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DATE: 25 August 2017

## **CARE SERVICES PORTFOLIO HOLDER BRIEFING**

**Meeting to be held on Tuesday 5 SEPTEMBER 2017**

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

### **QUESTIONS ON THE INFORMATION BRIEFING**

The Briefing comprises:

- 1 ANNUAL ECHS COMPLAINTS REPORT (Pages 3 - 22)**
- 2 OVERVIEW OF RESPITE (ORPINGTON BEDS) (Pages 23 - 24)**
- 3 CONTRACT ACTIVITY - INFORMATION BRIEFING (Pages 25 - 34)**

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

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

Printed copies of the briefing are available to Members and Co-opted Members upon request by contacting Kerry Nicholls on 020 8313 4602 or by e-mail at [kerry.nicholls@bromley.gov.uk](mailto:kerry.nicholls@bromley.gov.uk).

***Copies of the Part 1 (Public) documents referred to above can be obtained from***  
***<http://cds.bromley.gov.uk/>***

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## London Borough of Bromley

### PART 1 - PUBLIC

#### **Briefing for Care Services Policy Development and Scrutiny Committee 5<sup>th</sup> September 2017**

## **Annual ECHS Complaints Report**

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### **1. Summary**

- 1.1 The Local Authority Social Care and National Service Complaints (England) regulation 2009, s.18 (1),(3) place a duty on the Council to prepare an annual report each year. The Regulatory Reform (Collaboration etc. between Ombudsmen) Order 2007 amended the 1974 Act and clarified the powers of the Local Government Ombudsman and the Parliamentary and Health Service Ombudsman. This report is available to any person on request. The Local Government and Social Care Ombudsman (LG&SCO) has changed their name this year following feedback from its annual survey.
- 1.2 The annual report 'Getting It Right,' content provides an overview of the ECHS Department, the Chief Executive Department and all Local Government Ombudsman enquiries to the Council from 1 April -31 March 2017.
- 1.3 The highlights of the report are the Department received 525 complaints three less than last year, of which 145 (28%) were partially or fully upheld. A slight reduction in complaints and a variance of 2% of complaints upheld when compared to preceding year. The number of compliments received by the Department has increased to 234 (222:15/16). Of all the divisions, Housing Needs Service received the most compliments.
- 1.4 During this period, there has been an increase in social care cases referred to us from the Ombudsman to investigate. Eighty cases were referred to the Council to investigate and of these 54 were for ECHS Department, an increase of 22 (34:15/16) cases on the preceding year. Housing and both adult social care and children services received more cases to investigate. However, local resolution remains at 90% and the percentage rate of cases escalated to LG&SCO remains at 10%.
- 1.5 The majority of cases settle without a financial remedy, however on occasion it is the most appropriate conclusion. The Council made payments of £8,200 in this period (£7,450:15/16).

## 2. Getting it Right! Annual Report 2016-17

2.1 The annual report (Appendix 1) details compliments, and complaints information received by the Education, Care & Health Services Department.

	Complaints			Compliments			MP Enquiries		
	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17	2014-15	2015-16	2016-17
Adults	186	267	245	26	45	50	23	46	16
Children	76	87	96	59	48	25	15	14	11
Education	23	39	26	12	18	6	9	2	9
Housing	110	135	126	35	111	146	78	116	83
CEX			32			0			3

2.2 In Adult Social Care, there has been a slight reduction in the number of complaints made, but an increase within the category of 'quality of service' and a reduction of complaints about the 'attitude of staff'. The category of 'disputed decision' remains roughly in line with last year. People complained about a range of issues but one specific example is a couple said they were being charged more for their care than they were told to expect. Following an investigation into their concerns, it was found that their personal budget had been miscalculated which accounted for the disparity.

2.3 The Council received fewer complaints this year about commissioned domiciliary care agencies, but of the 19 received, eight raised concerns about quality of service, late and missed calls. A daughter complained that the agency missed several visits and her mother was left on her own for six hours, she missed her medication and she was so distressed she fell over in panic.

2.4 The majority of people contribute financially to their care and the charging and finance team process many bills and invoices. These teams received the largest number of complaints with 1 in 4 being upheld for disputed decisions and half being upheld for incorrect information from billing.

2.5 The number of families contacting Housing Needs continues to rise as more people seek assistance with their housing needs. However the number of complaints received by the division is down to 126 (135:15/16) The teams supporting homeless applications and temporary accommodation account for over half of all the complaints received. One in three people who complain about the conditions of their properties have their complaint upheld.

## 3. Supporting Documents

3.1 Appendix 1. Getting It Right, Annual Report 2016/17.

# Getting it Right!

Education, Care & Health Services

Complaints

Comments

Compliments

## Annual Report

April 2016 to March 2017

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# Introduction



This report looks at the impact on people when things go wrong and when we get it right. At the heart of any complaint or compliment is a story of how someone or their family was affected. The range of services and legislation the Council manage is vast and often complex and confusing for people who need our help. Its important for us to get it right when dealing with our customers.

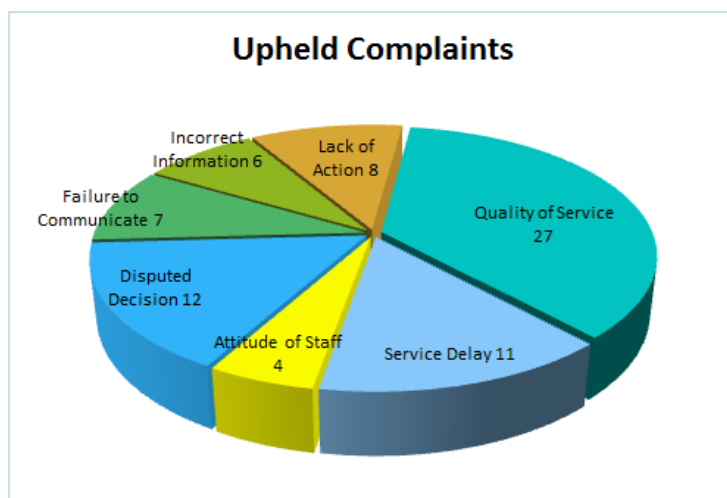
The overview of the compliments, complaints and enquiries handled over the year April 2016 to March 2017, covers services in adult and children's Social Care, housing, education, public health and the Chief Executive's Department.

It is important that those who use our services are supported in letting us know what they think. The Council has a dedicated team who record compliments, handle contacts received through our website and support those who wish to complain. We use the lessons learnt from complaints to change the way we do business.

Over the year we received 525 complaints across the services, just three less than last year. Most divisions showed a drop in complaints, with Housing Services receiving the most compliments. Most of the complaints (70%) we receive are submitted by email or through our website. We monitor MP or local councillor enquiries and always encourage customers to complain to us first to avoid delays.

Some complaints, particularly those involving social care, can be complex to investigate and require extra time to reply to. We aim to respond to at least 75% of standard complaints within 20 working days, but this year we have struggled to meet that target and as such we will be working to improve our response times.

Overall, 28% of the complaints we received were upheld. The most common issues related to quality of service, which can range from poor customer service to not receiving quality of care.



Learning from complaints is important in moving forward and finding solutions, so last year we aimed to put in place a number of measures as part of our learning. We improved our website **My life** with clear and up-to-date information to help people make informed choices about their care. We have introduced an online form to make homeless applications easier for families to complete.

Each year the Council receives an annual review letter from the Local Government & Social Care Ombudsman (LGSCO). They have advised us that they are revising the way they monitor compliance with their recommendations and this will produce more detailed reports and closer scrutiny for all Councils in the future.

A report they published in July this year looks at mental capacity, and in 2016/17 the LGSCO investigated 1,212 adult social care complaints in detail. They estimate that up to 20% of these concerned mental capacity. Following investigation, they upheld 69% of these cases.

# Adult Social Care Services



## Areas covered:

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

## What we did

Between April 2016 and March 2017 we:



