



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

TELEPHONE: 020 8464 3333

CONTACT: Jo Partridge  
*Joanne.Partridge@bromley.gov.uk*

DIRECT LINE: 020 8461 7694

FAX: 020 8290 0608

DATE: 4 March 2024

## ADULT CARE AND HEALTH PDS INFORMATION BRIEFING

Meeting to be held on Tuesday 12 MARCH 2024

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.

- 1 **MINUTES FROM THE HEALTH SCRUTINY SUB-COMMITTEE MEETING HELD 30TH JANUARY 2024** (Pages 3 - 16)
- 2 **LONELINESS ACTION PLAN UPDATE** (Pages 17 - 54)
- 3 **CAPITAL PROGRAMME MONITORING Q3** (Pages 55 - 60)
- 4 **CONTRACT REGISTER** (Pages 61 - 70)

Members and Co-opted Members have been provided with advanced copies of the Part 1 (Public) briefing via email. The Part 1 (Public) briefing is also available on the Council website at the following link: <http://cds.bromley.gov.uk/ieListMeetings.aspx?CId=559&Year=0>

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

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## HEALTH SCRUTINY SUB-COMMITTEE

Minutes of the meeting held at 4.00 pm on 30 January 2024

### Present:

Councillor Mark Brock (Chairman)  
Councillor Felicity Bainbridge (Vice-Chairman)  
Councillors Will Connolly, Robert Evans, Charles Joel,  
Tony McPartlan and Alison Stammers

### Also Present:

Charlotte Bradford (*via conference call*)  
Councillor Dr Sunil Gupta (*via conference call*)  
Councillor Alisa Igoe (*via conference call*)  
Councillor David Jefferys (*via conference call*)  
Councillor Diane Smith, Portfolio Holder for Adult Care and Health

### 30 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

Apologies for absence were received from Co-opted Member, Michelle Harvie.

Apologies for lateness were received from Councillor Felicity Bainbridge and Councillor Robert Evans.

### 31 DECLARATIONS OF INTEREST

Councillor Stammers declared that she was Chair of the Patient Participation Group (PPG) for The Chislehurst Partnership.

### 32 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

No questions had been received.

### 33 MINUTES OF THE MEETING OF HEALTH SCRUTINY SUB-COMMITTEE HELD ON 21ST NOVEMBER 2023

**RESOLVED** that the minutes of the meeting held on 21<sup>st</sup> November 2023 be agreed.

## **34 UPDATE FROM THE LONDON AMBULANCE SERVICE**

The Chairman welcomed Cathy-Anne Burchett, Associate Director of Ambulance Operations – London Ambulance Service, Graeme Marsh, System Partnership Transformation Manager – London Ambulance Service and Christine White, Bromley Group Manager – London Ambulance Service to the meeting to provide an update on the London Ambulance Service (LAS).

The Associate Director of Ambulance Operations informed Members that the new LAS Strategy 2023-28 had been launched in the autumn and some of the great work undertaken across the borough was highlighted within the slide pack.

The Chairman noted the introduction of the 45-minute handover process, which had reduced the number of ambulance hours lost at the Princess Royal University Hospital (PRUH) from 276.3 in February 2023 to 26.1 in November 2023. The System Partnership Transformation Manager said that significant challenges had been recognised in terms of handover delays, and one of the measures was to look to minimise this by introducing a timeframe. There had been challenges in terms of implementation as there was a culture of LAS crews sitting with patients for long periods of time to provide supervision and support. However, the changes to the process had now bedded in and the hospital had adjusted to how the LAS operated, ensuring that the safety of the patient was maintained. The hours saved as a result of the introduction of the 45-minute handover process were being put back into getting ambulance teams out on the road, responding to other patients that were waiting. In response to a further question, the System Partnership Transformation Manager confirmed that all patients had a clinical handover – LAS crews spoke with hospital staff and advised them of the patient's presentation. These were generally lower acuity patients, but if they were no specific spaces available for them in the A&E the Trusts had implemented processes to oversee them safely. It was noted that escalation measures were in place to allow the LAS to support Trusts if this type of pressure was being experienced.

A Member enquired if the reasons for the December performance for Category 2 callouts appearing to be an outlier, compared to the national target, were known. The Associate Director of Ambulance Operations advised that the national target for Category 2 callouts was 18 minutes, however it had been agreed with NHS England that across the London region the LAS would work towards a target of 30 minutes, as this was more realistic. During December 2023 there had been very high acuity patients and a cold weather snap which had caused callout times to escalate up to 52 minutes. The current Category 2 callout times stood at 31 minutes for South East London and the demand was more manageable. In response to a further question the Associate Director of Ambulance Operations said that ambulance offloads varied across South East London – there were some trends in terms of increased handover delays being seen on Mondays/Tuesdays. This was usually related to flow through the hospitals, and once this settled the delays decreased.

In response to questions, the System Partnership Transformation Manager advised that Category 1 callouts related to an immediate threat to life. Category 4 callouts were often healthcare professional admissions that were not urgent, for example a leg injury that required transportation or an abnormal blood test that required further investigation. Category 5 was a non-dispatch position – resources were not sent immediately, but the call could be kept within the service for a clinician to make contact to gather further information. These calls could also be referred into the 111 service for review.

The Portfolio Holder for Adult Care and Health noted that towards the end of the previous year the Metropolitan Police had introduced the Right Care, Right Person model, and enquired if the LAS had been impacted by these changes. The Associate Director of Ambulance Operations said this had had an impact on the LAS – there was a transition to the new process, and this was still a “work in progress”. There was a clearer, dynamic risk assessment that LAS crews had to complete in relation to mental health patients. The LAS were looking at some of the calls received and they were feeding back to emergency and external partners to identify areas of further learning.

In response to a question regarding the work with King’s College Hospital NHS Foundation Trust to champion the use of alternative care pathways, the System Partnership Transformation Manager said that this was a response to generic pressures. The LAS was working with a number of external partners to reduce unnecessary conveyances of patients to emergency departments and ensure patients were getting the most appropriate care for their needs. This included LAS crews referring patients back into primary care services or community services, and they were currently developing the urgent community response.

In response to a question regarding staff retention, the Associate Director of Ambulance Operations advised that staff were often retained with promotion into other areas of the LAS. Retention of staff was strong across South East London and there were lots of opportunities for paramedics to move to different section of the LAS.

On behalf of Members, the Chairman extended his thanks for the work being undertaken with the Council’s Youth Offending Team – as part of a rehabilitation programme, the LAS team were educating young people on the impact of knife injuries with an aim to prevent future injuries and incidents. The Bromley Group Manager advised that she could ask her team members to provide any specific feedback following the meeting.

The Chairman thanked the Associate Director of Ambulance Operations, System Partnership Transformation Manager and Bromley Group Manager for their presentation to the Sub-Committee.

**RESOLVED that the update be noted.**

**35 UPDATE FROM KING'S COLLEGE HOSPITAL NHS  
FOUNDATION TRUST**

The Chairman welcomed Angela Helleur, Site Chief Executive – PRUH to the meeting to provide an update on the King's College Hospital NHS Foundation Trust.

The Site Chief Executive informed Members that, with regards to emergency care performance, there had been an improvement in relation to ambulance handover delays, which had been highlighted in the update from the LAS. It was noted that the PRUH was a relatively small department and there could be challenges in offloading patients. Patients were often offloaded into the corridor, which could have a negative impact on their experience, but it did allow vehicles to get back out on the road to attend those waiting for an ambulance.

The Site Chief Executive informed Members that the 4-hour wait target for A&E had previously been 95%, however the national target was now 76%. In December 2023, the PRUH was at 61.33% but they aimed to get as close to the target of 76% as possible by the end of March 2024. It was noted that January 2024 had been particularly challenging – in addition to the usual winter pressure there had been nine days of junior doctor strikes. There had been a fantastic response from teams and no patient safety issues had arisen as a result of the strikes.

With regards to elective care, Members were advised that the target for referral to treatment was 18 weeks, however this was no longer being achieved. Across the NHS, waits of up to 104 weeks were being monitored. The Trust had generally been very good at managing waiting lists and only two patients had been waiting over 104 weeks for treatment – both were on non-emergency pathways and had been provided with appointment dates. It was noted that prioritisation was based on clinical need. The Site Chief Executive informed Members that the Trust's waiting list had grown significantly to around 109,000 patients. On cancer, the PRUH currently stood at 55%, against a 75% standard, for the cancer target of 28 days for the faster diagnostic standard. There was also a 31-day standard for diagnosis to first treatment – the Trust currently stood at 78% against the target of 96%: there were action plans in place to address. The Site Chief Executive noted that the implementation of Epic, an electronic patient record system, had impacted the Trust's performance. This related to their ability to report, as well as it taking longer for clinicians to use the newly implemented system. There had been a bigger drop off in October 2023, however a month on month improvement was being seen – a comprehensive recovery plan was in place, and they planned to be back on track by the end of April 2024. In response to questions, the Site Chief Executive said that the Trust was doing well in terms of vacancies – vacant roles across the whole Trust stood at around 8%, compared to 15% a year ago. In terms of additional capacity, if there was not a clinician in post it could be covered by bank/agency staff where appropriate. The focus was on reducing the backlog of elective activity, which was halted during the pandemic, and a recovery plan was in place.

A Member noted that there were pressures on ophthalmology services and asked about the retention of glaucoma specialists. The Site Chief Executive said she would look into this and provide information following the meeting.

With regards to the Apollo programme (Epic and MyChart), the Site Chief Executive advised that progress was being made month on month, and the problems experienced by patients, GPs and staff were generally reducing. Over 85% of frontline staff had been trained and over 150,000 patients were using the MyChart function within the app. A Member asked what this represented as a percentage of eligible patients. The Site Chief Executive said this information could be provided following the meeting.

In response to questions, the Site Chief Executive said that ongoing training was being provided. Masterclasses for staff would also be introduced for those that wanted to take their use of the system further. The view and usage of the system could be personalised, which helped with productivity. It was noted that they had a detailed breakdown of where the system was, and was not, being used, and could provide support to individual clinicians. In terms of continued use, the Site Chief Executive said that the legacy systems had now been switched off and therefore the numbers using Epic were increasing month on month.

In response to questions regarding MyChart, the Site Chief said they recognised that not everybody had access to the technology or ability to get online, and the usual systems for getting results remained in place. For those that wanted to access MyChart, staff were able to provide help and show them how to use it when they attended clinics. It was noted that they were in the process of producing an easy guide on how to use the system. It was understood that the guide would be created in paper form and translated into various languages – an update could be provided at the next meeting. The Operations Co-ordinator, Healthwatch Bromley said they would be happy to help support the distribution of the guide.

The Site Chief Executive advised Members that the new ward would be in use from the first week of March 2024. Work on the endoscopy unit build was ongoing, and was expected to be complete by March 2025 – this was a South East London resource which would increase capacity for screening and diagnostics. It was noted that the new MRI and mortuary at the PRUH were both open. In response to a question regarding the cost increase of the endoscopy unit, the Site Chief Executive said that the project had been a few years in the making and construction costs had increased following the pandemic. Initially no tenders had been received, and when it went out again the bids received had been higher than expected.

The Site Chief Executive advised Members that the Trust's financial position was challenging, and a financial recovery plan was being worked through with oversight from NHS England. In response to questions, the Site Chief Executive emphasised that patient care was paramount, and any cost reductions would be risk assessed. The Trust would be looking at what efficiencies could be made through productivity approaches. It was noted that

once the Epic system was fully rolled out it would provide some significant productivity benefits, and “root and branch” reviews of services would be undertaken. The Site Chief Executive advised that a number of NHS Trusts had an underlying deficit position. The ‘control total’ was agreed upfront with the regulators on an annual basis. There was now an approach in place to manage finances across the system. The Trust was reporting a £52.4 million deficit at the end of November 2023. The measures to reduce costs included avoiding any unnecessary spend on bank/agency staff – this was reviewed on an hourly basis with patient safety in mind. Other measures included buying in products in bulk and looking at income in terms of maximising efficiencies in elective services.

In response to a further question, the Site Chief Executive advised that there had been a Joint Chairman role at Guy's and St Thomas' and King's College Hospital NHS Foundation Trusts. As both organisations faced significant challenges it had been decided that each trust needed a separate Chairman, and the stepping down from the role of Chairman of King's had been related to capacity. The Trust was working with NHS England on its financial position and working on efficiencies to “get back on track”. It was emphasised that the future of King's, and the PRUH, were not at risk.

The Chairman thanked the Site Chief Executive for the update to the Sub-Committee.

**RESOLVED that the update be noted.**

## **36 BROMLEY HEALTHCARE STRATEGY**

The Chairman welcomed Jacqui Scott, Chief Executive Officer – Bromley Healthcare and Professor Ali Bokhari, Chief Medical Officer – Bromley Healthcare to the meeting to provide an update on the Bromley Healthcare Strategy.

The Chief Executive Officer informed Members that Bromley Healthcare had included its final closedown report following the CQC assurance programme. It was noted that their Hollybank Centre had recently been subject to an Ofsted inspection, and a judgement of a strong ‘good’ had been received across all three areas.

