

Decision Maker: ADULT AND COMMUNITY PDS COMMITTEE

Date: 30th November 2011

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

Title: ADULT AND COMMUNITY PORTFOLIO PLAN MID-YEAR PERFORMANCE REPORT 2011/12

Contact Officer: Helen Stewart, Information Services Manager
Tel: 020 8313 4691 E-mail: helen.stewart@bromley.gov.uk

Chief Officer: Anne Watts, Assisstant Director, Strategy & Performance Adult and Community Services

Ward: N/A

1. Reason for report

- 1.1 The Adult & Community 2011/12 Portfolio Plan reflects the Council's agreed vision for 'Building a Better Bromley – 2020 Vision'.
- 1.2 This report provides PDS committee with progress on the Portfolio Plan 2011/12 and the first Bromley Local Account for the year 2010/11, the new performance assessment framework for adult social care announced by the Government in spring 2011, which will have full implementation from April 2012.
- 1.3 The Portfolio Plan progress summary is attached as Appendix A, with Appendix B providing the year to date performance. Appendix C is the Bromley Local Account Report for the year 2010/11, which will be published on the Council Web site.
-

2. RECOMMENDATION(S)

- 2.1 The PDS Committee is asked to consider and comment on the report;
- a) note the progress that has been made against the actions in the 2011/12 Portfolio Plan;
 - b) highlight any areas for scrutiny in the current year and agree timescales for this;
 - c) Note the outturns within the Bromley Local Account, areas of strengths and the areas requiring further improvement.

Corporate Policy

1. Policy Status: Existing policy. Building a Better Bromley - 2020 Vision, theme Independence and Health.
 2. BBB Priority: Supporting Independence.
-

Financial

1. Cost of proposal: No cost No additional cost arises from this plan, which is based on the current budget.
 2. Ongoing costs: Non-recurring cost.
 3. Budget head/performance centre: Adult and Community Services
 4. Total current budget for this head: £96.3m (2011/12 Budget)
 5. Source of funding: Current budget
-

Staff

1. Number of staff (current and additional): 700 full time equivalent posts (as per 2011/12 budget) FTE in Portfolio
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: Statutory requirement. Both Adult Social Care and Housing Needs Service is governed by legislation (NHS Community Care Act 1990 and Housing Act 1996 and Homelessness Act 2002)
 2. Call-in: Call-in is not applicable.
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Approx 8,000 receiving services in social care with approximately 8000 people on the Housing Register across the Portfolio.
-

Ward Councillor Views

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

3. COMMENTARY

3.1 The priorities within the Adult and Community Services Portfolio Plan 2011/12 are aimed at improving the quality of life of the most vulnerable members of our community, underpinning the Building a Better Bromley – 2020 Vision theme of 'Independence & Health'.

3.2 The priority outcomes for 11/12 are:

- Outcome 1: Enhancing quality of life for people with care and support needs.
- Outcome 2: Delaying and reducing the need for care and support.
- Outcome 3: Ensuring that people have a positive experience of care and support
- Outcome 4: Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.

3.3 The attached summary report (Appendix A) highlights the key areas of progress so far this year as well as identifying areas where more work is required. The key areas where there has been progress are:

Outcome 1: Enhancing quality of life for people with care and support needs.

- All new customers entering the service who are in receipt of eligible services are informed of their personal budget.
- The launch of the MyLife web portal was achieved during National Get Online Week (31st October 2011) with a range of events held across the Borough. MyLife continues to attract approximately 240 users per week and user feedback continues to be incorporated into the improvement of information available on the portal.
- Crown Meadow Court extra care housing scheme opened in April 2011 and is now fully occupied with residents successfully moved from Cranbook Court and Denton Court, a further two extra care housing schemes scheduled to be available early in 2012 for 110 people.
- Extensive work continues on a range of projects providing supported living to people with learning disability including achieving planning consent for the Johnson Court development, and in September 2011 opening Albermarle Road which supports 7 service users from the PCT Reprovision programme.