assessed the needs of

**5,454**

clients



assessed the needs of

**1,007**

people with caring responsibilities



provided

**5,374**

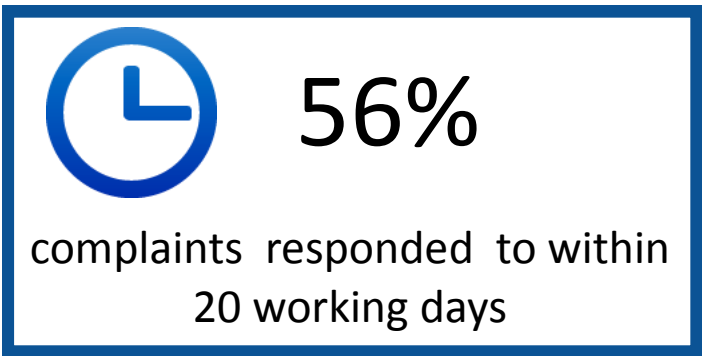
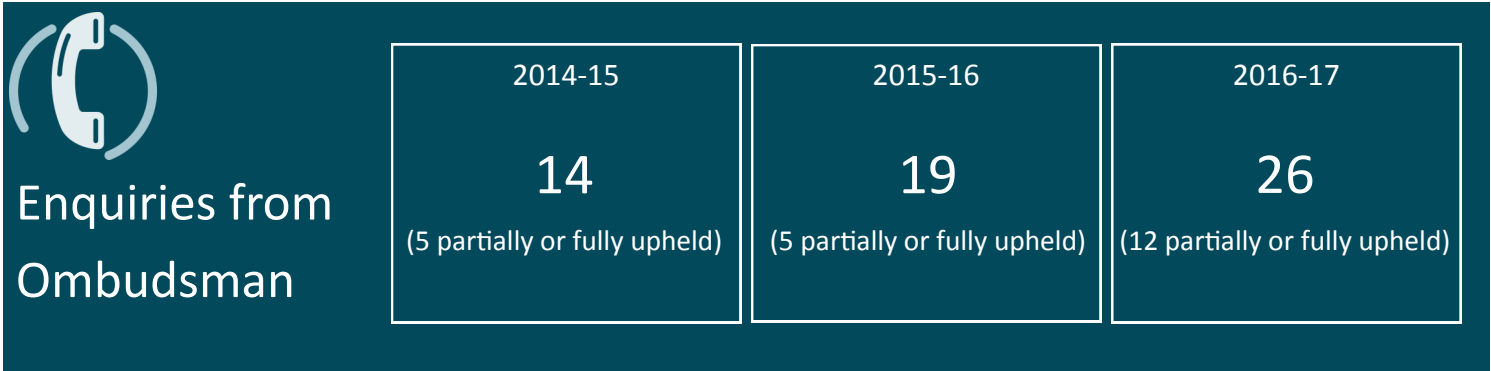
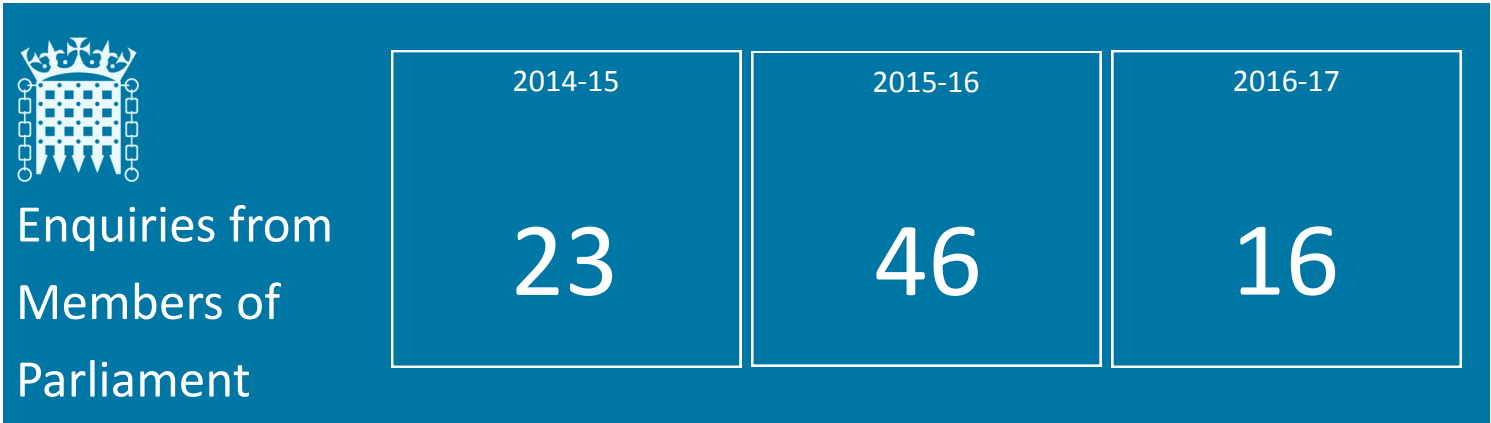
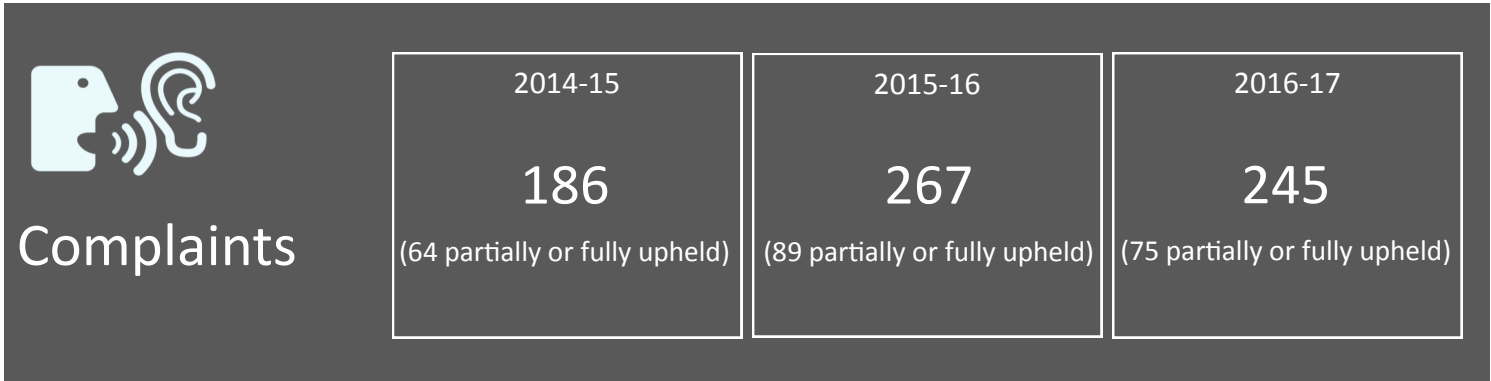
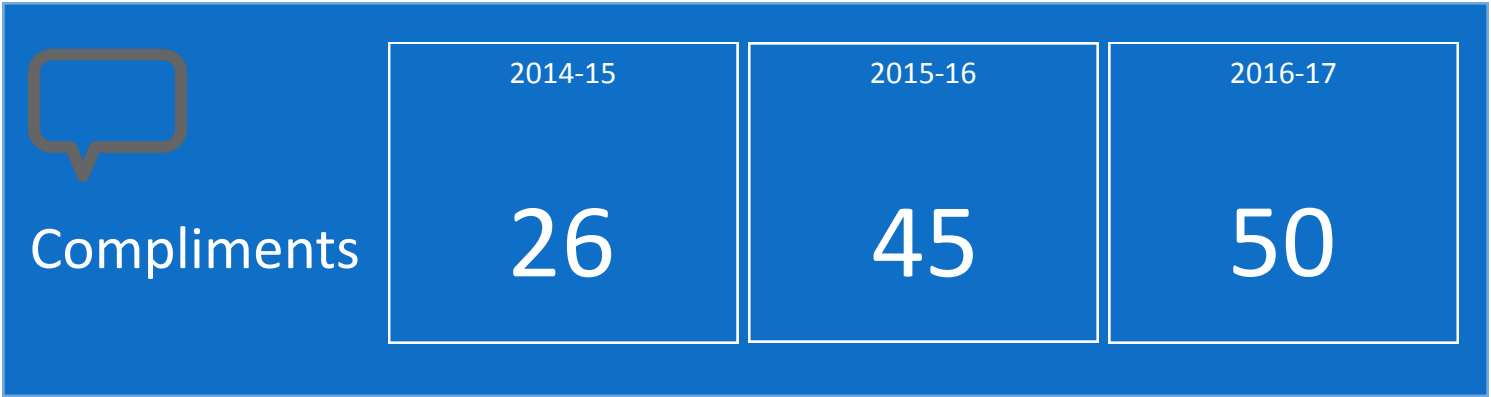
adults with social care services

“Thank you to all the wonderful reablement staff who visited my mother after her fall. Not only was the assistance they provided invaluable but the advice was essential towards recovery.”





Our performance



“... the system worked very well for me when I made a safeguarding alert. Often feedback about social workers is negative around safeguarding but I have found the service to be excellent and wanted to share this feedback with as many people as possible.”



# What this means

We received fewer complaints about adult social care services this year and we are helping more people. The main concerns our service users have told us about are quality of service and out of the 75 we received, 13 were upheld and out of 66 received for disputed decisions, 9 were upheld.

Care and support provided to people in their homes is an important part of the services we provide, often supplied by external agencies, but overseen by us. Complaints about domiciliary care agencies were fewer compared to last year but exactly half were upheld. Each of those complaints potentially represents a vulnerable person not being cared for properly and we take that very seriously.

The daughter of an elderly lady with dementia complained that her domiciliary care agency had missed a number of visits. One such failure to attend had led to her mother being left alone for six hours, during which she had no medication or support, she became increasingly distressed and fell over. Following an investigation, the agency discovered their member of staff had cancelled the visits without permission. This matter was so serious that her agency dismissed her.

We know that financial issues are a major concern for families and more than a third of our

disputed decisions involved charges. We were prompted on a number of occasions this year about the importance of giving people proper and timely information about the charges that can apply for the support we provide.

One such complaint was that the Council's bill failed to explain what services were being charged for, which meant service users could not tally their bills because it did not show the number of hours of care provided per day. It also highlighted the importance of promptly resolving any incorrect charges applied to an account.

When an elderly couple complained that they were being charged more for their monitoring service than they had expected. We realised they had not been properly informed of all the charges because our original assessment was inaccurate and their personal budget had been miscalculated which accounted for the disparity.

We are working on avoiding human error that can have a significant effect on those we are trying to help.

“Thank you for the caring service my daughter received on her return from hospital. The ladies were cheerful and helpful, providing her with confidence to improve.”



## Lessons we have learnt

From April 2017 we will:

Seek to minimise disruption caused by any delay in agreeing plans with the local Clinical Commissioning Group

Provide ongoing support and training for those social workers on the frontline

Operate a refresher and reminder system to counter claims of a lack of action

# Children's Social Care Services



## Areas covered:

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

## What we did

Between April 2016 and March 2017 we:



handled more than

**9,200**

Multi-agency Safe-guarding Hub (MASH) enquiries



completed

**2,700**

social work assessments



helped

**288**

children in care to live in foster care and other accommodation



supported

**342**

children subject to a child protection plan

"Thank you for making my mum much calmer and sweet. You've made our mummy much better. We are a happy family again."



Our performance



Compliments

2014-15	2015-16	2016-17
59	48	25



Complaints

2014-15	2015-16	2016-17
76 (16 partially or fully upheld)	87 (24 partially or fully upheld)	96 (30 partially or fully upheld)



Enquiries from  
Members of  
Parliament

2014-15	2015-16	2016-17
15	14	11



Enquiries from  
Ombudsman

2014-15	2015-16	2016-17
4 (1 upheld)	6 (2 upheld)	9 (2 upheld)



40%

of complaints were responded  
to within 20 working days

The maternal grandparents described the social worker as a “breath of fresh air... her work has gone some way to holding our family and preventing our grandchild from going into care”



## What this means

When we receive complaints regarding children social care, the Council must adhere to statutory complaints procedures. We must ensure the voice of the child and issues are central to the complaint. This year there was a slight increase in complaints received, 9 more than last year. Some issues related to quality of service and 40% of these were upheld.

Child protection is an essential part of our work and something we take extremely seriously. Sometimes, the enquiries we need to make can be time consuming but it is important to reach a correct decision whilst minimising the impact on the families involved. To do so often requires effective liaison with our partners but sometimes they may wish to complain as well. We then have to be clear about our respective responsibilities.

A hospital doctor complained that when they called our duty team about an autistic child in their A&E department, they were advised to keep him whilst the police and the child's mother were contacted, but then heard nothing further from children's services. Both mother and child became distressed and ended up leaving the hospital without waiting for a formal discharge. This case demonstrates to us the importance of keeping everyone properly informed throughout.

Referrals to the Multi-Agency Safeguarding Hub increased substantially this year, making effective channels of communication even more important. We allocated Heads of Service a cluster of schools each to oversee, after the Deputy Head of a school complained about inconsistency in a particular case, the time taken to make decisions

and the attitude of the social workers involved. The new arrangements are working very well.

High standards in producing reports and assessments are central to good social work. If standards are not upheld then the consequences for the families we support can be life-changing. In one case a mother complained about the quality of a report on her family, and the manager of the team concerned arranged a meeting to discuss those concerns face-to-face. From this we realised that the report had a number of inaccuracies because the mother had not been given sufficient time or support to enable her to raise her concerns to us. As a result, social care staff have been reminded to give families time to comment on their reports.

It is important that children themselves are enabled to make their own complaints, often supported by an independent advocate. It is important that we listen to the child themselves, focusing on what they want, and doing our best to support and enable them to achieve it wherever possible.