The Chief Executive Officer advised that the new Bromley Healthcare Strategy was ‘Community First’. It was an ambitious plan that empowered people to live their fullest lives in the heart of their communities. As a community services provider Bromley Healthcare worked collaboratively with partners across One Bromley. The work of the community services’ teams included: district nurses undertaking 675 visits a day in the community; discharge services carried out 30 supported discharges per day; health visitor and school nursing teams carried out 200 interventions per day; and child therapy services delivered 175 interventions per day.



The Strategy had been brought together using a collaborative approach. The process was led by the Better Together Group (colleague collaborative), which undertook 250 conversations across the organisation. From the insights received internally and from partners three strategic goals had been identified:

1. Build a culture of growth and opportunity for our people – the experience of colleagues is vital. This priority recognises the importance of investing in and recognising the talents and dedication of our colleagues which would be achieved by reorientating clinical leadership away from focusing on individual services towards neighbourhood working. Developing the BHC academy, continuing to improve psychological safety across the organisation and focusing on recruitment and career pathways; which were resulting in reduced vacancy levels. The focus on developing the health and wellbeing offer would continue.
2. Become a leader in integrated care driven by the population's needs – focus on integrated services so pathways ran smoothly for patients. Neighbourhood teams would run a number of innovative projects, some of which were already having an impact. Examples included detecting patients at risk of deterioration early and setting up a multidisciplinary team to offer treatment. Benchmarking data suggested that these patients were happier with the service received, their length of stay was shorter and their outcomes improved on discharge. Hospital@Home services also prevented unnecessary admissions.
3. Invest in our communities – this was key for Bromley Healthcare as many of their staff were part of these communities.

The Chief Executive Officer advised that Bromley Healthcare also had an ambitious digital programme – all clinicians had been provided with updated laptops/iPads, and were using the same systems as GPs. The new care co-ordination centre had been established, which received around 20,000 calls a month, and bookable appointments would shortly be launched.

In response to questions, the Chief Medical Officer said that there would be a focus on health inequalities as this had a huge impact on lived experiences, disease progression and mortality for patients. The neighbourhood teams and population health management were looking at the section of the population where health inequalities could be evidenced in the data. The Chief Executive Officer noted that One Bromley would be launching a Neighbourhood Board, and a focus of its work would be health inequalities. The Chief Executive Officer advised that 25% of interventions were delivered virtually, but AI was not currently being used.

The Chairman thanked the Chief Executive Officer and Chief Medical Officer for their update to the Sub-Committee.

**RESOLVED that the update be noted.**

### 37 GP ACCESS

The Chairman welcomed Cheryl Rehal, Associate Director of Primary and Community Care, Bromley – SEL ICS (“Associate Director”) and Dr Andrew Parson, Co-Chair and GP Clinical Lead – One Bromley Local Care Partnership (“GP Clinical Lead”) to the meeting to provide an update on GP access.

The GP Clinical Lead noted that the presentation provided had focussed on changes relating to digital access. Nationally, the NHS app was a key enabler for patients to access primary care and other services. There was a national target for getting patients registered on the NHS app – this could help free up space and time for those still using the traditional transaction routes. In Bromley a lot of work had been undertaken to support practices and develop communications, and a steady rise in the uptake was being seen.

The Associate Director advised that, in terms of utilisation, the uptake in Bromley was higher than the averages for London and England – however there was some variability by geography. This had allowed them to identify the best way to support practices improve uptake, helping them to recognise the different set of needs/preferred access routes into general practice. They had looked into what people were using the app for, and were working with practices to encourage them to use the app for transactional elements. It was estimated that each repeat prescription requested via the app created a saving of three minutes to a practice – over 100,000 repeat prescription requests had been made in Bromley during the financial year, which equated to around 5,000 hours of time that could be diverted into other areas, such as maintaining capacity for those patients that did not use digital access. The Associate Director said they also had data regarding increases in the number of logins, views of medical records and messages to the practice – these were examples of how the app could be made part of how general practice provided services to patients. It was noted that the Chairman had asked that data relating to the use of NHS app be broken down by age – this data was currently limited, and had been requested from NHS Digital. With regards to online consultations, 150,000 requests had been submitted during the financial year – around 16% were received from patients aged 65+. The Chairman said that having the data broken down by age would allow them to benchmark where people needed more support, and noted that it would be beneficial to have this data in the future.

The Associate Director informed Members that they were trying to promote the app via different routes, and practices were playing a big part. They were also pleased to see the great efforts being made by PPGs – some had held events to help patients download the app and show them how it worked. It had been announced earlier that day that new prescriptions could be sent straight to app – it was hoped that these national messages would help encourage people to download and use the app. Members views would be welcomed in terms of how the use of the app could be further promoted. It was agreed that social media links would be provided to Members following the meeting for onward circulation.

In response to a question regarding digital inclusion, the Associate Director said that an example of the work undertaken in Penge had been provided. Organisations had been running digital workshops, which included a session on how to use the NHS app. They were working with practices where lower uptake was being seen, and considering these types of models. They were also working on the broader strategy to address digital inclusion and ensure that health outcomes were not disadvantaged.

The GP Clinical Lead highlighted that the app sat alongside a number of broader changes, which included the expansion of community pharmacy services. In response to questions, the GP Clinical Lead confirmed that the new commissioned service for pharmacies would be launched, and would include them seeing patients with minor ailments. They had been working with pharmacy colleagues across Bromley and a high expression of uptake had been indicated by most pharmacies. However this would depend on real capacity, and the services would need time to bed in. The Associate Director said that the expressions of interest were high, and indicated nearly full coverage. It was noted that not all seven clinical conditions would be covered at the launch – however there was a joint group of GP Clinical Leads and Community Pharmacy Leads who were planning the roll out. It was agreed that confirmation of the number of pharmacies in the borough, and information regarding any changes in recent years, could be provided following the meeting. The Portfolio Holder for Adult Care and Health noted that a statutory responsibility of the Health and Wellbeing Board was the publication of a Pharmaceutical Needs Assessment. The current PNA would expire in September 2025, and work would be undertaken to look at the pharmaceutical needs across the borough going forwards.

In response to questions, the GP Clinical Lead said that the app was part of the expansion and sat alongside other changes. Experience varied between practices but the approach to all problems would be treated in a similar way – the demand would be looked at against capacity and there would be a degree of prioritisation. It was noted that during the winter, extra GP capacity had been provided through winter illness hubs, which had been well utilised. It was important that modernisation work continued in practices, and took into account the local position. Areas of higher deprivation had a lower uptake of the NHS app – it was important that local practices understood this and provided fair access. The GP Clinical Lead said that some patients did use multiple routes at the same time to contact their practice. The process was that practices filtered all requests so there was no duplication – this would be a large part of the modernisation work that practices would undertake in the coming year.

With regards to retention of experience GPs, the Associate Director said they were working closely with the training hub. There was a dedicated work stream on retaining experienced GPs, led by experienced GPs themselves, and a portfolio of options were available. When GPs wanted to reduce their hours they were asked to take on other roles in borough in order to retain their expertise. The ICB had invested in more GPs being trained as ‘GP trainers’ in

the borough, and experienced GPs were also acting as supervisors for the new roles coming in to general practice.

In response to a question from the Chairman, the GP Clinical Lead said that the implementation of the Epic system had had a big impact on general practice, particularly in the provision of pathology reporting services. There had been issues in recent months in terms of the timely provision of reports, and mechanisms were being put in place to address this. There was high awareness amongst GPs, who were collating and sharing information and work with the teams responsible, and there was further work to be done. It was noted that patients were attending consultations having accessed the MyChart system which allowed them to have discussions regarding the correspondence received.

The Chairman thanked the Associate Director and GP Clinical Lead for their update to the Sub-Committee.

**RESOLVED that the update be noted.**

## **38 SEL ICS/ICB UPDATE**

### **Report ACH24-007**

The Place Executive Lead provided an overview of key work, improvements and developments undertaken by SEL ICB and partners within the One Bromley collaborative.

The Place Executive Lead informed Members that work had been ongoing to manage winter pressures and deliver the immunisation programmes. Since the report was written, there had been information in the media regarding the measles campaign. An increase in the number of cases was being seen in London – none had been reported in Bromley, but measles was a highly transmissible disease, and an additional local MMR campaign would be drawn up. In response to a question, the Place Executive Lead said that Bromley had the highest MMR uptake across London – uptake for dose one was over 90%, and just slightly less for dose two. Since 2017 there had been a gradual decline in uptake across London, but they were now seeing an uptick. With regards to the cases of measles in North West London, 75% related to unvaccinated children and the others related to children that had only received one dose of the vaccine. The Member requested that information regarding MMR coverage in Bromley be provided in future reports.

In response to a question, the Place Executive Lead noted that whooping cough had been circulating, and they were looking to improve the uptake of immunisations in the first year. There had also been a number of Group A Streptococcus infections, but nothing like the levels seen last year.

Members were advised that work on the Bromley Health and Wellbeing Centre was progressing – the design had been completed and gone through

the required planning process. This would be an element of the new Civic Suite in Churchill Court and was expected to open at the end of the calendar year. The Place Executive Lead noted that the new continuing care service had recently been launched to better meet the needs of Bromley's population.

In response to questions from the Chairman, the Place Executive Lead said that the flu campaign would run until the end of February – last year's uptake had exceeded 80%, but this year it was anticipated that uptake from the 65+ cohort would be around 77%. It was considered that there was an element of vaccine fatigue and there were particular populations that did not take up the offer. It was noted that lots of work had been undertaken with the Public Health department in relation to this. The inequalities group was helping to build confidence and relationships and they would continue to work on approaches to improve uptake. The Place Executive Lead noted that, for the 65+ cohort, Bromley had the highest level of uptake for the flu vaccine across London – Bromley was also in the top three for uptake in the under 65's at risk, and 2-3 year old cohorts.

A Member noted that uptake of the COVID-19 booster appeared to be low in the immunosuppressed cohort. The Place Executive Lead said that this was an area which needed further work. All services, including hospitals and practices, had worked to identify and encourage people to have the vaccine, but it was considered that a deep dive needed to be undertaken in relation to this.

In response to questions regarding the vaccine uptake amongst staff, the Place Executive Lead said that figures were recorded by organisation. It was noted that uptake was not as good as they would like, however staff could also get their flu and COVID-19 vaccinations through GPs/pharmacies, so the uptake may be better than the figures indicated. It was highlighted that previously there had been a big campaign in relation to vaccination being a condition of employment – this had created a backlash and a lot of work would need to be undertaken to encourage people to get the vaccination. With regards to LBB staff, the Director of Adult Social Care said there had been a campaign encouraging all eligible staff to get their vaccines, and these had been provided in-house. The Director of Public Health advised that there had been meetings and communication with staff in terms of the COVID-19 and flu vaccination offer, including funding flu vaccinations for LBB staff who did not fall within the eligibility criteria. It was noted that they had not yet reached the end of the season, and it was agreed that complete figures on vaccination uptake could be provided once it ended.

In response to a question regarding the digital telephony role out, the Associate Director advised that all practices would have this in place within the next 3-6 months. The new digital telephony system would provide a call queueing system and call back feature, which it was hoped would allow practices to work better and provide a smoother experience for patients. The Place Executive Lead noted that the new system would help collate data in terms counting calls and the length of waits, which would help improve back office systems.

The Chairman thanked the Place Executive Lead for the update to the Sub-Committee.

**RESOLVED that the update be noted.**

### **39 HEALTHWATCH BROMLEY - PATIENT EXPERIENCE REPORT**

The Sub-Committee received the Quarter 2 Patient Experience Report for Healthwatch Bromley, covering the period from July – September 2023.

The Operations Co-ordinator, Healthwatch Bromley (“Operations Co-ordinator”) advised that the document provided a snapshot view of the feedback gathered from patients across the borough. During the Quarter 2 period, 624 reviews of health and care services were shared, and 66 engagement visits were undertaken. It was noted that the Quarter 3 would be published in February 2024, and would be presented at the next meeting of the Sub-Committee.

The Operations Co-ordinator said that regular visits were made to the PRUH and Orpington Hospital and therefore their number of reviews were significantly higher. High rates of review were also received from GP practices. The yearly comparison showed that the percentage of hospital services reviews was similar across Q1 and Q2; there was a slight increase in the percentage of positive reviews for GP services; and that there had been a significant increase in positive reviews for community health and optician services in comparison to Q1. It was noted that when visiting organisations to get feedback on services participants were also asked to share wider feedback on other services they had accessed across the borough.

In response to a question, the Operations Co-ordinator advised that Healthwatch Bromley reports were distributed to a large number of local partners, including Oxleas, King’s, and the SEL ICB. It was noted that it was not the responsibility of Healthwatch Bromley to address the themes highlighted, such as parking issues, and they provided the data to local partners to open up further discussion.

The Chairman thanked the Operations Co-ordinator for her update to the Sub-Committee.

**RESOLVED that the update be noted.**

### **40 SOUTH EAST LONDON JOINT HEALTH OVERVIEW & SCRUTINY COMMITTEE (VERBAL UPDATE)**

The Chairman informed Members that the last meeting of the South East London Joint Health Overview and Scrutiny Committee had been held on 21<sup>st</sup> November 2023 and an update on the reconfiguration of children’s oncology

services had been provided following the period of consultation. The decision on the future location would be made in mid-March 2024.