Outcome 2: Delaying and reducing the need for care and support.

- 94 homes have been brought back into use within the Borough since April 2011. Additionally 5 households have been provided with financial assistance via grants to bring homes back into full use.
- New care management structure has been implemented as planned. The reablement service supports on average 65 customers per week, with 73% at the end of quarter 2 leaving the service with no ongoing care need enabling them to remain independent in their own homes.
- No 16 or 17 years have been placed in bed and breakfast accommodation.

- The Mortgage rescue and debt advice service has prevented homelessness for 45 households by the end of July 2011.

Outcome 3: Ensuring that people have a positive experience of care and support.

- The number of annual reviews continues to be high with 4085 being completed, which equates to 98.9% achievement.
- Experts by Experience are aiming to be fully user led by the end of December and are currently looking at how they can provide services to the Local Authority, which could include input into the Quality Assurance Framework as peer reviewers. Firm proposals will result from this work.

Outcome 4: Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.

- The Safeguarding training plan for 2011-12 has been implemented, reflecting the revised Competency Framework as approved by the Adult Safeguarding Board.
- Information in respect of accredited pharmacy providers for disability living equipment is available on the MyLife portal, enabling easier access to information to all residents.
- The number of safeguarding strategy meetings held within 5 days continues to exceed the annual target of 90%, with Quarter 2 being 92% (n=61).
- The target for the number of investigations to be completed by qualified staff is 100% and actual performance for Quarter 2 is 100%.

3.4 The summary report (Appendix A and Appendix B) also highlights areas that require more input to meet the end of year targets and these include:

Outcome 1: Enhancing quality of life for people with care and support needs.

- The local target to ensure that people who make contact with adult social care have their service confirmed within 10 working days is 80%. The performance as at end of September was 73% (n = 689), further improvement is expected in the second half of the year.
- Contract tendering for the Drug Action service has taken place, with the new contracts being in place from the 1st December. Work to improve performance monitoring information will continue with the new providers.

Outcome 2: Delaying and reducing the need for care and support.

- Temporary accommodation has continued to increase, which is a similar picture across all London Boroughs. As at the end of September, there were 553 people in temporary accommodation. Work continues on initiatives to increase the supply of accommodation and reduce the pressure on temporary accommodation. More detailed information is contained within the Housing Report on this agenda.
- There has been a marked decrease in supply of private rented accommodation. To date 82 households have been assisted to secure accommodation with the use of incentive schemes and 142 households have been assisted through signposting.

- 3.5 Housing register applications have continued to increase this year, with the number of new applications on the register at 8,000 as at the end of September 2011, which is an average of 400 new applications per month this year. The service has assisted more than 2,000 households to remain in their accommodation or find alternative suitable accommodation in the first six months of the year; and current trends suggest continued increases in homelessness during 2011-12. These issues are covered more fully in the Housing mid year performance report on this agenda.
- 3.6 **Bromley Local Account.** As reported in January 2011, the Care Quality Commission will no longer be publishing annual performance ratings for adult social care, which means for the Performance year 2010-11 there will be no formal assessment by the Care Quality Commission.
- 3.7 Consultation of the new framework was held between November 2010 and February 2011.
- 3.8 The Association of Directors of Adult Social Services (ADASS), The Local Government Group (LGG) and The Department of Health (DH) replaced the Annual Performance Assessment by Adult Social Care Outcomes Framework, (ASCOF) which was confirmed by Government on 31 March 2011.
- 3.9 The purpose of the ASCOF is essentially two-fold:
- Nationally, the ASCOF will give an indication of the strengths of social care and success in delivering better outcomes for people who use services. This will support the Government's role in reporting to the public and Parliament on the overall system, and influence national policy development.
 - Locally, one of the key uses of the ASCOF is for 'benchmarking' and comparison between comparative councils. This will enable councils to compare their results with others and to discuss policy approaches with outstanding performers, to enable shared learning and best practice to be available. The new framework also supports the production of an annual "Local Account" of social care by a council by providing high-level information to customers within the community.
- 3.10 It is also important to confirm that the ASCOF is not a national performance management tool. Instead, the framework is intended to be the beginning rather than the end of a conversation about the state of adult social care both locally and nationally. For example:
- Councils can use the nationally facilitated comparability of the outcome measures as a way in to more detailed conversations between colleagues about how to achieve better outcomes.
 - Councils can also use data sources such as the Adult Social Care Survey to compare other information they are interested in that are not formal national measures.
- 3.11 The 'Local Account' Report will be the way that progress on adult social care will be communicated with the wider community. Currently only guidelines have been issued as to the content of the Local Account by Government, but it will mandatory the current performance year 2011/12 and onwards.
- 3.12 Specific responsibilities of Elected Members as to how they will be involved in the Local Account, along with involvement from the community is still unclear, so further work will be completed during 2011/12, to inform the Local Account report for 2011/12.