"I wanted to thank your team for the changes in my son's transport this year!... I thought I would let you know what a positive impact the changes from last year have had on my child! "



## Lessons we have learnt:

From April 2017 we will:

Continue to improve our communication with their families who use our services

The importance of confidentiality and working together agreements are valid and fair

Involve families and give them time to comment on things that affect them

# Education Services



## Areas covered:

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

## What we did

Between April 2016 and March 2017 we:



supported

**1154**

children with Education,  
Care & Health Plans



Processed applications

**9,424**

for  
admission to  
Bromley schools



Additional

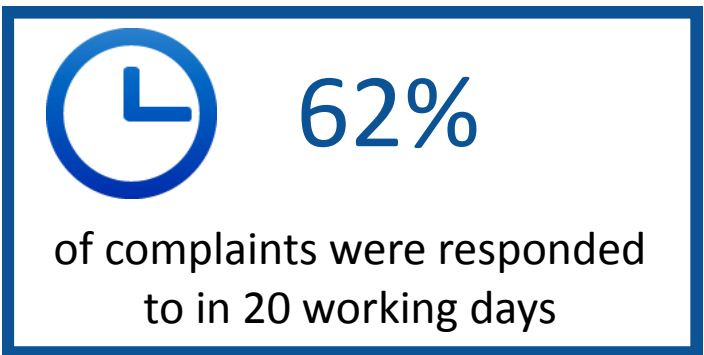
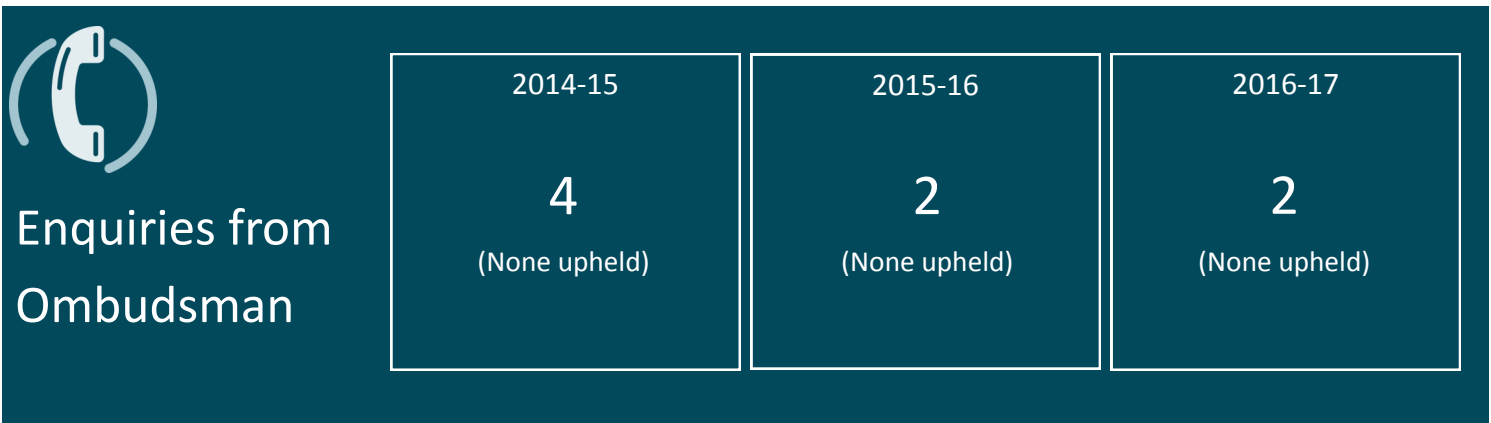
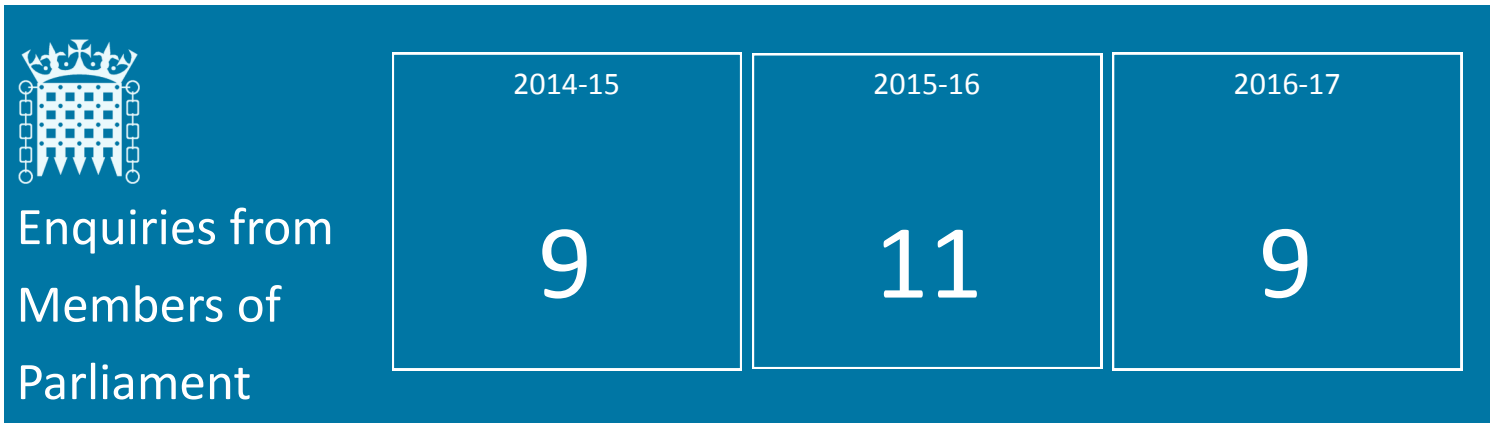
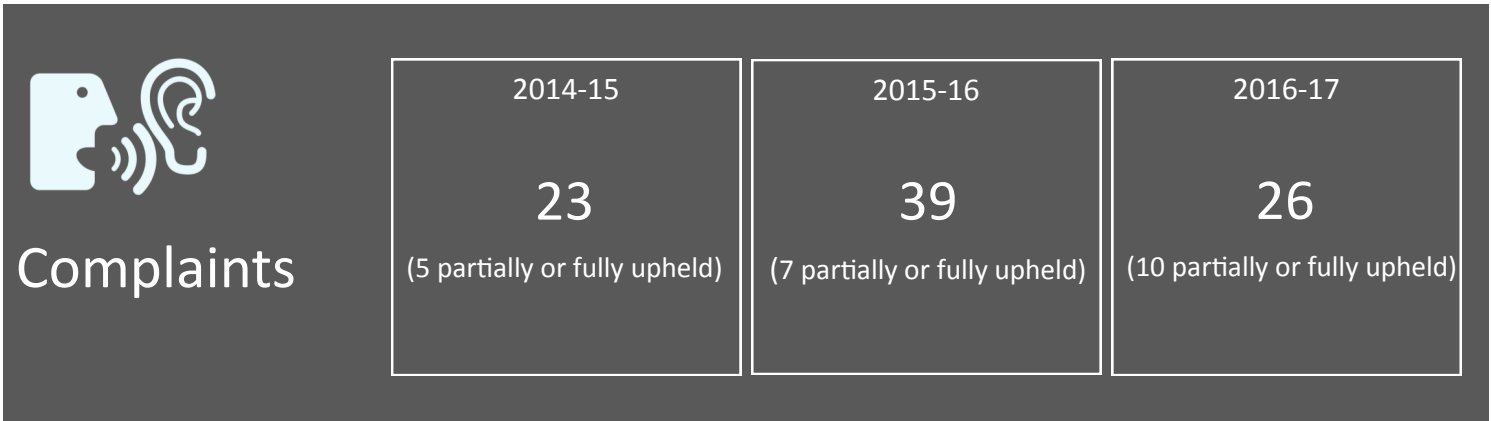
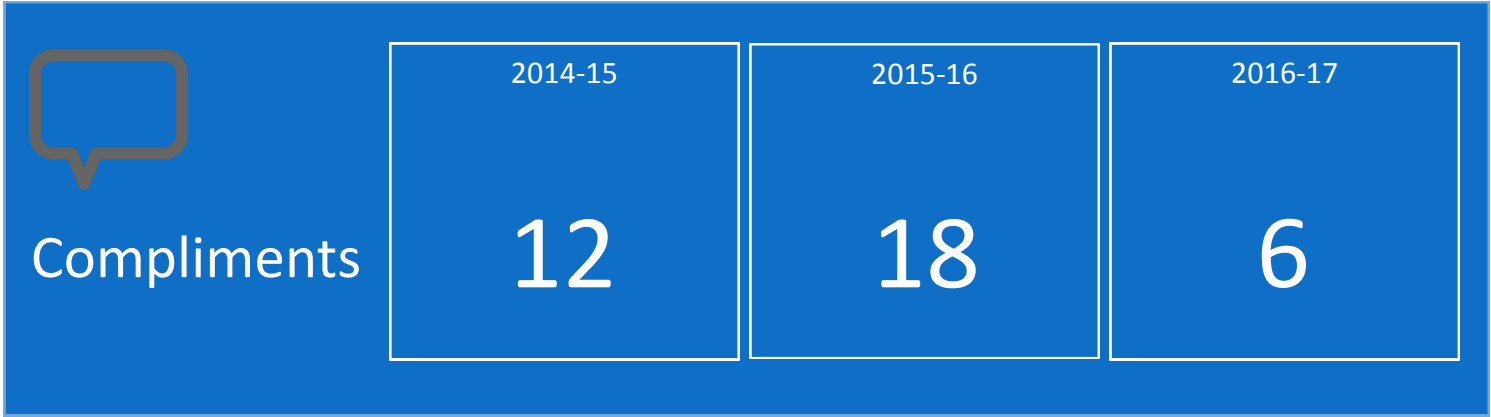
**585**

school places created


“My daughter’s driver and carer are amazing as is the transport company, who are efficient. All involved have provided her with such a positive experience.”



Our performance



“Thank you for all the support this year for both KS1 & KS2 – you have all been very supportive and on the ball.”



## What this means

We received fewer complaints for Education Services this year. The highest number related to quality of service (15) of which 5 were upheld, and we received a number about disputed decisions of which 2 were upheld.

Nearly half of our complaints related to children with Special Educational Needs and 2 out of 3 of those concerns were not upheld. Whilst there are few in number, they are amongst the most complex and time consuming matters to investigate and consider.

A recent complaint highlighted an issue with our IT system. A parent got in touch with us saying that she had accepted her daughter's offer of a school place online and received an automated response. She then received a phone call from the school who said the Council had informed them she had not in fact accepted the place. We looked at the concerns and found that the software had created an error, which meant that the Council and school's records had not matched up. We were able to resolve this administrative error quickly and confirmed the school place.

Poor communication can sometimes result in dissatisfaction. A parent felt her only option was to complain when her attempts to challenge a panel decision were hindered. Her daughter's

assessment was declined and in an attempt to agree a way forward, mediation was agreed but delayed and further impeded because of pressure of work. Delays such as this are unacceptable and we must work to minimise the impact on families and promote their right to appeal a decision. The family were offered a review of the decision.

