

## Portfolio Plan Half Year Update

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Priority	Aim	Comments for September 2011
<b>Priority Outcome 1</b>	<b>Enhancing quality of life for people with care and support needs.</b>	
Aim 1a	Locally relevant quality information and advice about care and support need is easily available to enable control and inform choice.	
Aim 1a1	Maximise the use of technology to enable people to access up to date information and advice on a range of services and support options through Bromley MyLife web portal.	↑ The launch of the MyLife web portal was achieved in October during National Get Online week (31st October 2011).
Aim 1a2	Using the Information, Advice & Guidance strategy, develop the MyLife web portal to provide access to quality assured information, advice and guidance, ensuring that it is available and accessible to all through different formats and channels and meets the needs of all people in the community.	↑ MyLife continues to attract approximately 240 users per week. User feedback continues to be used to improve the range and quality of information available. New information is now available via the Interactive guides on topics influenced by customers searching for information.
Aim 1a3	Launch the self assessment access on Bromley MyLife web portal.	↑ The online assessment tool has been developed and is currently being tested prior to being released on the portal. It is anticipated that it will be implemented in the Spring 2012. Work to explore how the MyLife web portal can be used to provide interactive information for people seeking advice on homelessness and housing options has also commenced as part of the Housing Avoidable Contact project. The formal launch of MyLife took place on the 31 October 2011.
Aim 1a4	Evaluate the learning from the Age Concern Bromley and Mencap Brokerage services to determine a model of brokerage across all user groups for people who do not meet the criteria for social care funding or who self fund, and need help to plan their lives and access support and services.	↑ Discussions have already occurred exploring the future business model for brokerage services across both client groups and for eligible & non FACS eligible clients. Discussions are under way with Age Concern Bromley regarding the future service and is due to be presented to ACS PDS in November.
Aim 1a5	Continue working with partners to improve the accessibility of universal services e.g. leisure, adult education, transport, employment, healthy living and health improvement along with housing and supported living options.	↑ The Council continues to work with and fund partner organisations (e.g. Bromley MyTime, Shaw Trust, Bromley Mencap, Mobility Forum) to ensure that people with disabilities can access services within the community.
Aim 1b	Have a diverse and high quality market in care and support services to offer real choice and control to service users and their carers.	
Aim 1b1	Ensure commissioning decisions enable service users to exercise choice to secure good quality services.	↑ The support contract for Direct Payments has been reviewed and will be recommissioned later in 2011-12.
Aim 1b2	Agree and implement outcomes of the review of respite care for Older People, People with Learning Disabilities, and their carers.	↑ The Commissioning Strategy for older people's residential and nursing home respite care was presented to ACS PDS in September 2011.

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Aim 1b3	Secure support for people in specialist supported living schemes (including ECH) which enable people to exercise choice and control in how they secure elements of their support and care.	↑ A new ECH scheme for 60 people, Crown Meadow Court, opened in April 2011. Two further schemes for 110 people are due to open early in 2012. A framework agreement is being put in place to establish arrangements for care and support to be secured from external providers. Planning consent for Johnson Court, a new build supported living scheme has been obtained. This scheme will provide high quality living accommodation for 6 people with complex needs and is scheduled to open in July 2012. Plans for the development of the Ravensbourne College property and two other sites at Copers Cope continue to be developed and negotiated with developers/RSLs. Albemarle Road, a property under the PCT reprovision, opened this month and has had a positive effect on the lives of the clients who have moved in. The remaining PCT Reprovision schemes will be completed by the end of 2011.
Aim 1b4	Develop an accreditation scheme for personal assistants so that people can access safe services and support with particular focus on support for young adults.	↑ The accreditation scheme has been developed in partnership with Community Links Bromley. 8 personal assistants have been accredited, with 13 more accreditations in the pipeline. Mylife is being used to promote the scheme and recent feedback indicates people have applied to become an accredited personal assistant after seeing information on the site.
Aim 1c	Provide choice and control over how support needs are met.	
Aim 1c1	Ensure all service users have control over their care by continuing to offer personal budgets to all service users and carers when they have eligible needs requiring LBB funding.	↑ All service new service users are provided with a personal budget and a support plan. All new service users are offered a Direct payment to purchase their support. Based on 2010/11 eligible service users (4686), 69% of service users have a personal budget, which indicates that reaching the annual target of 90% by 31/3/2012 will be achieved.
Aim 1d	Develop support services for older people with mental health needs.	
Aim 1d1	Ensure that there are appropriate and effective day opportunities for people with dementia and their carers.	↑ Following the dementia needs assessment (part of the wider JSNA 2011) A commissioning strategy for dementia services is currently being developed by the OPMH group - this will be shared with relevant stakeholders prior to implementation.
Aim 1d2	Continue to provide targeted training for staff in extra care housing schemes to increase access for older people with dementia to ECH schemes and prevent moves into residential care.	↑ The Bromley Mind training has been rolled out in the in-house ECH schemes to all staff. Initial training has been delivered in Crown Meadow Court. An estimated 20 people with dementia are now cared for by trained staff at Crown Meadow Court.