It was noted that the next meeting would be held on 1<sup>st</sup> February 2024, and feedback would be provided to Members at the March meeting of the Sub-Committee.

**RESOLVED that the update be noted.**

#### **41 WORK PROGRAMME AND MATTERS OUTSTANDING**

##### **Report CSD24008**

The Chairman noted that all previous matters outstanding had now been closed.

Members considered the forward rolling work programme for the Health Scrutiny Sub-Committee. The Chairman asked that Members notify the clerk if there were any further items that they would like added to the work programme.

**RESOLVED that the update be noted.**

#### **42 ANY OTHER BUSINESS**

There was no other business.

#### **43 FUTURE MEETING DATES**

4.00pm, Tuesday 12<sup>th</sup> March 2024

The Meeting ended at 6.01 pm

Chairman

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Report No.  
ACH24-017

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** ADULT CARE AND HEALTH POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

**Date:** Tuesday 12th March 2024

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

**Title:** TACKLING LONELINESS STRATEGY ACTION PLAN 2022-2026

**Contact Officer:** Naheed Chaudhry, Assistant Director Strategy, Performance and Corporate Transformation  
  
Helayna Jenkins Principal Loneliness Champion  
Tel: 020 8313 4113 E-mail: [Helayna.jenkins@bromley.gov.uk](mailto:Helayna.jenkins@bromley.gov.uk)  
  
Denise Mantell, Strategy Officer

**Chief Officer:** Kim Carey, Director, Adult Social Care

**Ward:** N/A

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1. Reason for report

- 1.1 This report presents an update in delivering the Tackling Loneliness Strategy Action Plan.
- 1.2 The Tackling Loneliness Strategy was approved by Adult Care and Health PDS (Pre-Decision Scrutiny) in November 2021 and launched at the end of 2021.
- 1.3 Members were advised that an updated Action Plan would be brought to the Adult Care and Health PDS with evidence of progress throughout the lifetime of the Strategy.

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2. **RECOMMENDATION(S)**

- 2.1 Members are asked to note the progress made in delivering the Tackling Loneliness Strategy Action Plan 2022–2026.
- 2.2 Members are asked to comment on any additional actions they would seek to encourage.

## Impact on Vulnerable Adults and Children

1. Summary of Impact: To provide the Scrutiny Committee with a regular update on Council and partnerships performance in mitigating Loneliness and Social Isolation.
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## Transformation Policy

1. Policy Status: Existing Policy: Monitoring of the Loneliness Strategy and Action Plan is part of the performance management framework developed to ensure that there is strong leadership and management oversight of services in Bromley.
  2. Making Bromley Even Better Priority
    - (1) *For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.*
    - (2) *For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence, and making choices.*
    - (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.
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## Financial

1. Cost of proposal: Not Applicable
  2. Ongoing costs: Not Applicable
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## Personnel

1. Number of staff (current and additional): Not Applicable
  2. If from existing staff resources, number of staff hours: Not Applicable
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## Legal

1. Legal Requirement: Non-Statutory - Government Guidance
  2. Call-in: Not Applicable
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## Procurement

1. Summary of Procurement Implications: Not Applicable
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## Property

1. Summary of Property Implications: Not Applicable
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## Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: Not Applicable
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## Impact on the Local Economy

1. Summary of Local Economy Implications: Not Applicable
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## Impact on Health and Wellbeing

1. Summary of Health and Wellbeing Implications:

The Tackling Loneliness Strategy is a preventative strategy which helps to positively impact health and wellbeing services as well as users/ patients within the London borough of Bromley.

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Customer Impact

1. Estimated number of users or customers (current and projected): Not Applicable

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Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable

### 3. COMMENTARY

#### Background

- 3.1 As part of its commitment to mitigate loneliness, Bromley Council has acted as a systems leader to bring together the work that is being carried out by statutory, private, and voluntary partners throughout Bromley.
- 3.2 Bromley Council led on the work to produce the Tackling Loneliness Strategy following engagement with stakeholders and which was approved by Adult Care and Health PDS in November 2021.
- 3.3 An Action Plan was brought to the Adult Care and Health PDS based upon the three key priorities:
- Priority One: Organisation and services
  - Priority Two: Community infrastructure that empowers social connections.
  - Priority Three: Building a culture that encourages strong social relationships.
- 3.4 It was agreed that the Action Plan would be brought to ACH PDS on a regular basis for oversight on the delivery of the Strategy.

Progress against the Action Plan in this update includes:

- ✓ The London Borough of Bromley Tackling Loneliness Workshop started in March 2023, 296 people have attended the workshop so far. 98% of participants who have taken the Tackling Loneliness Workshop have found it to be *useful* or *extremely useful*. Future workshops have been planned with frontline professionals, **volunteers & youth council members**. The workshop is now professionally accredited by CPD Certification services.
- ✓ The London Borough of Bromley is carrying out research in the form of a survey to understand what impact local groups are having on residents regarding their experience of loneliness and isolation. So far 166 responses have been received to date, with clear evidence to suggest on average local community groups are helping people to foster connection, create friendships and lift people out of loneliness.
- ✓ Bromley Well continues to offer a service to reduce isolation and loneliness and enhance the befriending offer across all pathways in the service. From October– December 2023, 57 people have received 1 – 1 befriending support from a dedicated volunteer, with 793 befriending phone calls being made to those waiting for 1 to 1 support. Over 496 attendances were made across all Age UK Bromley Friendship Hubs in the same period.
- ✓ Over the Christmas period 44 schools, 6 children and family centres and a Mytime Active after school club made 5,000 cards for people of all ages, all stages of life and backgrounds who may be alone, or experience loneliness over the festive season.
- ✓ Simply Connect Bromley database in the last year has received over 42,000 views made by 14,000 individual users. Over the past 30 days, top searches include Mytime Active Primetime classes, exercise & crafting groups.
- ✓ The Platinum Jubilee Parks Fund applications so far have seen saw £600,680 being awarded to projects across the borough, with a number of these initiatives aiming to help tackle loneliness and social isolation.
- ✓ A leaflet has been created with support from Health Visitors, community midwives and the per-natal mental health team at the PRUH to help prevent loneliness and isolation amongst parents. All parents will receive this at their 6–8-week postnatal check.
- ✓ Communication with national & global organisations and other local authorities on various platforms to promote good practice, share knowledge and ideas to tackle loneliness together continues.
- ✓ The London Borough of Bromley's Tackling Loneliness strategy has now received confirmation of being [finalists](#) for the iESE Transformation Public sector award, in the Community & Customer Focus category.

3.5 As the work to tackle loneliness develops, new actions will be incorporated where appropriate to ensure that the Action Plan remains relevant to the needs of the residents of Bromley.

#### **4. IMPACT ON VULNERABLE ADULTS AND CHILDREN**

The Bromley Tackling Loneliness Strategy will help to mitigate loneliness for people throughout the life course who are at risk of, or experiencing, loneliness. This will prevent a greater likelihood of developing negative physical, emotional, and social outcomes as well as an adverse financial impact for individuals and families.

#### **5. TRANSFORMATION/POLICY IMPLICATIONS**

There are no policy implications arising directly from this report. Any policy implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

#### **6. FINANCIAL IMPLICATIONS**

There are no financial implications arising directly from this report. Any financial implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

#### **7. PERSONNEL IMPLICATIONS**

There are no personnel implications arising directly from this report. Any Personnel implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

#### **8. LEGAL IMPLICATIONS**

There are no legal implications arising directly from this report. Any legal implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

#### **9. PROCUREMENT IMPLICATIONS**

There are no procurement implications arising directly from this report. Any procurement implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

#### **10. PROPERTY IMPLICATIONS**

There are no property implications arising directly from this report. Any property implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

#### **11. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS**

There are no Carbon reduction or social value implications arising directly from this report. Any carbon reduction or social value implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

#### **12. IMPACT ON THE LOCAL ECONOMY**

There are no local economy implications arising directly from this report. Any impact to the local Economy arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

### **13. IMPACT ON HEALTH AND WELLBEING**

The Tackling Loneliness Strategy is a preventative strategy which helps to positively impact health and wellbeing services as well as users/ patients within the London borough of Bromley.

### **14. CUSTOMER IMPACT**

There are no customer implications arising directly from this report. Any customer implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

### **15. WARD COUNCILLOR VIEWS**

There are no Ward Councillor views from this report.

<b>Non-Applicable Headings:</b>	4 -12, 14 and 15
Background Documents: (Access via Contact Officer)	

## Tackling Loneliness Strategy Action Plan – March 2024 Update

### Priority One: Organisation and services

Bromley already has a wide range of services, groups and activities which can help to tackle loneliness. However, during our consultation we found out it was difficult for people to find information, advice, and guidance to access these.

To respond to this, we will...	Action	Lead	Timescale	Update
a) make it easier to access information about local community groups, activities, and support services for loneliness.	i) Develop a service e-directory for residents in order to know what is available: residents, carers, care workers and other advisers need to have access to a reliable directory of community-based services.	Community Links Bromley	Ongoing	<u>Bromley Simply Connect</u> The Bromley Simply Connect database continues to be developed to promote information about local groups, activities and support services which can be accessed by all. 1,492 activities are currently available to view online. A filmed demonstration on how to use the Simply Connect Bromley platform can be viewed <a href="#">here</a> .
	Community Links Bromley have been funded to update their Simply Connect e-directory resource and to put in place volunteers to sustain the database thereafter.	London Borough of Bromley/AD Commissioning	Ongoing	<b>632</b> organisations are now promoted. A staff member continues searching and working with volunteers to further increase the offer.  <b>Over the past 12 months, Simply Connect Bromley have had over 42,000 page views from over 14,00 individual users. Over the past 12 months the Simply Connect Bromley database has had more views than Simply Connect Croydon which has been operating for longer. Over the past 30 days the top searched were for community services, Primetime activities, walking football, venue hire, running clubs and knit &amp; knot groups.</b>
	The Simply Connect e-directory will be accessible via the Council website and promoted on Council social media channels.	London Borough of Bromley/AD Corporate Transformation	Completed	Links to the Simply Connect e-directory can be found on the following pages on the Bromley website:

To respond to this, we will...	Action	Lead	Timescale	Update
				<p><a href="http://www.bromley.gov.uk/loneliness">www.bromley.gov.uk/loneliness</a>,  <a href="http://www.bromley.gov.uk/befriending">www.bromley.gov.uk/befriending</a></p> <p>Links can also be found on the Tackling Loneliness Intranet page available for all London Borough of Bromley staff to view and share.  <a href="#">Tackling Loneliness - Home (sharepoint.com)</a>  This page is regularly updated with the latest research, events, and initiatives to support staff within their job roles and personal wellbeing.</p>



To respond to this, we will...	Action	Lead	Timescale	Update
a) make it easier to access information about local community groups, activities, and support services for loneliness (cont'd)	ii) Continue to produce the Adult Care Services Directory  Early Help Directory – consultation feedback included the need for printed as well as digital materials.	London Borough of Bromley/AD Children Social Care Specialist Services  AD Corporate Transformation	Completed 2023  Annual action.	The Adult Care Services Directory – <a href="#">Your Guide to Independent Living Support and Care Services</a> is updated annually and published during the summer each year both in printed and electronic formats. 9,000 copies were distributed to front-line health and social care professionals, voluntary organisations, libraries, GP practices, pharmacies, and faith groups in September 2023.  <a href="#">Bromley Local Offer</a> (website for those with special education needs and disabilities) and <a href="#">Bromley IASS — Bromley Information, Advice and Support Service (IASS)</a> website- Free, impartial, confidential information, advice and support about special educational needs and disabilities (SEND) and their parents and carers
	iii) Showcase the service e-directory and to demonstrate how it may be used to support giving advice and guidance to residents – working with public facing services such as library staff, social care staff and GP Link workers.	Community Links Bromley	Completed	Promotional materials for staff and residents will remain in circulation with ongoing promotion.
	iv) Update the Befriending page on Council website annually.	London Borough of Bromley/AD Corporate Transformation	Annual action	The Befriending webpage and Befriending Guide were reviewed for National Befriending Week in November 2023 <a href="http://www.bromley.gov.uk/befriending">www.bromley.gov.uk/befriending</a> .  <b>One of the services promoted is 'NHS Care Responders' which is a national NHS programme, operating in Bromley to befriend and support individuals of all ages across the borough. The Befriending webpage also includes support for people in their own home, over the phone, online and in person.</b>