We process a lot of confidential information that flows between professionals and families every day. Whilst it is uncommon for us to make a mistake, we received a complaint when a parent was sent someone else's information caught up in their correspondence. We reported what is called a data breach to the Information Commissioner's Office and issued revised guidance to staff.

We aim to work with families to reduce delays in reaching a resolution and not to prolong an outcome of a complaint. This year we have not met our own standards and are working hard to improve this.

"Thank you for all the support you have been giving to our schools this year... My staff have greatly appreciated your briefings and it has made them feel more confident about making judgements."



## Lessons we have learnt:

From April 2017 we will:

Keep parents better informed of the progress of their applications

Provide staff with refresher training on data protection procedures

Work with families to limit complaints relating to SEN children



# Housing Services



## Areas covered:

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

## What we did

Between April 2016 and March 2017 we:



managed

**3777**

people on the  
Housing Register



processed

**1157**

applications for  
people who are  
homeless



placed

**1439**

households in temporary  
accommodation



helped

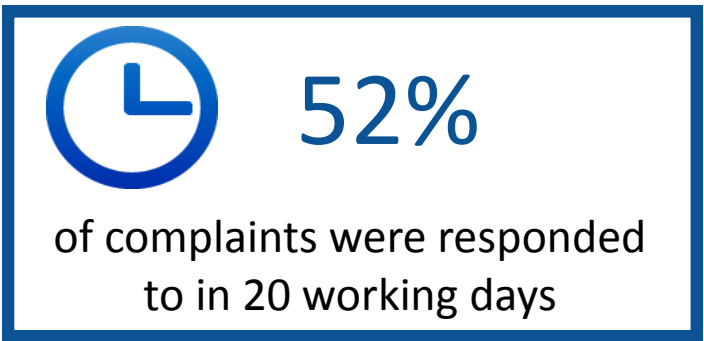
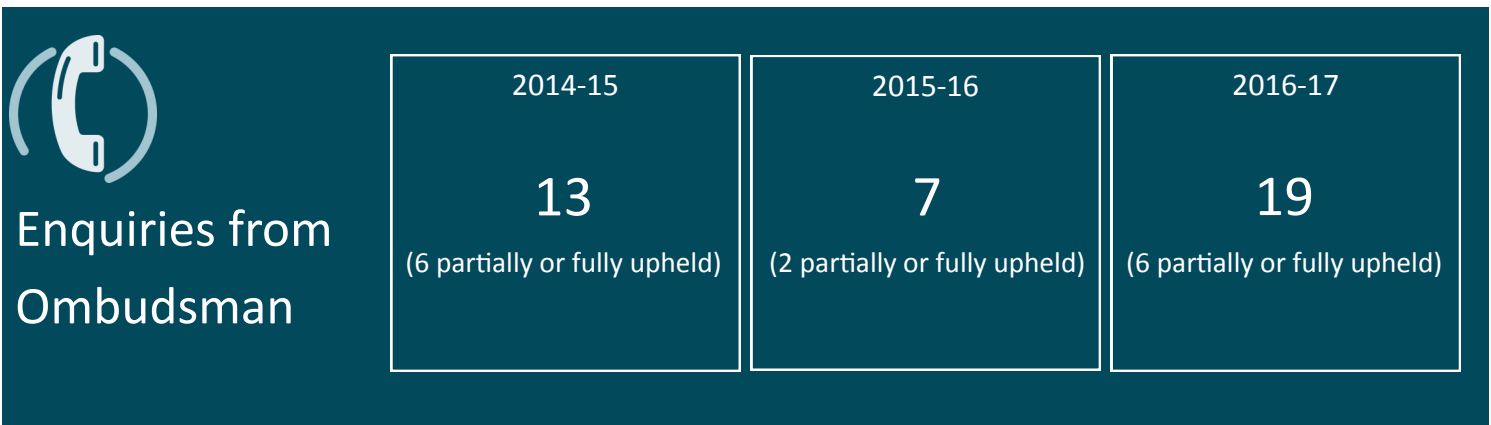
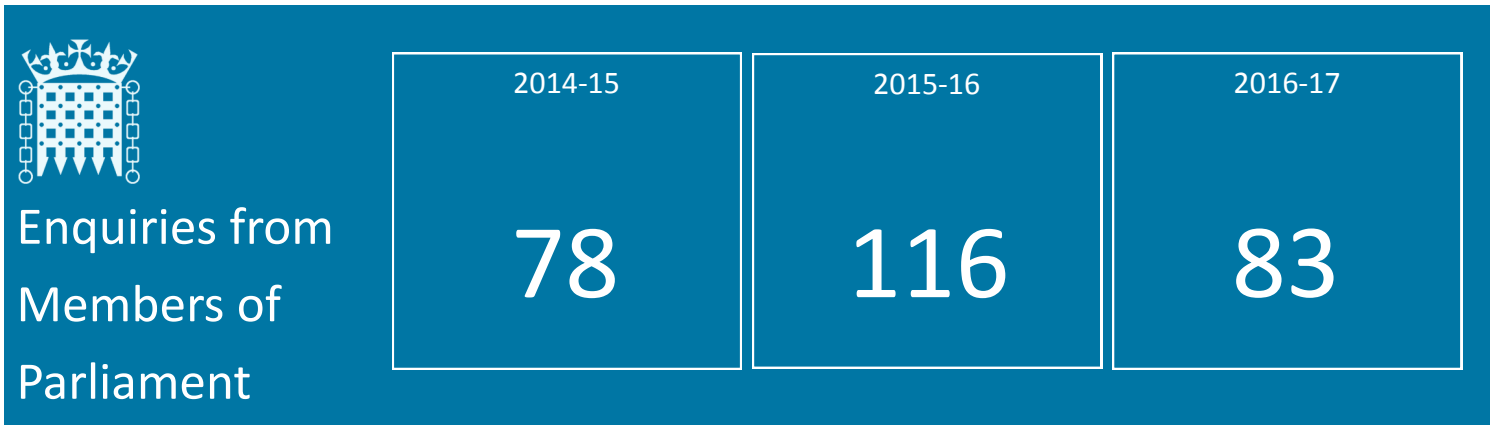
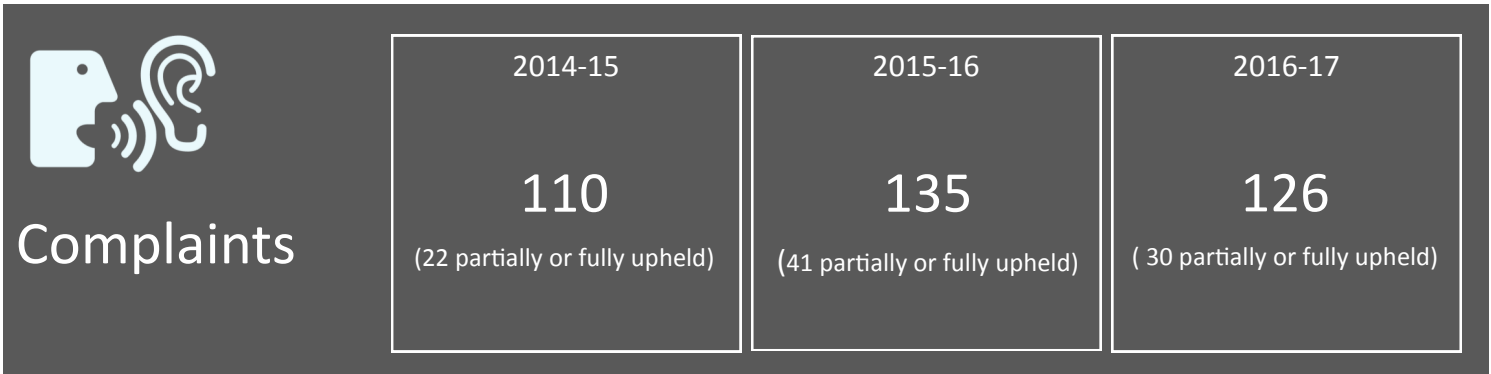
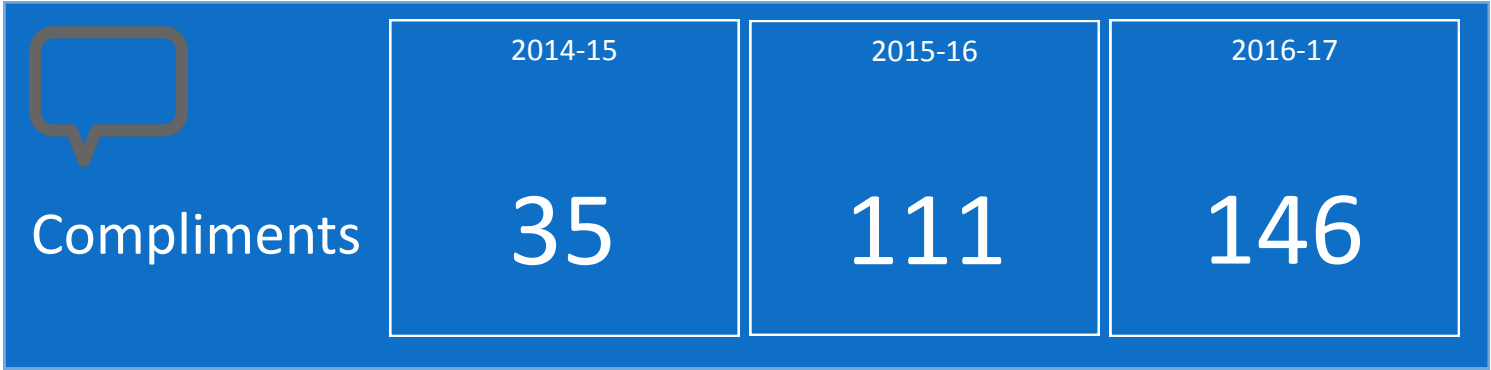
**2177**

households avoid  
homelessness


“I would like to take this opportunity to thank the London Borough of Bromley for homing my daughter and I at this otherwise horrible and difficult time. The Options Officer really did save us and we are so grateful that you then took on board our evidence of domestic abuse and kept us safe and secure.”



Our performance



“In my time of need, I appreciate the patience and effort you and your entire housing team have given me from the very first day.”



# What this means

The number of complaints about Housing Services was slightly less this year despite the significant increase in demand for their services. Encouragingly, we received significantly more compliments this year from people who used the service.

Providing temporary accommodation and moving families to permanent housing is challenging, however there are guidelines we must follow. We received a complaint from a family the Council had placed and they said they had been in their temporary accommodation for considerably longer than the statutory guidance permitted. Staff were reminded to monitor the time people spend in temporary accommodation and refer customers to the appeal process.

People often approach housing in crisis so it is important we meet both our own customer standards and the expectations of our customers. A couple complained about how they were treated and that their first appointment was cancelled and they were kept waiting for 2 hours at their second appointment. They were then told their application was not on the system and when they called their calls were not returned. When they came to the Council offices to collect the keys to their temporary accommodation, they were told to return later as the member of staff was unavailable. The poor services they received has been addressed with the member of staff being re-trained in customer service standards.

