the basis of Award Criteria questions and in accordance with the Public Contracts Regulations 2015 and suppliers submitted pricing schedules using a 60% price and 40% quality split. The evaluation was undertaken by a panel of Officers and was backed up with supplier interviews, and a service user was present at the interviews.

RESOLVED that the Council's Executive be recommended to note the Part 1 (Public) Information Report when considering the

recommendations in the Part 2 (Exempt) Information Report to award the contract.

80 POLICY DEVELOPMENT AND OTHER ITEMS

A CHAIRMAN'S ANNUAL REPORT

The Committee considered the Chairman's annual report for 2016/17. It was noted that the annual report had been provided to the Executive and Resources PDS Committee on 15th March 2017 and to Full Council on 10th April 2017, and the Chairman thanked all Members and Co-opted Members for the significant contribution they had made to Care Services PDS Committee during the 2016/17 municipal year.

RESOLVED that the Chairman's annual report for 2016/17 be approved.

B CONTRACT PERFORMANCE REPORT - ADULTS PASSENGER TRANSPORT SERVICE

Report CS17114

The Committee considered a report outlining the performance of the Adults Passenger Transport Service contract which had been awarded to Greenwich Service Plus Limited for a period of three years and nine months from 1st December 2015. The former Bromley team of bus crews and office staff had been transferred to the new provider as part of the contract set-up which had enabled continuity of the service and minimised the impact of the change on service users, and an Equality Impact Assessment had been conducted with service users prior to the implementation of the £15 return journey charge.

The Adult Passenger Transport Service supported older people and adults with learning disabilities to travel to and from day care centres and other locations. There were currently 354 users of the service which included a small number of authorised one-to-one carers, and ad hoc journeys were also undertaken as necessary to support the care of clients. An agreed method of performance monitoring and Key Performance Indicators had been put in place from the outset of the contract which included spot checks and a range of contract monitoring meetings. It had been identified that the contract was being provided to a high standard and that there were no issues relating to collection and arrival times other than minor changes that fell within the specification requirements. Where difficulties had arisen with individual clients, the provider had been wholly supportive and staff had acted professionally and had gone beyond their duty to ensure the safety and wellbeing of their clients.

The Director: Adult Social Care reported that there had been a decrease of 16 users of the adult passenger transport service in the past year, and that 11 of these users were self-funders. Where service users qualified for a Direct Payment and chose to access day centre provision, their Direct Payment included the cost of the return journey charge. The potential for the Adult and

Child Passenger Transport Services to work more closely together was being reviewed, but capacity and the overlap of operational hours had been identified as an issue.

In considering the report, a Co-opted Member was concerned that service users, particularly self-funders may have been 'priced-out' of using transport services following the introduction of the £15 return journey charge. The Co-opted Member highlighted the need to assess the impact of service users choosing not to access day centre provision on their carers, as this provided a valuable respite opportunity. The Director: Adult Social Care confirmed that service users were still choosing to access day centre provision and that a review was undertaken when a service user discontinued any service to ensure that their care needs continued to be met. The Local Authority was working with day centres to ensure that their offer was meeting the changing needs of service users.

A Co-opted Member underlined the possibility of service users pooling Direct Payments to fund specialist provision to meet their needs and in discussion, Members generally agreed that this should be explored.

The Chairman requested that a report be provided to a future meeting of Care Services PDS Committee on the Adult Passenger Transport Service and day centre provision, including the reduction in service users. Additional information on the Adult Passenger Transport Service would be provided to Members following the meeting.

RESOLVED that the performance of the Adults Passenger Transport Service contract and the ongoing developments to meet service need be noted.

C UPDATE ON PRIORITY ONE ACTIONS - LEARNING DISABILITY SERVICES

Report CS17126

The Care Services Portfolio Holder introduced a report providing an update on actions being taken to remedy a number of Priority 1 concerns within Learning Disabilities Services identified by Internal Audit.

An internal audit of Learning Disabilities Services had been conducted in Quarter 4 of 2015/16, and had considered those clients who were receiving a day provision, residential service, Shared Lives support or Supported Living support. Although the audit had given limited assurance and effectiveness of the overall controls in place from a list of 15 cases selected for audit, three Priority 1 concerns had been identified in the areas of Assessments, Care Plans and Support Plans and Service Agreements. To address these issues, an interim manager had been appointed to deliver a range of improvements across the service including service user experience, the need for cultural change and adherence to policy. Good practice had been rolled out across

Learning Disabilities Services to ensure professional standards were adhered to which included regular formal and informal supervision.

In considering the report, the Chairman noted that the outcome of actions taken since the audit would be reviewed in Quarter 1 of 2017/18, and requested that an update be provided to the Care Services PDS Committee meeting on 4th July 2017.

RESOLVED that the update be noted.

81 QUESTIONS ON THE CARE SERVICES PDS INFORMATION BRIEFING

The Care Services PDS Information Briefing comprised three reports:

- Contract Activity 2016/17
- CQC Inspection of LBB Reablement Service
- Social Isolation: Developing a Local Campaign

In considering the CQC Inspection of LBB Reablement Service, the Chairman led Members in congratulating the Reablement team for the 'Good' elements of the Inspection. The Director: Adult Social Care reported that an Improvement Plan was in place for those areas rated as 'Requires Improvement' and that this would be monitored by the Contracts Monitoring Team. Work would also be undertaken with Bromley Clinical Commissioning Group to embed good practice and consider future funding models.

RESOLVED that the Information Briefing be noted.

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

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

83 EXEMPT MINUTES OF THE CARE SERVICES PDS COMMITTEE MEETING HELD ON 10TH JANUARY 2017

RESOLVED that the exempt minutes of the Care Services PDS Committee meeting held on 10th January 2017 be agreed.

A AWARD OF COMMUNITY SEXUAL HEALTH EARLY INTERVENTION SERVICES PART 2 EXEMPT INFORMATION

The Committee considered the report and supported the recommendations.

**B REPLACEMENT OF HOUSING INFORMATION SYSTEMS - ITT
EVALUATION OUTCOME PART 2 (EXEMPT) INFORMATION**

The Committee considered the report and supported the recommendations.

**C CONTRACT AWARD FOR STATUTORY HOMELESSNESS
REVIEWS PART 2 (EXEMPT) INFORMATION**

The Committee considered the report and supported the recommendations.

**D CONTRACT AWARD FOR BROMLEY WELFARE
FUND/ESSENTIAL HOUSEHOLD GOODS SERVICE PART 2
(EXEMPT) INFORMATION**

The Committee considered the report and supported the recommendations.

**E EXTRA CARE HOUSING CONTRACT AWARD PART 2
(EXEMPT) INFORMATION**

The Committee considered the report and supported the recommendations.

**F CONTRACT AWARD OF LEARNING DISABILITY SUPPORTED
LIVING SCHEMES PART 2 (EXEMPT) INFORMATION**

The Committee considered the report and supported the recommendations.

The Meeting ended at 9.16 pm

Chairman