To respond to this, we will...	Action	Lead	Timescale	Update
	v) Support families from Ukraine to connect with other refugees and their local communities.	London Borough of Bromley/ Director, Housing, Planning & Regeneration	Ongoing	<p>Under the Homes for Ukraine scheme, the weekly Support Hub at the Civic Centre enables families to connect with others whilst receiving multi-agency support and advice. This Hub is still on going with 20 - 30 people meeting on a weekly basis. The team are continuing to work to re-match households for guests whose placements are coming to an end.</p> <p>A new scheme is being piloted called Pathway 2 Employment, to assist our Ukrainian friends with improving their English language skills and to support individuals getting ready for employment.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
<p>b) improve our ability to recognise people at risk of experiencing loneliness at certain life trigger points by providing appropriate training to staff and volunteers supported by information and advice</p>	<p>i) Train a network of champions to raise awareness about trigger points and key events that can help to tackle loneliness including multi agency front line workers, voluntary sector, and faith groups</p> <p>Training resources to be sourced and made available for all Council staff and partner organisations.</p>	<p>London Borough of Bromley</p> <p>AD Corporate Transformation AD HR Learning and Development</p>	<p>Ongoing</p>	<p>The bespoke Tackling Loneliness Workshop for all professionals working with residents of all ages, stages of life and backgrounds in the borough who may be experiencing loneliness has been developed. <b>The workshop was piloted March 2023. So far, 296 participants have attended the workshop. To date 98% attendees taking the workshop survey have found it to be <i>extremely useful or useful</i> within their job roles.</b></p> <p>The Tackling Loneliness Workshop is being advertised on the <a href="#">Bromley Safeguarding Adults Board</a> (BSAB) website and the <a href="#">Bromley Safeguarding Children's Partnership</a> (BSCP) website as well as internally to all Bromley Council officers as well as statutory partners.</p> <p><b>Internal promotion of the Tackling Loneliness Workshop continues through the Tackling Loneliness SharePoint page.</b></p> <p><b>In October 2023, the entire Bromley Childrens Project &amp; EIFS team members took part in the workshop during a training day. The same week, over 20 new police recruits received this training at Bromley Police station.</b></p> <p><b>In December 2023, workshops were delivered to the registrars' department alongside 11 Bromley Youth Council members ranging from 13 – 16 years of age, representing schools across Bromley.</b></p> <p><b>The workshop has now been professionally accredited through <a href="#">CPD Accreditation service</a> to</b></p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>give participants the assurance of quality training being provided by the London borough of Bromley.</p> <p>Further Tackling Loneliness Workshops will be delivered to new Bromley Youth Council members, health visitors, LSEC staff &amp; students, NHS staff &amp; volunteers across the Kings NHS Trust, teachers, Councillors, fire fighters and the voluntary &amp; community sector across 2024 and beyond.</p>
	ii) Ensure commissioned services have identifying and mitigating loneliness as part of their service specification	London Borough of Bromley  AD Corporate Procurement	Completed	Procurement gateway report templates have been adjusted to include the following “Bromley’s corporate <a href="#">Tackling Loneliness Strategy</a> commits to have identifying and mitigating loneliness as part of the service specification in all appropriate contracts, please consider how this contract could help towards these outcomes.’
	iii) Continue Befriending services through voluntary organisations established during pandemic.	Bromley Well	Completed	<p>From October – December 2023, <b>57</b> people received 1-to1 befriending support via Bromley Well volunteers. <b>43</b> new assessments were completed by staff to determine need.</p> <p>During this period, <b>793</b> befriending calls were made by staff to those not yet allocated a volunteer. Bromley Well also provides Friendship Hubs for older residents in the community which are held in Bromley, Orpington, and Chislehurst with <b>496</b> attendances between all <b>48 HUB sessions, across the 3-month period</b>. Case studies can be viewed <a href="#">here</a> in Bromley Well’s latest 2022 – 2023 impact report.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>Other notable highlights by Bromley Well helping to support to community to come together in the same 3-month period have been:</p> <ul style="list-style-type: none"> <li>- An evening to celebrate the volunteer befrienders working to support Bromley residents.</li> <li>- The Women’s Well-Fest, bringing people together to an event in October 2023 to promote women’s health and wellbeing.</li> <li>- The Long-Term Heath Carers &amp; Adult carers Christmas party</li> <li>- Working alongside Bromley Homeless to organise and deliver Christmas hampers.</li> <li>- Delivery of handmade Christmas cards through the <a href="#">Tackling Loneliness Christmas Card scheme</a> to users of Bromley Well’s various services including befriending, long term health conditions and Dementia Support Hub.</li> </ul>

To respond to this, we will...	Action	Lead	Timescale	Update
<p>c) through social prescribing in GP practices and potentially other front-line services we will connect people at risk of or experiencing loneliness.</p>	<p>i) Ensure that CCG Social Prescribing Link Workers in GP practices use the e-directory resources and identifies loneliness</p>	<p>Bromley GP Alliance</p>	<p>Ongoing</p>	<p>Social Prescribing Link Workers have met with Community Links Bromley to demonstrate its content and how it can be used with patients.</p> <p>The Principal Loneliness Champion is in regular contact with the Head of Social Prescribing in Bromley and continues to share information regularly. <b>Bromley Y have now put an employee in post for a Youth Social Prescribing role, which the Principal Loneliness Champion is supporting.</b></p> <p>Since the last report, <b>St, Mary's Cray Wellbeing Café</b> has opened, meeting once a month. This is a total of <b>6</b> wellbeing cafés now operating in Bromley for older people to attend. <b>The Principal Loneliness Champion regularly visits the Wellbeing Cafés to offer support to staff and signpost services for residents.</b></p> <p>The Principal Loneliness Champion regularly communicates with the One Bromley Community Champions to relay information via their programme to residents. <b>Several One Bromley Health Champions have taken part in the Tackling Loneliness Workshop.</b></p>
	<p>ii) Use Children and Family Assessments (early help through Children and Family Centres) to identify loneliness as a factor in family members and signpost to services</p>	<p>London Borough of Bromley/ AD Children Social Care Specialist Services</p>	<p>Ongoing</p>	<p>As part of the Children and Family Assessments loneliness and social isolation are identified and families are sign-posted to appropriate services.</p> <p><b>Bromley Children's Project via the 6 Children and Family Centres continues to support initiatives (such as the Tackling Loneliness Christmas Card project, teddy bear tea parties &amp; festival of cards scheme) across the year as well as bringing</b></p>

To respond to this, we will...	Action	Lead	Timescale	Update
	<p>iii) Work with schools and other partners to raise awareness of loneliness and resources available to mitigate it</p>			<p>families and children together to raise awareness of loneliness.</p> <p>The Principal Loneliness Champion regularly takes part in the Health and Wellbeing Sub-Group – Change for Care leavers project scheme. <b>The Loneliness Champion continues to provide ideas to support young people via online tools &amp; toolkits.</b></p> <p>The Principal Loneliness Champion will be attending a ‘Come Dine with me’ session with children looked after in February. All those who attend will make a meal together and discuss loneliness which is a topic that has been mentioned by the children as an area of importance.</p> <p>Information has been shared directly with the Mental Health education leads and on projects, research and papers which may help teachers and governing bodies support children within education who are experiencing mental ill-health issues and loneliness. This information has also been published in the Mental Health and Wellbeing Toolkit for teachers <a href="#">Mental Health &amp; Wellbeing Toolkit (adobe.com)</a></p> <p>The Principal Loneliness Champion <b>continues to have</b> a resident spot on the Agenda at the Schools Mental Health and Wellbeing leads networking (MHWLN) event which occurs numerous times throughout the year. Schools receive an update on how they can get involved in helping to tackle loneliness in the local</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>community, workshops, assemblies, and relevant research/ initiatives within schools.</p> <p>Information, initiatives, research, and projects relevant to children of school ages is continually communicated to schools and internal children's services/ departments.</p> <p>The Principal Loneliness Champion has been working with the peri-natal mental health team at Bromley's 0-19 Service to create a leaflet for all new parents to receive at their 6-8 week check with their baby. The leaflet details local support and help in the community, mental health support, questions to ask your partner and information on local resources. This 'one stop shop' for new parents around mental health and wellbeing has been distributed in January 2024 electronically to Health visitors, community midwives and will be put onto the new maternity app, EPIC for all new parents to view. Hard copies were delivered to the PRUH Maternity wards in February.</p> <p>London South East Colleges (LSEC) have again been running their <a href="#">Warm Wednesday</a> lunches out of their BR6 restaurant.</p> <p>2 warm Wednesday events in February have been confirmed with the first which happened on 7<sup>th</sup> February. The restaurant has a great turn out, catering for people of all ages in a warm and relaxing environment. LSEC are looking at how they can continue to work with London Borough of Bromley throughout the year on the Tackling Loneliness Strategy.</p>



To respond to this, we will...	Action	Lead	Timescale	Update
	iii) Ensure that the Adult Social Care ‘front door service’ can signpost to appropriate pathways – including Bromley Well as the early intervention service	London Borough of Bromley/ AD Adult Social Care	Completed	<p>The Initial Contact Team continues to make referrals and signposting clients to the Bromley Well service when appropriate. As part of the new Bromley Well contract, a worker from Bromley Well service will be joining the Initial Response Team.</p> <p>Heads of Service in Adult Social Care have had a demonstration of Simply Connect Bromley as well as the Team Leads in the Operational Team.</p>

**Priority Two: Community infrastructure that empowers social connections.**

Voluntary and community groups have told us that it can be difficult to find appropriate venues to hold activities at affordable prices. Residents have also told us that some find it difficult to travel to activities because of ill-health or disability. Some others fed back that their own confidence using technology was a barrier to accessing online services.

To respond to this, we will...	Action	Lead	Timescale	Update
a) unlock the potential of underutilised community space.	i) Finding Community Spaces – With Community Links Bromley identify low cost and no cost community spaces that can be used for day activities.	Community Links Bromley	Completed	<u>Halls and Rooms for hire</u> The majority of this information can now be found on the Simply Connect database <a href="https://bit.ly/3QcLcfi">https://bit.ly/3QcLcfi</a> with over 90 venues now being promoted on this platform.
	ii) Review of community facilities to streamline and maximise usage as community resources.	London Borough of Bromley/ Assistant Director of Culture and Regeneration	April 2023	The Simply Connect data base for <a href="#">venue hire</a> is continually monitored and maintained.
	iii) Work with Extra Care Housing landlords and residential care homes to utilise their facilities for the local community.	Extra Care Housing landlords Care Homes		A range of initiatives are under way to develop more opportunities with care homes, extra care providers and community groups.

To respond to this, we will...	Action	Lead	Timescale	Update
a) unlock the potential of underutilised community space(cont'd)	iv) Promoting the use of communal spaces, gardens, walks etc. increasing access to spaces that encourage people to meet and socialise	London Borough of Bromley AD Environment AD Culture and Regeneration		<p>The <a href="#">Platinum Jubilee Parks Fund</a> was launched in July 2022. The £1 million fund aims to contribute towards community led projects that improve Bromley Council's green spaces in line with the Open Space Strategy, with £40k assigned per ward. This includes initiatives to tackle social isolation and loneliness.</p> <p>The deadline for the <b>fourth</b> round of applications of the Council's Jubilee Parks Fund is <b>1<sup>st</sup> April 2024</b>. The fund is set up to contribute £1 million pounds towards community led projects that improve the borough's green spaces.</p> <p>The Council has received <b>51</b> applications for a wide range of proposals including playground improvements, biodiversity enhancements, community orchards and a dog agility course. Over <b>£600,680</b> has been awarded to date. All projects are assessed against 5 key strategic objectives including their ability to positively benefit community physical and mental health. The proposals received contained initiatives to facilitate networking, by creating garden clubs, increased access to nature, enhancement of spaces and areas of relaxation.</p> <p><b>The Friends of Kelsey Park have used their funding for the creation of a community garden to be used for growing certain types of plants including vegetables. Users of the garden will be able to experience the physical and mental health benefits of the area by taking part in group and community projects such as growing food and flowers together. Works on the garden started on</b></p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>site in January 2024. Watch the video here about Kelsey Parks' conservation milestone <a href="#">here</a>.</p> <p>The Friends of Richmal Crompton Fields are working on an orchard and sensory garden project in commemoration of the late HM Queen Elizabeth II. The group, which reignited in 2022 to form a 'green gym' or 'wellness group' to tackle loneliness, isolation and improve physical and mental health. The group hopes to encourage people to get involved with the management of the Orchard and Community Garden through community events. Planting started in January 2024.</p> <p>The Queensmead Playground Regeneration project group are regenerating the existing playground and bring it up to a renewed standard with more imaginative and inclusive play items with a focus on younger children. They also hope to create a space for parents and carers to socialise in order to reduce loneliness in the community. It is hoped that the new playground will be complete by later in 2024.</p> <p>The Friends of Winsford Gardens are transforming a disused garden site into a community site called 'The Winsford Gardens Stumpery and Woodland Garden' including using wood from the site to create a new habitat for biodiversity, along with adding in a new pond liner. The work in creating the garden started in 2023 and has involved considerable physical activity. Some of the volunteers who have mental health issues stated that they have gained immense pride from engaging in this project.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>Other notable Platinum Jubilee Parks funded projects include:</p> <ul style="list-style-type: none"> <li>• Chislehurst Cemetery, Baby Memorial Garden</li> <li>• Beckenham Green, Green Improvements</li> <li>• Jubilee Country Park, Community Orchard</li> <li>• Farnborough New Inn Fields, Playground Improvements.</li> </ul> <p>As part of the Ramblers Wellbeing Walks programme, Mytime Active is continuing its series of walks in Bromley which aim to create new friendships while promoting health and wellbeing. There are 5 free wellbeing walks scheduled each week <a href="#">here</a>.</p>
b) raise awareness of a transport network that supports people's social connections and helps people be connected to their community – through accessible and inclusive transport.	i) Update the Council's Guide to Accessible Transport	London Borough of Bromley/  AD Corporate Transformation	Completed	The <a href="#">Bromley Guide to Accessible Transport</a> has been updated and can be found on the Bromley <a href="#">website</a> .
c) maximise the power of digital tools through connecting people, particularly older and disabled adults, and addressing loneliness and internet safety.	i) Evaluate series of pilot assistive technology tools being trialled across health and care services including assistance devices for older residents and those with learning disabilities.	London Borough of Bromley/ Director Adult Social Care	TBC	New ongoing workstream commenced with the local hospital, particularly working with the Care Navigators in the Frailty unit to support patients that do not have any formal care, or who do not feel the need for care when being discharged home to their own residence. The issuing of Assistive Technology (AT) digital devices - 'OwnFones' have been key to supporting vulnerable and often isolated individuals in the