Offers of accommodation can be complex and it is important that these are properly explained to applicants. Another client complained that she was being held responsible for monies owing on a property that she never in fact moved into. The Council accepted that her original offer of housing was confusing, and that there had been errors in how the situation had been dealt with. The offer was marked as withdrawn and the rent account closed. The client was reassured that no monies were owed and received an apology for the distress and inconvenience.

Housing services are working hard to minimise complaints by preparing for the Homelessness Reduction Act 2017. They are doing this in a number of ways but one in particular is the introduction of a new online housing advice form. This has contributed to significantly reduced waiting times for interviews and advice sessions.

“I cannot thank you enough for the support yourself and the temporary housing team have given my client in finding her this accommodation...I wish you a fantastic weekend, knowing you have made a big difference to this vulnerable woman's life.”



## Lessons we have learnt:

From April 2017 we will:

Continue to develop available options for temporary accommodation

Train visiting officers to address concerns about accommodation

Offer the public access to staff trained to provide benefits and debt advice

# Chief Executive's Department



## Areas covered:

- Overseeing the running of the Council
- Corporate communications
- Financial control and audit
- Human resources
- Administering Council Tax and Housing Benefit
- Customer Services
- Blue Badges and Freedom Passes

## What we did

Between April 2016 and March 2017 we:



managed

**20,287**

claims for benefits



processed

**19,223**

emails



helped

**63,485**

visitors to Reception



handled

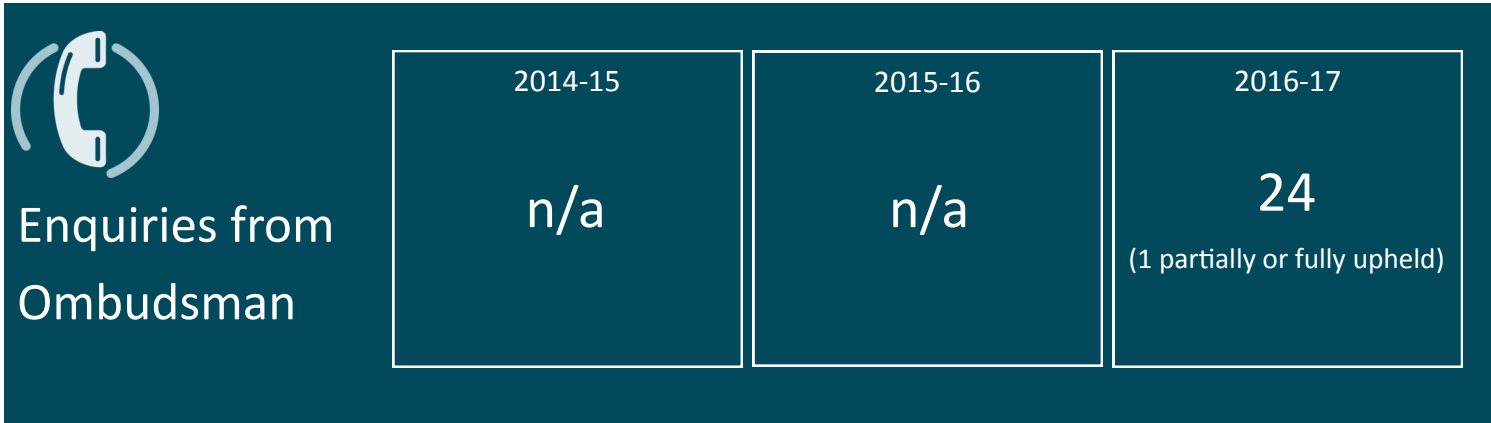
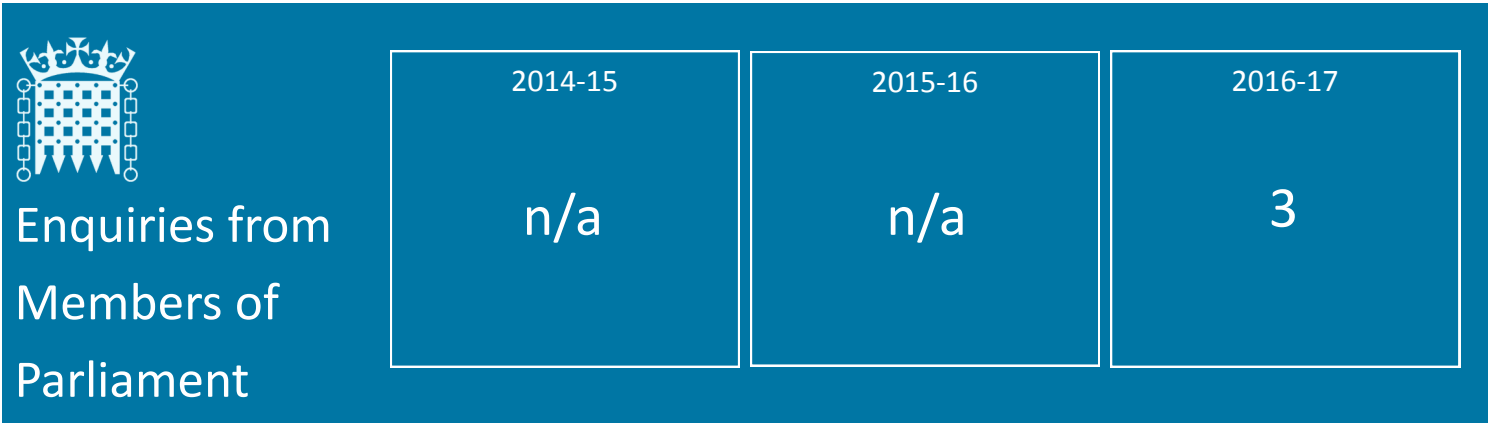
**680,293**

telephone calls

As mobile technology advances and 24 hour access to information is demanded, we are responding to our customers. We expect our website to help them resolve their queries quickly and efficiently and we have a dedicated team to keep information up to date and services online.

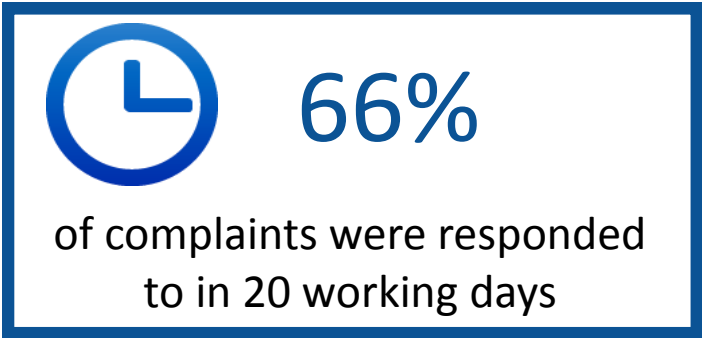
Considerable changes have occurred in both housing benefit and council tax support and we have been able to respond to our customers' concerns helping them cope, however sometimes we don't quite get it right. A parent complained to us that we were asking for too much supplementary information to support her application for a council tax disregard, whilst her daughter was attending university. The Council accepted that she had been asked for too much information, apologised and issued a corrected Council Tax account.

Our performance



Benefits and Planning each account for roughly one-third of Chief Executive Department complaints, which is not surprising given that they both represent areas which can have a significant impact on the public. Electoral Services whilst managing the Referendum did have an increase in residents contacting them, but no formal complaints were made.

We saw over 63,000 residents visit our receptions this year and we received very few complaints about our staff, however when standards are not met by our staff, retraining in customer service standards is mandatory.



Education, Care and Health Services

Civic Centre

Stockwell Close

Bromley

BR1 3UH

Tel: (020) 8313 4491

Email: [socialcarecomplaints@bromley.gov.uk](mailto:socialcarecomplaints@bromley.gov.uk)

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



THE LONDON BOROUGH  
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## **London Borough of Bromley**

### **PART 1 - PUBLIC**

#### **Briefing for Care Services Policy Development and Scrutiny Committee 5<sup>th</sup> September 2017**

### **Overview of Respite (Orpington Beds)**

Contact Officer: Tricia Wennell, Head of Assessment and Care Management  
Telephone: 0208 461 7495 E-mail: [Tricia.Wennell@bromley.gov.uk](mailto:Tricia.Wennell@bromley.gov.uk)

Chief Officer: Stephen John, Director of Care Services

#### **1. Summary**

- 1.1 The report submitted on 8<sup>th</sup> June 2017 recommended a review of the Orpington Beds which has now been completed. The original report written was to inform members of the impact of the opening of Orpington Beds and subsequent concerns raised over the potential impact on Adult Social Care and the Care Management Services. Jodie Adkins, the new Head of Discharge, completed the review of the Orpington Beds at the end of July 2017 having been made aware of the concerns. Jodie Adkin found that from April 2017 until end of July 2017 appropriate Health Professionals and Social Care professionals are now in place in Orpington. Moreover, the beds are being run appropriately as sub-acute wards (The Elizabeth and Churchill) as part of the frailty pathway. The management of patients is being led by Consultant Gerontologists, nurses and therapists and this is helping to reduce their dependency on Adult Social Care.

#### **2. THE BRIEFING**

- 2.1 A review of the Orpington Beds was completed by Jodie Adkin at the end of July 2017 and the details of her findings are as follows.
- 2.2 Jodie was made aware of the issues with the Orpington Beds and provided the following update on 31st July 17:
- 2.3 The sub-acute wards based at Orpington Hospital, Elizabeth and Churchill are now fully mobilised. Part of the frailty pathway, the provision provides medical and therapy optimisation for frail and elderly patients from the PRUH. This includes, but is not exclusive to severe pain management and control, ongoing medical investigation and acute medical interventions. Due to the lead of the consultant gerontologists, the care provided is specialist in its nature often managing and addressing undiagnosed/complex issues while supporting recovery and, as a result, stay well for longer than perhaps may have been achieved on a general medicine ward. The MDT on the ward works holistically to ensure deconditioning is avoided wherever possible and patients are supported to reach their maximum potential while in a sub-acute setting with appropriate ongoing care and support.
- 2.4 Although anecdotal at this stage, it is thought that the use of Orpington beds to support further recovery and optimisation in a specialist setting is supporting increased diagnosis and recovery therefore allowing assessment of ongoing social care needs to be undertaken closer

to patients baseline than if this had of been undertaken in an acute setting. There is however still further room for improvement with a suggestion that Orpington patients would further benefit from being able to access Discharge2Assess, where they are likely to have a shorter length of stay due to the time spent at Orpington. In addition the targeted nature of the pathway does mean the demand on social care capacity is often high due to the concentrated need in one place.