3.13 However, Bromley has produced a Annual Local Account for the past performance year 2010/11 (attached as Appendix C) which brings together the existing key performance reports giving an overview of key performance areas. Being the first year of production, the Annual Local Account will be reviewed to see how it can be improved on in future years to provide clear and improved information on Social Care Performance.

3.14 Bromley Local Account has recognised a significant range of strengths across all service areas in 2010/2011 which support the department's continuation of improved performance, including:

- Continued good progress in safeguarding, with quality assurance mechanisms in place which show improved consistency in practice.
- Continued improvement in the speed of assessments and reviews. The outturn for 2010/11 is 96% compared with 86% in 2009/10. Service user reviews as well as carer assessments and reviews continue to above that of comparator authorities.
- More timely services for people in Bromley when transferring from hospital than in comparator councils, and an increase in community based intermediate care options.
- The up take of uptake of self directed support has continued to increase with an outturn of 31% of eligible service users having a personal budget in place by the 31st March 2011.
- Service user and carer complaints have continued to fed back into the service, resulting in some service changes (as reported to members in the annual ACS complaints report). Full details of complaints performance are available in the Annual Complaints Report published in June 2011 <http://sharepoint.bromley.gov.uk/mgConvert2PDF.aspx?ID=3800&T=10>
- Continuing support for people with disabilities into employment has increased the achievement level to 17.3% in 2010/11, an increase from the previous year's outturn of 15.7%.

3.15 These are also areas for development::

- Continue to reduce the number of older people in residential or nursing care. Bromley has a higher number of older people in residential care than its comparator authorities in 2010/11 (1013) this was a reduction on 2009/10 with a drop of 32 (981 placements). However, fewer new people are entering residential/ nursing care each year and more are taking up alternatives such as extra care housing.
- Making it easier and simpler for people to use their personal budgets with more people managing their support with a direct payment.
- To continue to improve how we involve customers with service development.
- To develop better ways of demonstrating a positive outcome for a service user.

3.16 The above areas for improvement are within the current year's portfolio plan and are being monitored by the standard reporting process.

3.17 **Monitoring and Reporting Systems.** All Portfolio Priorities will continue to be monitored and a final report will be presented to PDS in spring 2012 in conjunction with the draft plan for 2012/13.

4. POLICY IMPLICATIONS

The plan reflects the priorities of 'Building a Better Bromley – 2020 Vision'. Development of the 2012/13 Portfolio Plan will be planned for early in 2012 in light of planned organisational changes to the Council's Departmental structure.

5. FINANCIAL IMPLICATIONS

The Four Year Financial Forecast gives an overview of the key service and financial pressures facing the Council and identifies in detail the cost pressures facing the Adult and Community Services department. As part of the Portfolio Planning process linkages are made with the Financial Forecast to ensure that any additional cost pressure or savings that arise are taken into account.

6. LEGAL IMPLICATIONS

There are no legal implications directly arising 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.

Non-Applicable Sections:	Personnel Implications
Background Documents: (Access via Contact Officer)	Portfolio Priorities and Performance Framework for 2011 – 2012 – January 2011