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>community. These Ownfone devices are connected to the Carelink service for a short period of time post hospital discharge. Working with the Frailty Unit / Frailty &amp; Care Navigators / Transfer of Care Bureau and Bromley Well at the PRUH to further identify and support appropriate patients that would benefit from this type of connected device when going home.</p> <p>A new Assessment and Prescription Guide has been produced and distributed to covering Carelink and Assistive Technology for all health and social care staff to offer guidance when incorporating 'Ownfones' into the assessment of care needs.</p> <p>There are plans to further engage with the voluntary sector to engage with residents to offer a connected AT device to improve their ability to communicate and access support if required.</p> <p>Funding secured for pilot project of 20 units for an Alexa-style system which monitors activity, provides prompts and enables communication with other service users through the device. Plans to implement the project are still in discussion.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
c) maximise the power of digital tools through connecting people, particularly older and disabled adults, and addressing loneliness and internet safety (cont'd)	ii) Promote the continued use of Library activities delivered face to face and online activities for all ages, including virtual groups for new parents, people with dementia, the hard of hearing, carers, and children. Outreach to less mobile through the Home Library Service.	GLL/ AD Culture and Regeneration	Ongoing	<p><u>Activities in Bromley Libraries</u> Our activities and events programme continues across the borough with a range of events and activities for all ages and interests.</p> <p>Additional Restrictions Grant Cultural Grant funding has provided a portable Magic Table and the Happiness programme from <a href="#">Social-Ability</a>. Groups are located at Beckenham, Bromley Central, Chislehurst, Orpington, Shortlands and St Paul's Cray libraries. 1,500 adults and children have joined in various activities and events across Bromley using this innovative offer.</p> <p>Bromley Libraries were involved with the last BR1 Lates event in October 2023, with colleagues offering a range of events inside and outside the library. Over 900 residents visited Bromley Central Library across the evening with the Lego building competition a star attraction, offering residents a chance to sit with strangers and compete. Residents could also purchase items from local businesses in the library and attend a silent disco.</p> <p>The libraries' Teatime Talks continue across the borough with authors, local historians and even library staff presenting to local communities on a range of subjects. These social events are often combined with opportunities to talk over a cup of tea/ coffee. In November 2023, Mottingham Library Friday social welcomed the deputy Mayor &amp; Mayoress for homemade cakes and a chance to meet the team, Principal Loneliness Champion, and regular visitors.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>Shortlands and Burnt Ash libraries hosted Christmas parties, inviting over 100 borough residents for a festive spread and a carol recital from the children of Harris Primary Academy Beckenham.</p> <p>During the Christmas period, reading groups and regular library users at West Wickham, Bromley Central and Petts Wood libraries received Christmas cards through the Tackling Loneliness Christmas card scheme. During this time <a href="#">Reading Friends</a> calls were made by colleagues contacting vulnerable service users to make connections and talk about everything from their favourite reads to the weather! 75 calls have been made within the last 3 months.</p> <p>Our offer to children and young families included the 2023-24 Winter Challenge, a digital reading challenge; encouraging children to read and discuss what they've read with parents and library colleagues. This was in addition to the regular range of events, activities, and crafts.</p> <p>Baby Bounce sessions are successful at introducing new parents to each and can support creating links for families in the local area during a time that can be isolating for parents/ carers.</p> <p><u>Bromley Home Library Service</u> Promotion of this free service for residents continues across Bromley. The Principal Loneliness Champion continues to promote this service wherever possible, including Extra Care and care home residents.</p>





**Priority Three: Building a culture that encourages strong social relationships.**

Sharing knowledge and best practice of support that can successfully tackle loneliness we want to strengthen existing activities and identify potential new kinds of support.

To respond to this, we will...	Action	Lead	Timescale	Update
<p>a) Continue to build on this conversation to raise awareness and reduce the stigma surrounding loneliness.</p>	<p>iii) Deliver a communications campaign every year of this strategy, to raise awareness and reduce the stigma of loneliness</p>	<p>London Borough of Bromley/ AD Corporate Transformation</p>	<p>Annual 2022-2026</p>	<p><b>National Befriending week (1<sup>st</sup> – 7<sup>th</sup> November 2023)</b></p> <ul style="list-style-type: none"> <li>- The Principal Loneliness Champion engaged with over 500 members of the public about befriending services and the importance of social connectivity to across November. The Principal Loneliness Champion popped up at various events including library talks, toddler sessions at the Children and Family centres, Bromley Market stall, Bromley Football Club Ravens Chat, Wellbeing Café’s Crafting groups and <a href="#">INSPIRED Youth conference</a>.</li> </ul> <p><b>Tackling Loneliness Christmas Card Scheme (December 2023)</b></p> <ul style="list-style-type: none"> <li>- 44 schools, 6 Children and Family Centres and 1 Mytime Active after school club made over 5,000 cards for groups across the borough. Read an article <a href="#">here</a> to find out who received the cards, and the impact they had in the community.</li> </ul> <p><b>Childrens Mental Health week (5<sup>th</sup> – 11<sup>th</sup> February 2024):</b></p> <ul style="list-style-type: none"> <li>- A series of social media posts were released via the Bromley Council platforms to promote services, A dedicated leaflet for children aged 4 – 18 years of age was designed and distributes to all School Principals and for</li> </ul>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>download in the school <a href="#">Mental Health and Wellbeing Leads newsletter</a>.</p> <ul style="list-style-type: none"> <li>- Primary and Secondary School workbooks (available to <a href="#">download</a> here) were created to get school aged children involved in talking about loneliness, how to support themselves and others within their environment and the wider community. To date, 2 primary school workshop has taken place with 55 students from across Key stage 2. Further workshops are planned with 6 other schools, facilitated by the Principal Loneliness Champion in 2024.</li> <li>- 4 school assemblies took place during Children's Mental Health Week 2024 to highlight the importance of understanding loneliness and where to get help, and how to support others. Over 1200 students have engaged with the topic of loneliness during this awareness week.</li> <li>- The Principal Loneliness Champion had a stall at the Bromley Youth Council and Bromley Youth Support Programme event at The Glades on Saturday 10<sup>th</sup> February alongside other organisations to raise awareness of children's and young people's mental health &amp; Wellbeing.</li> </ul>
	iv) Promote Loneliness Awareness Week in June each year	London Borough of Bromley/ AD Corporate Transformation	Annual 2022-2026	A communication plan has been drawn up from September 2023 to June 2024, to focus on Loneliness Awareness Week in June and other appropriate events throughout the year.

To respond to this, we will...	Action	Lead	Timescale	Update
				A communication campaign was be carried out for Loneliness Awareness Week, and the month of Community in June.
b) Encourage grassroot opportunities to strengthen local social relationships and community ties - through volunteering sectors and threading awareness of social connections through new and existing programmes such as our partnerships working with libraries, museums, and the arts.	<p>i) Promote volunteering to mitigate against loneliness.</p> <p>ii) <b>Research in tackling loneliness in Bromley</b></p>	<p>Community Links Bromley</p> <p>London Borough of Bromley/ AD Corporate Transformation Loneliness Champion</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Befriending opportunities are promoted on the <a href="#">Simply Connect Bromley site</a> and through the Volunteering Update newsletter. Mytime Active offers volunteering opportunities through the Primetime Buddies initiative and the Wellbeing Walks programme. Mytime currently have 24 Primetime Buddies who are all older people who support and encourage their peers to be physically active.</p> <p>Bromley Council has developed an Employee Volunteering Strategy allowing staff to volunteer for 2 days a year. <b>Bromley Staff are regularly updated about volunteering opportunities via Wellbeing Wednesday emails including Volunteering fairs, positive volunteering stories and initiatives to get involved in.</b></p> <p><b>A survey was created by London Borough of Bromley with the support of Tackling Loneliness Action Group members to understand what impact local groups have on residents and their experience of loneliness. The survey has initially been piloted with Mytime Active, Bromley Childrens Project, GLL Libraries and Age UK Bromley.</b></p> <p><b>The Survey started in January 2024, and so far, 166 responses have been received with some incredibly positive results.</b></p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>The results from the survey clearly show that before joining a group people felt less connected (2.61/4 stars or <b>65%</b>). By taking part in an activity or group people stated that they <b>felt more connected</b> (3.53/4 stars or <b>88%</b>). Some of the main outcomes of this survey is that people have stated that being part of a community or social group has improved their mental health alongside forming new friendships and reducing the risk of loneliness. One survey respondent stated that being part of the social group brought them a <b>'huge sense of purpose and belonging.'</b> Other respondents stated that they <b>'can meet up at other times for lunches, dinners, social events and support each other'</b> and that being part of a particular group was their <b>'lifeline.'</b> <b>'People, friendships, laughter, and fun'</b> were stated as being the best part of taking part in their group/activity.</p>
	<p>ii) Supporting community groups in establishing new day activities for older people in a number of new and safe settings across the borough</p>	<p>London Borough of Bromley/ AD Commissioning</p>	<p>Ongoing</p>	<p>Work to identify the type of day activities that older people want to participate in is on-going.</p> <p>The Principal Loneliness Champion was approached by Age Concerns' Saxon Day Centre to inform residents of their whereabouts and services on offer to Bromley residents. The Principal Loneliness Champion is continuing to support staff at the Saxon Day Centre and build connections with other organisations in Bromley.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
	iii) Promote leisure, cultural and sporting activities with our partners in the arts and Proactive Bromley.	London Borough of Bromley/ AD Culture and Regeneration	Ongoing	<p>The Tackling Loneliness Strategy has been reviewed with Mytime Active and partners in ProActive Bromley to identify current programmes which can support the aims of the Strategy and consider further actions which can be undertaken. This will be an agenda item for all future Pro-active meetings.</p>
b) Encourage grassroots opportunities to strengthen local social relationships and community ties - through volunteering sectors and threading awareness of social connections through new and existing programmes such as our partnerships working with libraries, museums, and the arts (cont'd)	iii) Promote leisure, cultural and sporting activities with our partners in the arts and Proactive Bromley (cont'd)			<p><u>Mytime Active</u> MyClub and MyClub Junior activities promote inclusion for people of all ages with Special Educational Needs and/or Disabilities and for those with learning disabilities and Dementia. Activities include quieter soft play and bowling sessions, sports of all kinds as well as social activities. 104 people are registered as part of MyClub and MyClub Junior. Mytime Active have recorded an average attendance of 120 attendees each week.</p> <p><b>In December 2023, a trip to the Churchill Theatre to see the Pantomime was arranged. 40 MyClub participants, carers and staff attended and gave extremely positive feedback.</b></p> <p><b>Also, in December a MyClub Christmas party was arranged for 50 MyClub attendees and their carer to socialise.</b></p> <p>Over 90 Primetime activities are run in community venues such as Farnborough and Biggin Hill each week with over 2,500 members attending. Mytime Active continue to promote their programme at the Orpington, <b>Biggin Hill and Beckenham Wellbeing Café's on a monthly basis.</b></p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>Over the Christmas period Primetime put on Christmas lunches in Orpington, Biggin Hill and Farnborough Village, with over 230 people attending.</p> <p>Usually, the Primetime programme stops between Christmas and New Year, however this year Mytime Active delivered some Primetime classes and offered post exercise refreshments. The classes proved popular and were fully booked with over 100 people staying for refreshments after their class.</p> <p>Due to Dementia Friends training for Primetime group instructors the number of dementia friendly sessions for Primetime users have now increased with more sessions now available <a href="#">here</a>, including weekly dementia friendly golf at Bromley Golf centre.</p> <p>Mytime Active put on a free event as part of the Silver Sunday event series in October 2023. 4 new people attended, with 3 people taking up membership to Primetime from this activity.</p> <p>Mytime Active and Bromley Children and Families Voluntary Sector Forum (VSF) have collaborated in a programme of swimming lessons for young mums and their babies until July 2024. Mytime Active are supporting with pool time and VSF have resourced the swimming teacher.</p> <p>The swimming programme has been promoted via the Family Nurse Partnership and to care leavers with babies. There are now 36 young mothers registered. The sessions provide mothers and</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>their babies with water confidence, swimming skills and allow the new parents to connect and make friends. All babies registered for the swimming lessons received a Christmas gift in December.</p> <p>View a series of Members stories celebrating 20 years of Mytime Active in Bromley <a href="#">here</a>.</p>
	<p>iv) Mapping gaps – The Simply Connect e-directory work will map existing community activities and other assets. We will want to understand access to activities across the borough and identify any gaps of provision or coverage across the borough.</p>	<p>Community Links Bromley / London Borough of Bromley/ AD Commissioning</p>	<p>Ongoing</p>	<p>During the promotional work with front-line professionals, additional activities not currently on the e-directory are being identified and groups invited to join the database. Where groups do not meet the safeguarding and equalities threshold, CLB will work with them to put policies and procedures in place.</p> <p>CLB have also identified certain activities and groups where voluntary and community sector provision is limited. These include alcohol and substance misuse; digital inclusion; general advice and information; legal advice; safety and security (violence and abuse); transport and mobility; bereavement and support services; smoking cessation and weight management.</p>
	<p>v) Pump priming funds for new services – Working with Bromley Well we will prioritise the</p>	<p>London Borough of</p>	<p>Ongoing</p>	<p>The Innovation fund is administered by the Bromley Commissioning team. The Innovation Fund plays a key role in supporting the Council's</p>