## **Outcomes**

- 2.5 Jodie completed a review of all Orpington patients on 28th July and concluded that staff are seeing the right people who are being supported to recover and this should help reduce their dependency of social care at the point of discharge. None of the beds were being used for patients awaiting rehabilitation and this indicates that the beds are being used appropriately. There are now three Consultant Gerontologists covering the wards, Therapists, Nurses, 1 Discharge Co-ordinator and 1 Social Worker on site to support the patients and manage the discharges.
- 2.6 According to the Electronic Management Information Systems (EMIS) data used by Health to record activity there have been 220 patients admitted to the Orpington Beds since April 17. Of those 151 are listed as having returned home with care and support 3 of which were fully funded by the CCG. 26 were recorded with an outcome of placement with 5 of those showing as being funded by the CCG.
- 2.7 According to Care First, the Council's social care data system, of the remaining 21 patients recorded on EMIS as being admitted to care homes 5 are showing as being funded by the CCG and there are no services being provided by LBB, 10 are Self Funders, 5 are being funded by social care with 1 of the 5 funded above the LBB rate with a third party top up from family. 1 person died whilst a patient on Churchill Ward and 2 have died since being discharged.

## **Conclusion**

- 2.8 The concerns raised when the Orpington Beds were opened have now been addressed and Jodie Adkin is monitoring the use of this resource and will continue to feedback to the Operational Manager and the Head of Service. The outcome of the analysis indicates all those placed and funded by social care were appropriate and within the council's ceiling rate except 1 where the family are topping up. None of those being funded by social care met the threshold for continuing health care at the time of discharge. At the time of this update none of those who met the threshold for continuing health care funding at the point of discharge have been referred on to social care for an assessment.
- 2.9 The Orpington Beds are a work in progress but they now appear to be working well and there is no indication that they are having a negative impact on Adult Social Care Services, but there remains an issue with the capacity of Care Management to manage the demand. However, the ongoing demand is continuing to have an impact on Care Management and work is underway address this as part of the planned Discharge to Assess Pathway which is due to be implemented in time for the Winter Pressure Period. The Head of Service and Operational Manager will continue to work closely with Jodie Adkin to monitor progress and address any risks that arise.



Report No.  
CS18048

London Borough of Bromley

## PART ONE - PUBLIC

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**Decision Maker:** **CARE SERVICES POLICY DEVELOPMENT AND SCRUTINY COMMITTEE**

**Date:** **Tuesday 5 September 2017**

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

**Title:** **CONTRACT ACTIVITY – INFORMATION BRIEFING**

**Contact Officer:** Laurence Downes, Head of Programme Delivery  
Tel: 0208 313 4805 E-mail: Laurence.Downes@bromley.gov.uk

**Chief Officer:** Director of Programmes

**Ward:** Borough-wide

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1. Reason for report

- 1.1 The Portfolio Holder for Care Services and the Care Services Policy Development and Scrutiny Committee receive regular reports on contracts with a value of £50k or over that are relevant to the Care Services Portfolio.

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2. **RECOMMENDATIONS**

- 2.1 **The Portfolio Holder for Care Services and the Care Services Policy Development and Scrutiny Committee are asked to note the contents of this information briefing.**

### Impact on Vulnerable Adults and Children

1. Summary of Impact: Not Applicable
- 

### Corporate Policy

1. Policy Status: Existing Policy:
  2. BBB Priority: Not Applicable:
- 

### Financial

1. Cost of proposal: Not Applicable:
  2. Ongoing costs: Not Applicable:
  3. Budget head/performance centre: N/A
  4. Total current budget for this head: £N/A
  5. Source of funding: N/A
- 

### Personnel

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

### Legal

1. Legal Requirement: None:
  2. Call-in: Not Applicable: Information Briefing item.
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### Procurement

1. Summary of Procurement Implications: As detailed in report.
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### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): N/A
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### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

### 3. COMMENTARY

- 3.1 Since the last Contract Activity report considered by the Care Services Policy & Development Scrutiny Committee (PDS) in March 2017, there have been a number of significant changes.
- 3.2 To date, reports have been authored by the Corporate Contract Monitoring Team. In June 2017, the Education, Care & Health Services (ECHS) department was restructured to centralise commissioning and procurement resource within a single team – the Programmes Team. The Programmes Department is organised into two divisions: Design and Delivery. The Delivery Team provides support to ECHS on contract delivery, including oversight of procurement and contract management. In August 2017, it was agreed that the Programme Delivery Team would be responsible for Contract Monitoring reports to the relevant Portfolio Committees that cover ECHS.
- 3.3 Also to date, the Contract Activity report has been derived from the ECHS Contract Register maintained by Corporate Procurement. Across the Council, all departmental contract registers have been replaced by a central Contract Database (CDB). All records on the CDB are to be maintained by the individual Contract Owners and the CDB will produce all Contract Activity data through bespoke reports to each relevant Committee. The introduction of the CDB will support consistency of approach across the Council, clarity in reporting to Members and will greatly improve Contract Management especially as the functionality of the CDB is developed over time.
- 3.4 At the time of writing of this report, the CDB is still in the process of being populated and accuracy checked. In addition, the CDB does not yet have the functionality of producing a bespoke report for Care Services PDS for all Care Services contracts with a value of £50k or over. Therefore the Contract Activity Report for Care Services, attached at Appendix 1, has been manually extracted from the CDB. While every care has been taken to ensure the accuracy and comprehensiveness of the report, it is inevitable that omissions and inaccuracy may be present given that the CDB is still in the process of being populated. It is expected that future reports will have no such issues.
- 3.5 A key point for the Committee to note is the Overall Risk Rating for each contract and the Procurement Risk Rating. Previously the risk rating of the ECHS Contract Register was set based on a review of the status of each contract allowing the Contract Activity report to focus on High and Medium risk contracts – a Red / Amber / Green traffic light system. The CDB assigns two Risk ratings using a Red / Orange / Yellow / Green system.
- 3.6 The Overall Risk Rating is assigned automatically based on a number of factors such as the value of the contract and the size of the provider – this Risk Rating cannot be amended but does not indicate any action required except in relation to the management of the contract.
- 3.7 The Procurement Risk Rating is automatically assigned based on the end date of each contract and the contract value. Red for example indicates contracts that are close to their end date, flagging contracts as Red earlier as the value increases (contracts with a value of over £500k are flagged as Red eighteen months before the end date). Orange indicates a lower value, changing to Red as the end date approaches – and so on. Table 1 illustrates the Procurement Rating system.

**Table 1: Procurement Rating System**

Period	Procurement/Commissioning Status					
	3 months	R	R	R	R	R
	6 months	A	R	R	R	R
	9 months	Y	A	R	R	R
	12 months	G	Y	A	R	R
	18 months	G	G	Y	A	R
		£5k - £50k	£50k - £100k	£100k - £173k	£173k - 500k	>£500k
Total Contract Value						

<b>Red</b>	Requires an agreed plan
<b>Amber</b>	Develop/test options
<b>Yellow</b>	Consider options
<b>Green</b>	No action required

- 3.8 However, the Procurement Rating does not take into account known factors such as whether a contract is a one off contract, expected to come to an end by its expiry date; or that a contract has already been retendered and a new contract award put in place. Inevitably, the number of Red rated contracts has significantly increased – however, this does not necessarily reflect a contract that is ‘at risk’ as appropriate action may already in place for each of those contracts. Therefore, the Committee is asked to consider the accompanying commentary against each contract to identify which contracts, if any, are actually at risk. None are considered to be high risk at this time.
- 3.9 In future reports, the Contract Activity report will, within the body of the report, identify all contracts deemed to be high or medium risk with detail on the action plan in place to resolve any issues. It has not been possible to include that within this report due to the transitional factors described above.
- 3.10 All Gateway reviews and contract awards for contracts over £500k or extensions / exemptions for contracts over £100k will continue to be considered individually at Care Services PDS.
- 3.11 The Contracts Sub-Committee has recommended that future Contract Activity reports should be a substantive item at PDS committees, rather than an Information Briefing item. Subject to agreement by the Chairman of Care Services PDS Committee, future reports will adopt this approach.

<b>Non-Applicable Sections:</b>	Impact on Vulnerable Children and Adults, and Policy, Financial, Personnel, Legal and Procurement Implications
Background Documents: (Access via Contact Officer)	N/A

**APPENDIX 1: CARE SERVICES CONTRACT ACTIVITY REPORT FOR ALL CONTRACTS WITH A VALUE OF £50K OR HIGHER AS AT AUGUST 2017**

RI Colour	Name	Dept/Div	Supplier	Approver	Total Val.	PS Colour	Start Date	End Date	Commentary (August 2017)
orange	Strategic Partnership Core Funding - Community Links Bromley	ECCHS > Adult Social Care	Community Links Bromley	Director of Adult Social Care	465,813	Red	01 Oct 2014	30 Sep 2017	The contract will expire at the end of its contract term. A new contract is in place and will commence from October 2017.
yellow	Adults - Healthwatch Bromley	ECCHS > Adult Social Care	Healthwatch Bromley	Director of Adult Social Care	325,184	Red	01 Apr 2015	31 Mar 2018	Retendering in progress.
orange	Learning Disabilities - Supported Living at Derwent Road	ECCHS > Adult Social Care	Fitzroy Support	Director of Adult Social Care	214,828	Red	01 Apr 2016	31 Mar 2018	The contract will expire at the end of its term.
orange	Adults - Supporting People - Tenancy Support Services for Homeless People	ECCHS > Housing & Residential Services	Evolve Housing + Support	Director of Housing	988,735	Yellow	01 Oct 2014	30 Sep 2019	No immediate issues.
yellow	Adults - Tenancy Sustainment for Women in Refuges	ECCHS > Housing & Residential Services	Bromley Women's Aid	Director of Housing	314,466	Orange	01 Jan 2016	31 Dec 2018	No immediate issues.
yellow	Building Management - Lewis House	ECCHS > Adult Social Care	Bromley Experts By Experience CIC	Director of Adult Social Care	63,800	Red	01 Jan 2016	31 Dec 2017	This contract is currently being retendered with contract award decision to be considered prior to contract end.
yellow	Domiciliary Care Services - Individual Client Contract - Sweet Tree Home Care	ECCHS > Adult Social Care	Sweet Tree Home Care Services Ltd	Director of Adult Social Care	484,484	Green	27 Aug 2012	26 Aug 2019	No immediate issues.
orange	Adults - Single Supplier Framework for Passenger Transport Services - Lot 2 - Adult Passenger Transport Services	ECCHS > Adult Social Care	Greenwich Service Plus Ltd	Director of Adult Social Care	6,748,000	Yellow	01 Dec 2015	31 Aug 2019	No immediate issues.
yellow	IT System - Anite Housing Annual Maintenance	ECCHS > Housing & Residential Services	Northgate Information Solutions Ltd	Director of Housing	87,084	Orange	01 Apr 2016	31 Mar 2018	Alternative commissioning arrangements are already in place.
yellow	ICT - Domiciliary Care Software Planning System	ECCHS > Adult Social Care	Advanced Health and Care Ltd	Director of Adult Social Care	111,660	Green	01 Apr 2006	31 Mar 2026	No immediate issues.
orange	Learning Disabilities - Adult Social Care Services	ECCHS > Adult Social Care	Certitude Support	Director of Adult Social Care	17,434,903	Green	01 Oct 2015	30 Sep 2020	No immediate issues.
orange	Learning Disabilities - Capital Works and Housing Management at 4 Homes for Adults with Learning Disabilities	ECCHS > Adult Social Care	Croydon Churches Housing Association	Director of Adult Social Care	100,000	Green	18 Nov 2013	17 Nov 2038	No immediate issues.
yellow	Learning Disabilities - Supported Living at 44 Bromley Road	ECCHS > Adult Social Care	Outward Housing	Director of Adult Social Care	697,148	Red	01 Oct 2013	30 Jun 2018	Retendering process commencing.
yellow	Learning Disabilities - Supported Living at Johnson Court	ECCHS > Adult Social Care	Sanctuary Home Care Ltd	Director of Adult Social Care	788,333	Yellow	01 Oct 2012	30 Sep 2019	Retendering process commencing.
orange	Learning Disabilities - Supported Living at Padua Road	ECCHS > Adult Social Care	Outward Housing	Director of Adult Social Care	1,177,810	Red	01 Jul 2013	30 Jun 2018	Retendering process commencing.
orange	Learning Disabilities - Supported Living in 5 LD properties	ECCHS > Adult Social Care	Avenues London	Director of Adult Social Care	7,035,000	Yellow	12 Jan 2015	11 Jan 2020	No immediate issues.
orange	Learning Disabilities - Supported Living Scheme 1 (3 Properties)	ECCHS > Adult Social Care	Certitude Support	Director of Adult Social Care	2,392,963	Orange	25 Apr 2016	24 Apr 2019	No immediate issues.
orange	Learning Disabilities - Supported Living at 15 Brosse Way	ECCHS > Adult Social Care	Avenues London	Director of Adult Social Care	768,497	Red	01 Oct 2013	30 Jun 2018	Retendering process commencing.
orange	Mental Health - Flexible Support	ECCHS > Adult Social Care	Heritage Care LTD	Director of Adult Social Care	3,005,260	Orange	01 Oct 2012	31 Mar 2019	No immediate issues.
yellow	Mental Health - General Advocacy and Independent Mental Health Advocacy Services	ECCHS > Adult Social Care	Rethink Mental Illness	Director of Adult Social Care	266,760	Red	01 Apr 2015	31 Mar 2018	The contract will expire at the end of its term. A new tender for Advocacy Services is in progress.

yellow	Mental Health - Provision of Services to Carers - Mental Health Worker	ECHS > Adult Social Care	Carers Bromley	Director of Adult Social Care	117,000	Red	01 Apr 2013	30 Sep 2017	The contract will expire at the end of its contract term. A new contract is in place and will commence from October 2017.
orange	Mental Health - Section 75 Agreement for the Exercise of Mental Health Function - LBB and Oxleas	ECHS > Adult Social Care	Oxleas NHS Foundation Trust	Director of Adult Social Care	30,438,550	Green	01 Dec 2004	30 Nov 2024	No immediate issues.
red	Older People - Nursing Beds (PF & EMI)	ECHS > Adult Social Care	Mission Care Trading Ltd	Director of Adult Social Care	10,566,738	Red	02 Jan 2013	01 Jan 2018	This service is currently being retendered.
yellow	Older People - St Marks PCC (Lease)	ECHS > Adult Social Care	Biggin Hill Community Care Association	Director of Adult Social Care	322,500	Green	10 Oct 2001	09 Oct 2031	No immediate issues.
yellow	Older People/Learning Disabilities/Physical Disabilities - Independent Advocacy Service for older people and those with a learning and/or physical disability	ECHS > Adult Social Care	Rethink Mental Illness	Director of Adult Social Care	133,440	Yellow	01 Oct 2015	30 Sep 2018	The contract will expire at the end of its term. A new tender for Advocacy Services is in progress.
orange	Physical Disability and Sensory Impairment - Kent Association for the Blind Services for the Blind	ECHS > Adult Social Care	Kent Association for the Blind	Director of Adult Social Care	200,940	Red	01 Jul 2016	30 Jun 2018	A one year extension option is available for this contract and will be considered by Care Services PDS in sufficient time before contract end.
orange	Public Health - Adults Substance Misuse Service	ECHS > Public Health	Change Grow Live (CGL)	Director of Public Health	3,649,470	Red	01 Dec 2015	30 Nov 2018	Retendering for Substance Misuse Service in progress.
orange	Public Health - Family Nurse Partnership	ECHS > Public Health	Bromley Healthcare Community Interest Company Ltd	Director of Public Health	360,000	Red	01 Oct 2015	30 Sep 2017	The contract will expire at the end of its contract term. A new contract is in place and will commence from October 2017.
orange	Public Health - GP SLAs	ECHS > Public Health	General Practitioners	Director of Public Health	2,062,280	Red	01 Apr 2014	31 Mar 2018	Contract Award decision to be considered at Care Services PDS Sep 2017.
red	Public Health - Health Visiting Service	ECHS > Public Health	Bromley Healthcare Community Interest Company Ltd	Director of Public Health	5,700,000	Red	01 Oct 2015	30 Sep 2017	The contract will expire at the end of its contract term. A new contract is in place and will commence from October 2017.
orange	Public Health - National Child Measurement (NCMP)	ECHS > Public Health	Bromley Healthcare Community Interest Company Ltd	Director of Public Health	1,632,870	Red	01 Apr 2011	30 Sep 2017	The contract will expire at the end of its contract term. A new contract is in place and will commence from October 2017.
yellow	Public Health - NHS Health Checks - Point of Care Testing	ECHS > Public Health	Alere Ltd	Director of Public Health	200,000	Red	01 Apr 2016	31 Mar 2018	Contract Award decision to be considered at Care Services PDS Sep 2017.
orange	Public Health - Sexual Health - Contraception & Reproductive Health	ECHS > Public Health	Bromley Healthcare Community Interest Company Ltd	Director of Public Health	4,509,010	Red	01 Apr 2011	30 Sep 2017	The contract will expire at the end of its contract term. A new contract is in place and will commence from October 2017.
orange	Public Health - Sexual Health - Health Improvement	ECHS > Public Health	Bromley Healthcare Community Interest Company Ltd	Director of Public Health	3,500,000	Red	01 Apr 2011	30 Sep 2017	The contract will expire at the end of its contract term. A new contract is in place and will commence from October 2017.
yellow	Public Health - Sexual Health - Laboratory Test for Chlamydia Screening Programme	ECHS > Public Health	The Doctor's Laboratory Ltd	Director of Public Health	108,000	Red	01 Apr 2016	30 Sep 2017	The contract will expire at the end of its contract term. A new contract is in place and will commence from October 2017.
yellow	Public Health - Young Persons Substance Misuse Service	ECHS > Public Health	Change Grow Live (CGL)	Director of Public Health	495,570	Orange	01 Dec 2015	30 Nov 2018	Retendering for Substance Misuse Service in progress.
orange	Software Licence - Social Care Information System (Care First)	ECHS > Strategic & Business Support Services	OLM Systems Ltd	Director of Adult Social Care	2,324,117	Orange	06 May 2006	31 Mar 2019	No immediate issues.

orange	Strategic Partnership - Carers Bromley	ECBS > Adult Social Care	Carers Bromley	Director of Adult Social Care	2,284,365	Red	01 Apr 2010	30 Sep 2017	The contract will expire at the end of its contract term. A new contract is in place and will commence from October 2017.
yellow	Strategic Partnership Core Funding - Bromley CAB	ECBS > Adult Social Care	Bromley Citizens Advice Bureaux Ltd	Director of Adult Social Care	196,000	Red	01 Apr 2016	30 Sep 2017	The contract will expire at the end of its contract term. A new contract is in place and will commence from October 2017.
yellow	Strategic Partnership Core Funding - Bromley Mencap	ECBS > Adult Social Care	Bromley Mencap	Director of Adult Social Care	76,995	Red	01 Apr 2016	30 Sep 2017	The contract will expire at the end of its contract term. A new contract will commence from October 2017.
yellow	Training - Workforce Development Courses for Social Care Staff	ECBS > Strategic & Business Support Services	Multiple Suppliers	Director of Children's Social Care	280,000	Green	01 Apr 2016	31 Mar 2020	No immediate issues.
green	ICT - Website Development - MyLife Web Portal	ECBS > Adult Social Care	OLM Systems Ltd	Director of Adult Social Care	140,720	Green	01 Apr 2016	31 Mar 2019	No immediate issues.
yellow	Domiciliary Care Services - Individual Client Contract - Heart of the South	ECBS > Adult Social Care	Heart of the South	Director of Adult Social Care	487,149	Green	27 Aug 2012	26 Aug 2019	No immediate issues.
yellow	Domiciliary Care Services - Individual Client Contract - Helping Hands HomeCare	ECBS > Adult Social Care	Helping Hands Homecare	Director of Adult Social Care	274,102	Green	27 Aug 2012	26 Aug 2019	No immediate issues.
orange	Housing - Private Sector Leasing for use as Temporary Accommodation	ECBS > Housing & Residential Services	Orchard and Shipman PLC	Director of Housing	4,687,260	Orange	01 Apr 2016	31 Mar 2019	No immediate issues.
yellow	Strategic Partnership Core Funding - Bromley & Lewisham Mind	ECBS > Adult Social Care	Bromley and Lewisham Mind Ltd	Director of Adult Social Care	74,745	Red	01 Apr 2016	30 Sep 2017	The contract will expire at the end of its contract term. A new contract is in place and will commence from October 2017.
orange	Older People - Dementia Post-Diagnosis Support Services	ECBS > Adult Social Care	Bromley and Lewisham Mind Ltd	Director of Adult Social Care	902,056	Red	01 Jul 2016	30 Jun 2018	A two year extension option is available for this contract and will be considered by Care Services PDS in sufficient time before contract end.
orange	Domiciliary Care Services Framework	ECBS > Adult Social Care	Multiple Suppliers	Director of Adult Social Care	55,000,000	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
yellow	Domiciliary Care Services - Services	ECBS > Adult Social Care	Always Caring Bromley Ltd	Director of Adult Social Care	1,517,112	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
orange	Domiciliary Care Services - Services	ECBS > Adult Social Care	Carewatch Care Services Ltd	Director of Adult Social Care	4,233,332	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
orange	Domiciliary Care Services - Services	ECBS > Adult Social Care	Daret Healthcare (UK) Ltd	Director of Adult Social Care	960,731	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
orange	Domiciliary Care Services - Spot Contract	ECBS > Adult Social Care	Mackley Home Care Ltd	Director of Adult Social Care	1,070,683	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
yellow	Health - Independent Mental Capacity Advocacy Service	ECBS > Adult Social Care	Advocacy for All	Director of Adult Social Care	63,149	Orange	01 May 2015	31 Mar 2018	The contract will expire at the end of its term. A new tender for Advocacy Services is in progress.
yellow	ICT - Telecare Services for Carelink	ECBS > Adult Social Care	Centra Pulse Limited	Director of Adult Social Care	78,000	Red	01 Nov 2015	31 Oct 2017	Contract Award decision for new contract confirmed at Executive July 2017.
yellow	Housing - Tenancy Support Services for Young People	ECBS > Housing & Residential Services	DePaul UK Ltd	Director of Housing	1,000,337	Yellow	01 Oct 2016	30 Sep 2019	No immediate issues.
orange	Housing - Tenancy Support Services	ECBS > Housing & Residential Services	Hestia Housing and Support	Director of Housing	585,303	Yellow	01 Oct 2016	30 Sep 2019	No immediate issues.
orange	Learning Disabilities - Supported Living at Coppice, Spinney & The Glade	ECBS > Adult Social Care	Outward Housing	Director of Adult Social Care	2,991,063	Yellow	28 Nov 2016	27 Nov 2019	No immediate issues.
yellow	Public Health - Pharmaceutical Needs Assessment (PNA) - 2016	ECBS > Public Health	Webstar Lane Ltd	Director of Public Health	62,200	Orange	03 Jan 2017	02 Apr 2018	The contract will expire at the end of its term.