To respond to this, we will...	Action	Lead	Timescale	Update
	<p>Innovation Fund to support the development of new local day activity projects. The aim will be to develop a set of new and diverse activities across the borough that may be financially sustainable over time through a mix of self-funding and Direct Payments.</p>	<p>Bromley/ AD Commissioning</p>		<p>strategy to tackle loneliness. New initiatives continue in the community with projects to support residents and help reduce loneliness, including:</p> <p><b>Get Active dance classes held at the Unity Church in Orpington for women over 40 that experience economic and health inequalities. Since the classes started, the health and wellbeing of the women has improved. Women have made friendships that will last outside of the classes. The project aims to benefit 15 women every session.</b></p> <p><b>Rhiannon's café is run by people with learning disabilities and/or autism that promotes work and social skills. The Café provides a relaxed and popular meeting place for anyone using the facilities of the United Reformed Church for various activities or groups.</b></p> <p><b>Intergenerational social sessions run by the Crystal Palace Community Trust in Anerley Town Hall for young people and older people where everyone learns something from other people. This comes in the form of mentoring, sharing digital skills and more.</b></p> <p><b>A fitness project facilitated by Community Links Bromley in conjunction with the Big Challenge that connects people that work, volunteer and live in Bromley and promotes ongoing fitness and new friendships. Over 160 people have joined, creating 30 teams.</b></p> <p><b>Greener and Cleaner continue to deliver environmental projects that connect people</b></p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>through local environmental issues. The team at The HUB situated within The Glades help support 97 local volunteers, providing advice on sustainable living to 850+ people per month, and host 4-5 workshops per week.</p> <p>The Hygiene Bank provides products to people affected by hygiene poverty, meaning that they feel confident to go out and mix with other people. The Innovation Fund has allowed the Hygiene Bank to double its operating capacity.</p> <p>St Christopher's Hospice are delivering a project to improve the experience of palliative care and the very end of life for homeless people, meaning they don't spend the last phase of their lives alone. They have trained key staff to be Homelessness Champions. These homelessness champions liaise with local hostels and train their staff to recognise signs that people need to be referred for palliative care and how to support homeless people when they are dying.</p> <p>The GoodGym project continues to provide opportunities for short term befriending, confidence building and practical help for people leaving hospital and can't access their normal social networks for support.</p> <p>Advocacy for All is planning a ground-breaking project to coach people with learning disabilities in social skills and navigating friendships and intimate relationships so that they can make enduring relationships outside of services. The project is supported with academic input and the</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>latest research from University of Kent and Manchester Metropolitan University.</p> <p>The Bromley Dementia Alliance will be working with local businesses like shops, restaurants and hairdressers to understand the needs of people with dementia and how to make some adjustments so that the service they offer is dementia friendly. The outcome will be people with dementia and their families living well with dementia and able to remain at home and playing a valued part in the local community for longer.</p> <p>CareDogs provides the opportunity for older people to take a companionable walk with a volunteer and their dog. This project is piloting group walks. The outcome of the group walks will be that people going on the walks will benefit from companionship and positive health benefits,</p>
c) Be the catalyst to the sharing of knowledge and good practice.	Learn from national and local evaluations of services to mitigate against loneliness.	London Borough of Bromley/ AD Corporate Transformation		<p>The Principal Loneliness Champion has been connecting to other local and national organisations including local authorities across the UK to share ideas and good practice via the Tackling Loneliness HUB and Tackling Loneliness HUB Coffee morning roulette scheme which runs monthly.</p> <p>The Principal Loneliness Champion has been engaging with the Campaign to End Loneliness and What Works Wellbeing to assist the Department of Culture, Media, and Sport (DCMS) create a review of initiatives and best practice across the UK. Bromley's support can be found in the DCMS's latest report on <a href="#">Exploring</a></p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p><a href="#">interventions to tackle loneliness</a> published September 2023.</p> <p>The Principal Loneliness Champion is now an 'Expert' within the Local Government Association (LGA) <a href="#">Transformation programme</a> to support other local authorities in their journey to support residents experiencing loneliness. Surrey County Council and East Sussex County Council are among those receiving support.</p> <p>The Principal Loneliness Champion has been supporting organisations and policy makers internationally. In October, London Borough of Bromley had a meeting with Social Workers and government workers from Seoul around our strategy and sharing best practice for leaders to implement in their country.</p> <p>The Principal Loneliness Champion is also supporting other organisation which are part of the Global Initiative of Loneliness and Connection (<a href="#">GILC</a>), commissioned by <a href="#">WHO</a>. Canadian organisation GenWell have taken part in training and sharing best practice to better support Canadian residents.</p> <p>The <a href="#">Tackling Loneliness HUB</a> is an online platform for professionals, policy makers and those helping people experiencing loneliness. The Principal Loneliness Champion continues to share good practice and maintain the 'Council' only group on the Tackling Loneliness HUB, sharing initiatives with other local authorities. The Principal Loneliness Champion has been named an</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				Ambassador of the HUB due to continued support and communication on the network.
	Established a post funded by LBB to coordinate and deliver this strategy.	London Borough of Bromley/ AD Corporate Transformation	Completed	<p>Appointment to post of Principal Loneliness Champion made with successful candidate starting in September 2022 – 2026.</p> <p>London Borough of Bromley have now received confirmation of being finalised for <a href="#">iESE Transformation Awards 2024</a> for the Community and Customer Focus category. The award ceremony will take place on 6<sup>th</sup> March 2024 in London.</p>

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Report No.  
FSD24021

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** PORTFOLIO HOLDER FOR ADULT CARE AND HEALTH

**Date:** For pre-decision scrutiny by the Adult Care and Health Policy Development & Scrutiny Committee on 12<sup>th</sup> March 2024

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

**Title:** CAPITAL PROGRAMME MONITORING - QUARTER 3 2023/24

**Contact Officer:** James Mullender, Head of Corporate Finance & Accounting  
Tel: 020 8313 4196 E-mail: [james.mullender@bromley.gov.uk](mailto:james.mullender@bromley.gov.uk)

**Chief Officer:** Director of Finance

**Ward:** All

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1. Reason for report

At its meeting on 7<sup>th</sup> February 2024, the Executive considered a report summarising the current position on capital expenditure and receipts following the third quarter of 2023/24 and be asked to agree a revised capital programme for the period 2023/24 to 2027/28. This report highlights changes to be considered by the Executive in respect of the capital programme for the Adult Care and Health portfolio. The revised programme for this portfolio is set out in Appendix A and detailed comments on individual schemes are shown in Appendix B.

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2. **RECOMMENDATION**

**The Portfolio Holder is asked to note and acknowledge the changes agreed by the Executive on 7<sup>th</sup> February 2024.**

## Impact on Vulnerable Adults and Children:

### 1. Summary of Impact:

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#### Corporate Policy

1. Policy Status: Existing Policy: capital programme monitoring is part of the planning and review process for all services. Capital schemes help to maintain and improve the quality of life in the borough. Effective asset management planning (AMP) is a crucial corporate activity if a local authority is to achieve its corporate and service aims and objectives and deliver its services. For each of our portfolios and service priorities, we review our main aims and outcomes through the AMP process and identify those that require the use of capital assets. Our primary concern is to ensure that capital investment provides value for money and matches the Council's overall priorities as set out in the Community Plan and in "Making Bromley Even Better". The capital review process requires Council Directors to ensure that bids for capital investment provide value for money and match Council plans and priorities.
2. BBB Priority: Making Bromley Even Better Priority: To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

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#### Financial

1. Ongoing costs: Not Applicable
2. Budget head/performance centre: capital programme
3. Total current budget for this head: £676k for the Adult Care and Health Portfolio for the period 2023/24 to 2027/28
4. Source of funding: capital grants, capital receipts and earmarked revenue contributions

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#### Personnel

1. Number of staff (current and additional): 1fte
2. If from existing staff resources, number of staff hours: 36 hours per week

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#### Legal

1. Legal Requirement: Non-Statutory - Government Guidance
2. Call-in: Applicable

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#### Procurement:

1. Summary of procurement implications: N/A

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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? N/A
2. Summary of Ward Councillors' comments: N/A



### 3. COMMENTARY

#### Capital monitoring – variations agreed by the Executive on 7th February 2024

- 3.1 A revised capital programme was considered by the Executive on 7<sup>th</sup> February 2024, following a detailed monitoring exercise carried out after the third quarter of 2023/24. The base position is the programme approved by the Executive on 18<sup>th</sup> January 2023, as amended by variations approved at subsequent Executive meetings. All changes to schemes in the Adult Care and Health Portfolio programme are itemised in the table below and further details are included in paragraphs 3.2 to 3.3. The revised programme for the Adult Care and Health Portfolio is attached as Appendix A, whilst Appendix B shows actual spend against budget up to the end of the third quarter of 2023/24, together with detailed comments on individual scheme progress.

	Budget 2023/24	Budget 2024/25	Budget 2025/26	Budget 2026/27	Budget 2027/28	Total
	£'000	£'000	£'000	£'000	£'000	£'000
Programme approved by Executive 18/01/23	709	10	0	0	0	719
Net underspend 22/23 rephased to 23/24	50	0	0	0	0	50
Net changes from Q1 monitoring	0	0	0	0	0	0
Net changes from Q2 monitoring	0	0	0	0	0	0
<b>Approved programme prior to Q3 monitoring</b>	<b>759</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>769</b>
Net rephasing between 22/23 and future years (para 3.2)	0	0	0	0	0	0
Removal of complete schemes (para 3.3)	Cr 83	Cr 10	0	0	0	Cr 93
<b>S/T - changes not requiring approval of Executive</b>	<b>Cr 83</b>	<b>Cr 10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>Cr 93</b>
<b>Revised Adult Care &amp; Health capital programme</b>	<b>676</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>676</b>

#### 3.2 Schemes re-phased between 2023/24 and future financial years

As part of the second quarter monitoring exercise, no sums have been re-phased from 2023/24 into 2024/25 to reflect revised estimates of when expenditure is likely to be incurred. Comments on scheme progress are provided in Appendix B.

#### 3.3 Variations not requiring the approval of Executive (decrease of £93k)

As part of the third quarter monitoring exercise, a review identified that the Supporting Independence – Extra Care Housing (£13k), Transforming Social Care (£10k) and feasibility studies (£70k) schemes could be removed from the capital programme.

#### 3.4 Post-completion reports

Under approved capital programme procedures, capital schemes should be subject to a post-completion review within one year of completion. These reviews should compare actual expenditure against budget and evaluate the achievement of the scheme's non-financial objectives. No post completion reports are currently due for the Adult Care and Health portfolio.

### 4. POLICY IMPLICATIONS

- 4.1 Capital programme monitoring and review is part of the planning and review process for all services. The capital review process requires Chief Officers to ensure that bids for capital investment provide value for money and match Council plans and priorities.

## 5. FINANCIAL IMPLICATIONS

5.1 These were be reported in full to the Executive on 7th February 2024. Changes considered by the Executive for the Adult Care and Health Portfolio capital programme are set out in the table in paragraph 3.1.

<b>Non-applicable sections:</b>	Legal, Personnel and Procurement Implications, Impact on Vulnerable Adults and Children
<b>Background documents:</b> (Access via contact officer)	Capital programme monitoring Q1 23/24 (Executive 20/09/2023) Capital programme monitoring Q2 23/24 (Executive 29/11/2023) Capital programme monitoring Q3 22/23 (Executive 18/01/2023)

## ADULT CARE AND HEALTH PORTFOLIO - APPROVED CAPITAL PROGRAMME Q3 2324

Scheme	Total approved estimate	Spend to 31.03.23	Estimate 2023/24	Estimate 2024/25	Estimate 2025/26	Estimate 2026/27	Estimate 2027/28	Responsible officer	Remarks
	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
PCT Learning Disability reprovision programme - Walpole Road	10,704	10,110	594	0	0	0	0	Markandu, Christian	Fully funded by PCT
Mental Health Grant	87	5	82	0	0	0	0	Rafferty, Sean	100% government grant
<b>Total for portfolio</b>	<b>10,791</b>	<b>10,115</b>	<b>676</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		

ADULT CARE AND HEALTH PORTFOLIO - APPROVED CAPITAL PROGRAMME				
QUARTER 3 2023/24				
Scheme	Estimate 2023/24 as at Jan 2023	Actuals and accruals at end Q3 2023/24	Estimate 2023/24 as at end Q3 2023/24	Commentary
	£'000	£'000	£'000	
PCT Learning Disability reprovion programme - Walpole Road	594	25	594	The Department of Health capital was transferred to LBB for uses associated with the reprovion of NHS Learning Disability (LD) Campus clients and the closure of the Bassetts site including the day centre there. The budget has remained unspent due to the impacts of the pandemic and wanting to progress building enhancements in consultation with the recently appointed Astley day care provider. Commissioners and the Housing, Planning & Regeneration team have been in consultation regarding the LD day centre at Astley. The Council's property refurbishment proposals include significant works there to bring the fabric of the building up to standard. It is also intended that this capital will be used to fund building enhancements to improve the future operation of the Astley day centre. It is logical for the building refurbishment works to be undertaken at the same time as the building enhancement works to ensure best use of resources and therefore spend timescales will largely be dependent upon the rollout of the Council's refurbishment programme. Estimated timescales are that the spend would occur during 23/24 following recent (November 22) Executive agreement to property repairs. It is also intended that approximately £94k of the £594k capital sum will be used to enhance the short breaks service at 118 Widmore Road so that the building can better accommodate dual usage as a bed based short breaks service with day activities
Mental Health Grant	82	82	82	This funding is made available to support reform of adult social care services. Now fully spent.
Supporting Independence - Extra Care Housing	13	0	0	Now removed from programme
Transforming Social care	10	0	0	Now removed from programme
Feasibility Studies	10	0	0	Now removed from programme
<b>Total for portfolio</b>	<b>709</b>	<b>107</b>	<b>676</b>	

Report No.  
ACH24-016

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** ADULT CARE AND HEALTH PDS COMMITTEE

**Date:** Tuesday 12<sup>th</sup> March 2024

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

**Title:** Contract Register

**Contact Officer:** Alex Best, Commissioning Support Officer, Email: [Alex.Best2@Bromley.gov.uk](mailto:Alex.Best2@Bromley.gov.uk)

**Chief Officer:** Kim Carey, Director of Adult Services

**Ward:** All Wards

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1. Reason for report

- 1.1 This report presents an extract from February 2024's Contracts Register of contracts with a whole life value of £50k or higher, for detailed scrutiny by PDS Committee – all PDS committees will receive a similar report each contract reporting cycle, based on data as at 15<sup>th</sup> January 2024 and presented to ER&C PDS on 5<sup>th</sup> February 2024.
- 1.2 A simple Part 1 report is provided every quarter as an Information item, accompanied by a Part 2 report to provide additional commentary only where a contract has been RAG rated as Red by the Corporate Procurement Team. A full report is provided twice a year (May and November) including a detailed Part 2 report which includes a commentary and RAG rating on each relevant contract to inform Members of any issues or developments. The next full report will be May 2024.
- 

2. **RECOMMENDATIONS**

**That the Adult Care & Health PDS Committee:**

- 2.1 Reviews and comments on the Contracts Register as at 15<sup>th</sup> January 2024.

### Impact on Vulnerable Adults and Children

1. Summary of Impact: The appended Contracts Register covers services which may be universal or targeted. Addressing the impact of service provision on vulnerable adults and children is a matter for the relevant procurement strategies, contracts award and monitoring reports, and service delivery rather than this report.
- 

### Corporate Policy

1. Policy Status: Existing Policy:
  2. MBEB Priority: Excellent Council:
- 

### Financial

1. Cost of proposal: - N/A
  2. Ongoing costs: - N/A
  3. Budget head/performance centre: Adult Care and Health Portfolio
  4. Total current budget for this head: - £84,178
  5. Source of funding: - Existing relevant budget 2023/2024
- 

### 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: Statutory Requirement:
  2. Call-in: Not Applicable:
- 

### Procurement

1. Summary of Procurement Implications: Improves the Council's approach to contract management
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): N/A
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A
2. Summary of Ward Councillors comments: N/A

### 3. COMMENTARY

#### Contracts Register Background

- 3.1 The Contracts Database is fully utilised by all Contract Managers across the Council as part of their Contract Management responsibilities, which includes the updating the information recorded on the database. The Register is generated from the Contracts Database which is administered by Corporate Procurement and populated by the relevant service managers (Contract Owners) and approved by their managers (Contract Approvers).
- 3.2 As a Commissioning Council, this information is vital to facilitate a full understanding of the Council's procurement activity and the Contracts Registers is a key tool used by Contract Managers as part of their daily contract responsibilities. The Contract Registers are reviewed by the Procurement Board, Chief Officers and the Corporate Leadership Team.
- 3.3 The Contracts Register is produced four times a year ((with a full report every other quarter) for members and is a 'snapshot' at the time of each report – though the CDB itself is always 'live'. The quarterly reporting cycle is based on the Executive, Resources and Contracts PDS timetable with reports for each Portfolio prepared and distributed at the same time. There may be a timelag between the quarterly reporting cycle and the next available date of the relevant Policy, Development and Scrutiny Committee for each Portfolio. Report authors for each Portfolio have the opportunity to provide updates on any contracts through the accompanying Part 2 report.
- 3.4 Please note there were no contracts flagged as a concern during this reporting cycle.
- 3.5 Each PDS committee is expected to undertake detailed scrutiny of its contracts – including scrutinising suppliers – and hold the Portfolio Holder to account on service quality and procurement arrangements.

#### Contract Register Summary

- 3.6 The Council has 238 active contracts across all Portfolios as of 15<sup>th</sup> January 2024 for the February 2024 reporting cycle as set out in Appendix 1.
- 3.7 The summary for the Adult Care and Health Portfolio is as follows::

Item	Category	September 2023	November 2023	February 2024
Contracts (>£50k TCV)	All Portfolios	235	246	238
Flagged as a concern	All Portfolios	2	0	1
Portfolio	Executive, Resources and Contracts	76	77	73
	Adult Care and Health	48	51	51
	Environment and Community Services	23	23	20
	Children, Education and Families	39	40	43
	Renewal and Recreation and Housing	40	46	42
	Public Protection and Enforcement	9	9	9
Risk Index	Higher Risk	84	74	69
	Lower Risk	151	172	169

#### 4. IMPACT ON VULNERABLE ADULTS & CHILDREN

4.1 The Corporate Contracts Register covers all Council services: both those used universally by residents and those specifically directed towards vulnerable adults and children. Addressing the impact of service provision on the vulnerable is a matter for the relevant procurement strategies, contracts, and delivery of specific services rather than this summary register.

#### 5. POLICY IMPLICATIONS

5.1 The Council's renewed ambition is set out in [Making Bromley Even Better 2021 - 2031](#) and the Contracts Database (and Contract Registers) help in delivering the aims (especially in delivering Ambition Five – Resources & Efficiencies). For Ambition Five, this activity specifically helps by supporting 'robust and active contract management'.

#### 6. PROCUREMENT IMPLICATIONS

6.1 Most of the Council's (£50k plus) procurement spend is now captured by the Contracts Database. The database will help in ensuring that procurement activity is undertaken in a timely manner, that Contract Procedure Rules are followed and that Members are able to scrutinise procurement activity in a regular and systematic manner.

#### 7. FINANCIAL IMPLICATIONS

7.1 The Contracts Database and Contract Registers are not primarily financial tools – the Council has other systems and reports for this purpose such as the Budget Monitoring reports. However, the CDB and Registers do contain financial information both in terms of contract dates and values and also budgets and spend for the current year.

#### 8. PERSONNEL IMPLICATIONS

8.1 There are no direct personnel implications but the Contracts Database is useful in identifying those officers directly involved in managing the Council's contracts.

#### 9. LEGAL IMPLICATIONS

9.1 There are no direct legal implications but the Contracts Database does identify those contracts which have a statutory basis and also those laws which should be complied with in delivering the contracted services.

9.2 A list of the Council's active contracts may be found on [Bromley.gov.uk](#) to aid transparency (this data is updated after each ER&C PDS meeting).

<b>Non-Applicable Sections:</b>	None
Background Documents: (Access via Contact Officer)	<ul style="list-style-type: none"><li>• Appendix 1 – Key Data (All Portfolios)</li><li>• Appendix 2 - Contracts Database Background information</li><li>• Appendix 3 – Contracts Database Extract PART 1</li></ul>



## Appendix 1 Key Data (All Portfolios)

Item	Category	September 2023	November 2023	February 2024
Contracts (>£50k TCV)	All Portfolios	235	246	238
Flagged as a concern	All Portfolios	2	0	1
Portfolio	Executive, Resources and Contracts	76	77	73
	Adult Care and Health	48	51	51
	Environment and Community Services	23	23	20
	Children, Education and Families	39	40	43
	Renewal and Recreation and Housing	40	46	42
	Public Protection and Enforcement	9	9	9
Risk Index	Higher Risk	84	74	69
	Lower Risk	151	172	169

## Appendix 2 - Contracts Register Key and Background Information

### Contract Register Key

1.1 A key to understanding the Corporate Contracts Register is set out in the table below.

Register Category	Explanation
<b>Risk Index</b>	Colour-Ranking system reflecting eight automatically scored and weighted criteria providing a score (out of 100) reflecting the contract's intrinsic risk – reported as either Higher Risk or Lower Risk
<b>Contract ID</b>	Unique reference used in contract authorisations
<b>Owner</b>	Manager/commissioner with day-to-day budgetary / service provision responsibility
<b>Approver</b>	Contract Owner's manager, responsible for approving data quality
<b>Contract Title</b>	Commonly used or formal title of service / contract
<b>Supplier</b>	Main contractor or supplier responsible for service provision
<b>Portfolio</b>	Relevant Portfolio for receiving procurement strategy, contract award, contract monitoring and budget monitoring reports
<b>Total Contract Value</b>	The contract's value from commencement to expiry of formally approved period (excludes any extensions yet to be formally approved)
<b>Original Annual Value</b>	Value of the contract its first year (which may be difference from the annual value in subsequent years, due to start-up costs etc.)
<b>Procurement Status (twice a year)</b>	For all contracts automatically ranked by the Database as approaching their end date, a manual RAG rating is assigned by the Assistant Director Governance & Contracts to reflect the status of the contract. The RAG ratings are as follows:  <b>Red</b> – there are potential issues with the contract or the timescales are tight and it requires close monitoring.  <b>Amber</b> – appropriate procurement action is either in progress or should be commencing shortly.  <b>Green</b> – appropriate procurement action has been successfully taken or there is still sufficient time to commence and complete a procurement action.
<b>Start &amp; End Dates</b>	Approved contract start date and end date (excluding any extension which has yet to be authorised)
<b>Months duration</b>	Contract term in months
<b>Commentary</b>	Contract Owners provide a comment –where contracts approach their end date. Corporate Procurement may add an additional comment for Members' consideration <i>The Commentary only appears in the 'Part 2' Contracts Register</i>
<b>Capital</b>	Most of the Council's contracts are revenue-funded. Capital-funded contracts are separately identified (and listed at the foot of the Contracts Register) because different reporting / accounting rules apply

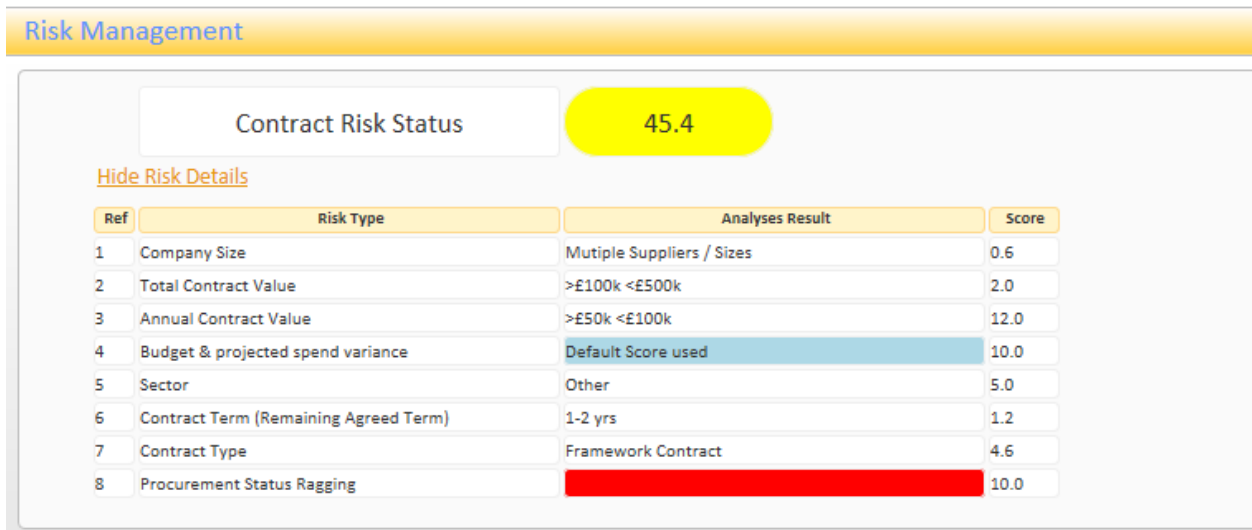
### Contract Register Order

1.2 The Contracts Register is ordered by Contract Value. Capital contracts appear at the foot of the Register and 'contracts of concern' (to Corporate Procurement) are flagged at the top.