yellow	Health - Welfare Benefits Service (Mental Health)	ECHS > Adult Social Care	St Mungo's	Director of Adult Social Care	52,415	Red	01 Apr 2016	30 Sep 2017	The contract will expire at the end of its contract term. A new contract is in place and will commence from October 2017.
yellow	ICT - Purchasing Community Alarm and Telecare Monitoring Equipment	ECHS > Adult Social Care	Tunstall Healthcare (UK) Ltd	Director of Adult Social Care	56,800	Red	01 Feb 2016	31 Jan 2018	Contract Award decision for new contract confirmed at Executive July 2017.
yellow	Physical Disability and Sensory Impairment - Deaf Access Resource Centre for the Deaf	ECHS > Adult Social Care	Deaf Access Trust	Director of Adult Social Care	97,436	Orange	01 Apr 2016	31 Mar 2018	Contract award decision to be considered at Care Services PDS Nov 2017.
yellow	Training - Mandatory Courses for Adult Social Care	ECHS > Strategic & Business Support Services	First Response Training & Consultancy Services Ltd	Director of Children's Social Care	64,000	Yellow	01 Jul 2016	30 Jun 2018	No immediate issues.
yellow	Adults - Direct Payments Support & Payroll Service	ECHS > Adult Social Care	Vibrance	Director of Adult Social Care	341,375	Yellow	01 Apr 2017	31 Mar 2019	No immediate issues.
orange	Domiciliary Care - Services	ECHS > Adult Social Care	ACSC Ltd	Director of Adult Social Care	4,629,996	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
orange	Domiciliary Care - Services	ECHS > Adult Social Care	Bridges Community Healthcare Ltd	Director of Adult Social Care	3,038,396	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
orange	Domiciliary Care - Services	ECHS > Adult Social Care	Carby Community care Ltd	Director of Adult Social Care	2,389,300	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
red	Domiciliary Care - Services	ECHS > Adult Social Care	Caremark Bromley	Director of Adult Social Care	8,670,908	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
orange	Domiciliary Care - Services	ECHS > Adult Social Care	Eleanor Nursing & Social Care Ltd	Director of Adult Social Care	1,770,176	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
green	Domiciliary Care - Services	ECHS > Adult Social Care	MiHomecare Ltd	Director of Adult Social Care	230,580	Green	27 Aug 2012	26 Aug 2019	No immediate issues.
orange	Domiciliary Care - Services	ECHS > Adult Social Care	Eternal Care UK Ltd	Director of Adult Social Care	1,386,528	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
yellow	Domiciliary Care - Services	ECHS > Adult Social Care	Harmony Home Aid Services Ltd	Director of Adult Social Care	756,012	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
orange	Domiciliary Care - Services	ECHS > Adult Social Care	Kentish Homecare Agency Ltd	Director of Adult Social Care	3,767,876	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
yellow	Domiciliary Care - Services	ECHS > Adult Social Care	Nestor Primecare Services Ltd t/a Allied Healthcare Group	Director of Adult Social Care	2,558,040	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
orange	Domiciliary Care - Services	ECHS > Adult Social Care	Smithfield Health & Social Care Ltd t/a Verilife	Director of Adult Social Care	5,346,140	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
red	Domiciliary Care - Services	ECHS > Adult Social Care	Homecare & Support Ltd t/a Homecare Bromley	Director of Adult Social Care	11,746,296	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
orange	Domiciliary Care - Services	ECHS > Adult Social Care	Link Care Nursing Agency Ltd	Director of Adult Social Care	1,285,120	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
yellow	Domiciliary Care - Services	ECHS > Adult Social Care	Westminster Homecare Ltd	Director of Adult Social Care	3,965,728	Yellow	27 Aug 2012	26 Aug 2019	No immediate issues.
yellow	Domiciliary Care - Services	ECHS > Adult Social Care	FABS Homecare Ltd	Director of Adult Social Care	246,004	Green	01 Apr 2015	26 Aug 2019	No immediate issues.
yellow	Domiciliary Care - Services	ECHS > Adult Social Care	Independent Homecare Team Ltd	Director of Adult Social Care	115,900	Green	01 Apr 2015	26 Aug 2019	No immediate issues.
yellow	Health - Community Wellbeing Service For Children And Young People	ECHS > Childrens Social Care	Bromley Y	Director of Children's Social Care	2,243,305	Yellow	01 Dec 2014	30 Nov 2019	No immediate issues.
yellow	Housing - Private Sector Leasing for use as Temporary Accommodation	ECHS > Housing & Residential Services	DaBora Conway Ltd	Director of Housing	81,120	Green	06 Feb 2017	05 Feb 2020	No immediate issues.
yellow	Older People - Dementia Respite at Home Services	ECHS > Adult Social Care	Bromley and Lewisham Mind Ltd	Director of Adult Social Care	535,275	Yellow	01 Apr 2017	31 Mar 2020	No immediate issues.
green	Public Health - Substance Misuse - Supervised Administration of Medication Service	ECHS > Public Health	PharmaBBG LLP	Director of Public Health	51,200	Green	01 Apr 2016	30 Nov 2018	Retendering for Substance Misuse Service in progress.



orange	Domiciliary Care - Spot Contract	ECHS > Adult Social Care	Abacus Homecare (Bromley) Ltd	Director of Adult Social Care	737,652	Yellow	01 Apr 2015	26 Aug 2019	No immediate issues.
yellow	Domiciliary Care - Spot Contract	ECHS > Adult Social Care	River Garden Care Ltd	Director of Adult Social Care	398,704	Green	01 Apr 2015	26 Aug 2019	No immediate issues.
yellow	Domiciliary Care - Spot Contract	ECHS > Adult Social Care	Capital Homecare (UK) Ltd	Director of Adult Social Care	81,452	Green	01 Apr 2015	26 Aug 2019	No immediate issues.
yellow	Domiciliary Care - Spot Contract	ECHS > Adult Social Care	Petts Wood Homecare Ltd	Director of Adult Social Care	245,752	Green	01 Apr 2015	26 Aug 2019	No immediate issues.
orange	Domiciliary Care - Spot Contract	ECHS > Adult Social Care	Home Healthcare Ltd	Director of Adult Social Care	503,800	Yellow	01 Apr 2015	26 Aug 2019	No immediate issues.
yellow	Domiciliary Care - Spot Contract	ECHS > Adult Social Care	Amy Adams Homecare UK Ltd	Director of Adult Social Care	106,528	Green	30 Oct 2016	26 Aug 2019	No immediate issues.
orange	Domiciliary Care - Spot Contract	ECHS > Adult Social Care	Care Direct UK Ltd	Director of Adult Social Care	1,458,745	Yellow	03 Mar 2015	26 Aug 2019	No immediate issues.
yellow	Domiciliary Care - Spot Contract	ECHS > Adult Social Care	Compassion Home Care Ltd	Director of Adult Social Care	423,716	Green	15 Dec 2014	26 Aug 2019	No immediate issues.
orange	Domiciliary Care - Spot Contract	ECHS > Adult Social Care	Dignity Direct Homecare Ltd	Director of Adult Social Care	747,619	Yellow	26 Jul 2016	26 Aug 2019	No immediate issues.
orange	Domiciliary Care - Spot Contract	ECHS > Adult Social Care	Invicta 24 Plus Ltd	Director of Adult Social Care	3,034,400	Yellow	26 Jun 2015	26 Aug 2019	No immediate issues.
yellow	Housing - Framework for Essential Household Goods	ECHS > Housing & Residential Services	Multiple Suppliers	Director of Housing	304,000	Yellow	01 Apr 2017	31 Mar 2019	Two year extension option available, to be considered by Care Services PDS in sufficient time before contract end.
orange	Learning Disabilities - Supported Living, 4 Schemes (109 & 111 Masons Hill, 18 & 19 Century Way)	ECHS > Adult Social Care	Care Management Group Ltd	Director of Adult Social Care	2,894,652	Yellow	01 Jul 2017	30 Jun 2020	No immediate issues.
orange	Public Health - Sexual Health - Early Intervention Service	ECHS > Public Health	Bromley Healthcare Community Interest Company Ltd	Director of Public Health	1,853,124	New	01 Oct 2017	30 Sep 2019	No immediate issues.
yellow	IT System - Housing Information Systems	ECHS > Housing & Residential Services	Orchard Information Systems Ltd	Director of Housing	750,448	Green	10 Apr 2017	09 Apr 2022	No immediate issues.
orange	Adults - Extra Care Housing, Lot 1 - Apsley Court, Sutherland House, Regency Court	ECHS > Adult Social Care	Creative Support Ltd	Director of Adult Social Care	8,315,000	Green	01 Jul 2017	30 Jun 2022	No immediate issues.
orange	Adults - Extra Care Housing, Lot 2 - Norton Court, Crown Meadow Court, Durham House	ECHS > Adult Social Care	Mears Care Ltd	Director of Adult Social Care	9,001,000	Green	01 Jul 2017	30 Jun 2022	No immediate issues.
yellow	Bromley Primary School Screening Programme: National Child Measurement Programme (NCMP) and Vision Screening	ECHS > Public Health	Bromley Healthcare Community Interest Company Ltd	Director of Public Health	495,000	New	01 Oct 2017	30 Sep 2020	No immediate issues.
yellow	Domestic Violence and VAWG Service	ECHS > Strategic & Business Support Services	Bromley and Croydon Women's Aid	Director of Planning & Performance	337,000	Yellow	01 Jun 2017	31 Mar 2019	No immediate issues.
orange	Public Health - 0-4 Years Health Visiting Service (Incorporating Family Nurse Partnership)	ECHS > Public Health	Oxleas NHS Foundation Trust	Director of Public Health	9,864,000	New	01 Oct 2017	30 Sep 2020	No immediate issues.
yellow	Integrated Community Equipment Service (ICES)	ECHS > Adult Social Care	Medequip Assistive Technology Limited	Director of Adult Social Care	2,400,000	Green	01 Apr 2017	31 Mar 2021	No immediate issues.

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