### Risk Index

1.3 The Risk Index is designed to focus attention on contracts presenting the most significant risks to the Council. Risk needs to be controlled to an acceptable level (our risk appetite) rather than entirely eliminated and so the issue is how best to assess and mitigate contract risk. Contract

risk is assessed (in the CDB) according to eight separate factors and scored and weighted to produce a Risk Index figure (out of 100). The Risk Index is reported as either 'Higher Risk' or 'Lower Risk'.



### Procurement Status

- 1.4 The Database will highlight contracts approaching their end date through a combination of the Total Contract Value and number of months to expiry . For all contracts highlighted by the Database as potentially requiring action soon, a commentary is provided on the status of the contract and a manual RAG rating is assigned.

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# Contract Register Report - £50k Portfolio Filtered - Adult Care and Health

February 2024

Risk Index	Main Contract Data						Finance Data		Contract Terms			Attention	Capital
	Contract ID	Owner	Approver	Contract Title	Supplier Name	Portfolio	Total Value	Original Annual Value	Start Date	End Date	Months Duration		
Higher Risk	230	Kelly Sylvester	Kim Carey	Mental Health - Section 31 Agreement for the Exercise of Mental Health Function - LBB and Oxleas	Oxleas NHS Foundation Trust	Adult Care and Health	30,438,550	1,570,450	01/12/2004	30/11/2024	240		
Higher Risk	5016	Dr Jenny Selway	Nada Lemic	Public Contract Award for 0-19 Years Public Health Nursing Service	Bromley Healthcare CIC Ltd	Adult Care and Health	20,245,000	4,049,000	01/10/2020	30/09/2025	60		
Higher Risk	3795	Christian Markandu	Kim Carey	Older People - Nursing Beds (PF & EMI)	Mission Care Trading Ltd	Adult Care and Health	17,873,000	2,482,000	02/01/2018	01/01/2025	84		
Higher Risk	2597	Jamie Currie	Kim Carey	Adults - Extra Care Housing, Lot 2 - Norton Court, Crown Meadow Court, Durham House	Mears Limited	Adult Care and Health	16,505,000	1,966,000	01/08/2017	31/07/2026	108		
Higher Risk	5136	Kelly Sylvester	Kim Carey	Domiciliary Care Framework Contract	Multiple Suppliers	Adult Care and Health	16,080,000	4,020,000	28/08/2021	27/08/2025	48		
Higher Risk	2596	Jamie Currie	Kim Carey	Adults - Extra Care Housing, Lot 1 - Apsley Court, Sutherland House, Regency Court	Creative Support Ltd	Adult Care and Health	15,103,000	1,663,000	01/08/2017	31/07/2026	108		
Higher Risk	6343	Kelly Sylvester	Kim Carey	Integrated Community Equipment Service	NRS Healthcare	Adult Care and Health	13,000,000	2,600,000	01/04/2023	31/03/2028	60		
Higher Risk	6287	Kelly Sylvester	Kim Carey	Primary & Secondary Intervention Service	Bromley Third Sector Enterprise	Adult Care and Health	12,414,336	2,389,000	01/10/2022	30/09/2027	60		
Higher Risk	5183	Christian Markandu	Kim Carey	Learning Disabilities Supported Living – 213 Widmore Road, Lancaster House, Amplio House, Swingfield Court, Goldsmiths Close	Avenues Trust Group	Adult Care and Health	9,696,500	1,939,300	25/01/2022	24/01/2027	60		
Higher Risk	5077	Christian Markandu	Kim Carey	Learning Disability Supported Living Services	Diagrama	Adult Care and Health	8,765,000	1,753,000	01/04/2021	31/03/2026	60		
Higher Risk	10444	Mimi Morris-Cotterill	Nada Lemic	** Now Live ** Bromley Substance Misuse Community Provider Service	Change Grow Live (CGL)	Adult Care and Health	8,590,000	1,718,000	01/04/2024	31/03/2029	60		
Higher Risk	6232	Kelly Sylvester	Kim Carey	Patch Domiciliary Care Framework Provider	Enterprise Care Support Ltd	Adult Care and Health	8,442,000	1,688,400	01/03/2022	27/04/2026	49		
Higher Risk	5140	Kelly Sylvester	Kim Carey	Patch Domiciliary Care Framework Provider	Carepoint Services Ltd	Adult Care and Health	8,442,000	1,688,400	28/08/2021	27/08/2026	60		
Higher Risk	3813	Mimi Morris-Cotterill	Nada Lemic	Public Health - Adults Substance Misuse Service	Change Grow Live (CGL)	Adult Care and Health	7,702,728	1,348,824	01/12/2018	31/03/2024	64		
Higher Risk	6316	Mimi Morris-Cotterill	Nada Lemic	Integrated Sexual Health Services	Kings College Hospital NHS Foundation Trust	Adult Care and Health	7,158,345	1,551,538	01/04/2023	31/03/2028	60		
Higher Risk	5137	Kelly Sylvester	Kim Carey	Patch Domiciliary Care Framework Provider	Absolute Care Services Ltd	Adult Care and Health	6,097,000	1,219,400	28/08/2021	27/08/2026	60		
Higher Risk	5139	Kelly Sylvester	Kim Carey	Patch Domiciliary Care Framework Provider	Care Outlook	Adult Care and Health	6,097,000	1,219,400	28/08/2021	27/08/2026	60		
Higher Risk	5181	Christian Markandu	Kim Carey	Learning Disabilities Supported Living – Coppice, Spinney and the Glade	The Brandon Trust	Adult Care and Health	6,022,500	1,204,500	25/01/2022	24/01/2027	60		
Higher Risk	5180	Christian Markandu	Kim Carey	Learning Disabilities Supported Living – 109 & 111 Masons Hill, 18 Century Way, 19 Century Way	The Regard Partnership t/a Achieve Together	Adult Care and Health	5,995,000	1,199,000	25/01/2022	24/01/2027	60		
Higher Risk	5182	Christian Markandu	Kim Carey	Learning Disabilities Supported Living – 173 Crofton Road, 182 Crofton Road, 26 Devonshire Road, Johnson Court	Lewisham Nexus Services Ltd	Adult Care and Health	5,381,500	1,076,300	25/01/2022	24/01/2027	60		
Higher Risk	5138	Kelly Sylvester	Kim Carey	Patch Domiciliary Care Framework Provider	Bluefield Care Services Ltd	Adult Care and Health	5,315,333	1,063,067	28/08/2021	27/08/2026	60		
Higher Risk	5143	Kelly Sylvester	Kim Carey	Patch Domiciliary Care Framework Provider	Soma Healthcare	Adult Care and Health	5,315,333	1,063,067	28/08/2021	27/08/2026	60		
Higher Risk	5144	Kelly Sylvester	Kim Carey	Patch Domiciliary Care Framework Provider	Supreme Care Services	Adult Care and Health	5,315,333	1,063,067	28/08/2021	27/08/2026	60		
Higher Risk	5006	Kelly Sylvester	Kim Carey	Dementia Post Diagnosis Support Services	Bromley, Lewisham and Greenwich Mind	Adult Care and Health	3,430,000	490,000	01/07/2020	30/06/2025	60		
Higher Risk	6340	Christian Markandu	Kim Carey	Supported Living Services at 3 Properties: Brosse Way, Bromley Road & Padua Road	Creative Support Ltd	Adult Care and Health	3,195,000	799,000	06/03/2023	05/03/2027	48		
Higher Risk	5117	Christian Markandu	Kim Carey	Learning Disability Complex Needs Day Service	Eleanor Nursing & Social Care Ltd	Adult Care and Health	2,577,000	859,000	16/08/2021	15/08/2024	36		
Higher Risk	7375	Christian Markandu	Kim Carey	Learning Disability Short Breaks Service	Ambient	Adult Care and Health	2,350,000	470,000	01/04/2023	31/03/2028	60		
Higher Risk	5015	Gillian Fiumicelli	Nada Lemic	Public Health - GP SLAs	General Practitioners	Adult Care and Health	2,100,000	420,000	01/04/2021	31/03/2026	60		
Higher Risk	4921	Bola Bakare	Kim Carey	Hestia - Provision of Mental Health Flexible Support Services	Hestia Housing and Support	Adult Care and Health	2,011,000	391,000	01/10/2019	30/09/2024	60		
Higher Risk	5142	Kelly Sylvester	Kim Carey	Patch Domiciliary Care Framework Provider	Profad Care Agency Limited	Adult Care and Health	1,876,000	375,200	28/08/2021	27/08/2026	60		
Lower Risk	6352	Kelly Sylvester	Kim Carey	Advocacy Services for Bromley	Advocacy for All	Adult Care and Health	1,425,000	285,000	01/04/2023	31/03/2028	60		
Lower Risk	5063	Kelly Sylvester	Kim Carey	Direct Payment Support and Payroll Service	Vibrance	Adult Care and Health	1,101,000	202,000	08/04/2021	07/04/2026	60		

Lower Risk	5014	Jane Campbell	Kim Carey	Services for the Blind and Partially Sighted	Kent Association for the Blind	Adult Care and Health	888,000	148,000	01/10/2020	30/09/2026	72		
Lower Risk	3814	Mimi Morris-Cotterill	Nada Lemic	Public Health - Young Persons Substance Misuse Service	Change Grow Live (CGL)	Adult Care and Health	846,100	148,620	01/12/2018	31/03/2024	64		
Lower Risk	5011	Kelly Sylvester	Kim Carey	Infrastructure support services to the voluntary, community and social enterprise sector	Community Links Bromley	Adult Care and Health	779,305	155,861	01/10/2020	30/09/2025	60		
Lower Risk	5076	Mimi Morris-Cotterill	Nada Lemic	Service for Co-Occurring Mental Health, Alcohol and Drugs Conditions	Oxleas NHS Foundation Trust	Adult Care and Health	538,594	87,000	01/04/2021	31/03/2026	60		
Lower Risk	5062	Kelly Sylvester	Kim Carey	Healthwatch Bromley	Healthwatch Bromley	Adult Care and Health	467,994	81,398	01/04/2021	31/03/2027	72		
Lower Risk	4841	Jane Campbell	Kim Carey	Physical Disability and Sensory Impairment – DeafPlus Resource Centre for the Deaf	DeafPlus	Adult Care and Health	344,923	48,718	01/10/2018	30/09/2025	84		
Lower Risk	250	Nicola Gage	Kim Carey	Older People - St Marks PCC (Lease)	Biggin Hill Community Care Association	Adult Care and Health	322,500	20,991	10/10/2001	09/10/2031	360		
Lower Risk	10434	Nicola Gage	Kim Carey	Minor Adaptations DPS	Independent CIC	Adult Care and Health	250,000	50,000	01/04/2023	30/09/2028	66		
Lower Risk	5207	Christian Markandu	Kim Carey	Employment Support for Adults with Learning Disabilities	Bromley Mencap	Adult Care and Health	199,940	49,985	01/04/2022	31/03/2026	48		
Lower Risk	4939	Jane Campbell	Kim Carey	Carelink Telephone Answering Service	Careium	Adult Care and Health	175,770	35,154	04/11/2019	03/11/2024	60		
Lower Risk	5210	Gillian Fiumicelli	Nada Lemic	Point of Care Testing Service	BHR Pharmaceuticals Ltd	Adult Care and Health	154,915	51,638	01/04/2022	31/03/2025	36		
Lower Risk	5068	Gillian Fiumicelli	Nada Lemic	Public Health - NHS Health Checks	Bromley GP Alliance Ltd	Adult Care and Health	120,000	24,000	01/04/2021	31/03/2026	60		
Lower Risk	204	Christian Markandu	Kim Carey	Learning Disabilities - Capital Works and Housing Management at 4 Homes for Adults with Learning Disabilities	Croydon Churches Housing Association	Adult Care and Health	100,000	100,000	18/11/2013	17/11/2038	300		
Lower Risk	9435	Gillian Fiumicelli	Nada Lemic	Adult Tier 2 Behavioural Weight Management Service 2023	Miles-Bramwell Executive Services Ltd (t/a Slimming World)	Adult Care and Health	97,500	48,750	01/10/2023	30/09/2025	24		
Lower Risk	7402	Mary King	Antoinette Thorne	Inspire Social Work International	Inspire Social Work	Adult Care and Health	95,000	47,500	01/06/2023	31/05/2025	24		
Lower Risk	6247	Jane Campbell	Kim Carey	CM2000 Reablement Monitoring Service	The Access Group	Adult Care and Health	89,865	26,220	01/07/2022	30/06/2025	36		
Lower Risk	6339	Heather Sinclair-Constance	Kim Carey	CareCubed	IESE Innovation Limited	Adult Care and Health	60,000	35,000	01/10/2022	30/09/2024	24		
Lower Risk	10438	Antoinette Thorne	Charles Obazuaye	Adults Social Care Training Programme for 1st July 2023 - 31st March 2025	*Multiple Suppliers	Adult Care and Health	54,280	27,740	01/08/2023	31/03/2025	20		
Lower Risk	6286	Kelly Sylvester	Kim Carey	Bromley Council Prepaid Cards Solution	Allpay Limited	Adult Care and Health	52,000	17,333	13/09/2023	12/09/2026	36		