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Aim 1e	Develop alternatives to residential care within the borough to promote independence.	
Aim 1e1	Enable people with a learning disability who are living away from Bromley to return to supported living placements within the borough.	↑ The priority work for the supported living initiative during Quarter 2 has been reviewing service users with tenancies in other localities with a view to transferring funding responsibility to the authority where they reside.
Aim 1e2	Complete the move of the remaining people with learning disabilities from campus accommodation into supported living during 2011/12.	↑ The last of the clients receiving NHS provided care transferred to 2 new schemes during September and initial feedback states they are settling in to their new homes well. Work continues with the remaining build schemes and we anticipate all clients finally vacating the NHS campus site at the end of November 2011. The external care provider (MCCH) has started to provide care and support to 17 individuals still at the NHS campus site from July as planned.
Aim 1e3	Develop a wider range of housing options for people with mental health needs to ensure that move on opportunities exist and an appropriate level of support is provided to prevent and reduce the need for residential care.	↑ There is a continued reduction in the number of people in residential and specialist provision as a result of the initiatives being followed within the Mental Health service. Further options are being developed to reduce the reliance on residential services. In 2009/10, there were 53 people in Out of Borough Placements. In 2010/11 this reduced to 43 and in 2011/12 to date, the number is 29. In Borough placements remain static at 36.
Aim 1e4	Secure alternatives to residential care for older people through: - The completion of the Crown Meadow Court Extra Care Housing Scheme—60 homes. - The provision of further Extra Care Housing places, including completion of another 50 apartment scheme in the north of the borough and a second 60 apartment scheme at Bromley Common.	↑ The transfer of residents from Denton/ Cranbrook Courts and those on the waiting list for Crown Meadow Court was completed by 13/7/11. Building works are progressing well for Regency and Sutherland Courts and the estimated date for completion is April/May 2012. Both schemes will provide an integrated care and support service for people with a physical/learning disability and those with varying levels of dementia. With the closure of Bellegrave Residential Care Home, we have identified a number of residents who have the potential to move to the new ECH schemes rather than to another care home. Assistive Technology and Re-ablement programmes will be part of the assessment process to ensure we are actively promoting independence. Local engagement with Age Concern and Bromley College is also being developed at Crown Meadow Court with the focus on social interaction between young and older people.
Aim 1f	Services effectively enable service users to live their lives to the full and maintain independence.	
Aim 1f1	Evaluate the effectiveness of the Drug Treatment Programme and its impact on obtaining and retaining employment and access to housing and meaningful activities.	← 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 providers under the new contracts.
Aim 1f2	Work with Children and Young People service to ensure an effective transition with the ambition of all young people living in the community once they become adults.	↑ All young people with a physical disability who are in need of services are assessed by Care Management teams between the ages of 16 and 18 yrs. There are links with Education, Children With Disabilities Team, Colleges and Universities to ensure adapted environments are available for young people to continue their education. A transition strategy was submitted to PDS Committee in September 2011 prior to consultation being commenced.
Aim 1f3	Agree and publish the autism strategy for the borough in line with national guidance.	↑ The Autism Commissioning Plan was presented to the July PDS meeting, and is currently out for consultation.

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Aim 1g	With partners develop more work based opportunities (paid/unpaid) for people with learning disabilities or recovering from mental illness.	
Aim 1g1	Increase the number of vulnerable service users (PDSI, MH) who are accessing work (paid/unpaid).	↑ A review of specialist employment services for people with mental health problems was undertaken during Quarter 1 and a commissioning framework drawn up jointly with the PCT to look at developing a new model of service provision which is more cost effective. Work continues with the Community Involvement Advisor in providing working age adults with a physical disability with activities and volunteering opportunities to build confidence and gain valuable experience in preparation for employment. Deaf Access are also commissioned to provide support, advice and guidance and build confidence for working age adults to help them find voluntary and paid work.
Aim 1g2	Increase the number of people with learning disabilities in paid work in the borough through social businesses and through Jobmatch and Job Carve.	↑ Thyme Out have put in a bid for further Lottery funding that will both secure and it is hoped expand the opportunities for people to access this scheme. Work has been carried out with the Shaw Trust to deliver a Community Café, and a provisional start date of January 2012 has been agreed. This project will significantly increase work/volunteering opportunities but exact figures will not be known until January 2012.
<b>Priority Outcome 2</b>	<b>Delaying and reducing the need for care and support.</b>	
Aim 2a	Reduce health inequalities for the most vulnerable within Bromley.	
Aim 2a1	Update Joint Strategic Needs Assessment to reflect the main areas of need to inform the planning process for health and wellbeing including specific focus on people with physical disabilities, dementia and on end of life care needs.	↑ The Joint Strategic Needs Assessment was presented to the Health and Wellbeing Board on the 17th November 2011 which highlighted the priorities for April 2012.
Aim 2b	Improve energy efficiency in homes and return vacant houses to use.	
Aim 2b1	Carry out work, offer grants and loans or take action (e.g. EDMO) to bring 30 private sector dwellings back into use.	↑ So far this year 94 homes have been brought back into use, and 5 households have been provided with financial assistance to bring homes back into use. Additionally 1 new dwelling has been created.
Aim 2b2	Bid to HCA for funding to bring 50 empty homes back into use.	↑ An Expression of Interest for Empty Homes funding has been submitted to the HCA for consideration. The HCA have yet to issue a timescale for a formal decision.

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Aim 2b3	Bid for any available funding and initiatives to improve energy efficiency.	<p>↑ The existing Carbon Emissions Reduction Target (CERT) funding has been extended beyond the end of the previous programme, (March 2011) and now runs out at the end of 2012 when it is thought that the "Green Deal" will be the only funding initiative, replacing all previous initiatives.</p> <p>Bromley have agreed to participate in a revised RE:NEW programme as part of a Sub Regional bid for LDA/GLA funding for a one year programme to carry out an intensive programme of contacting residents, surveying properties, fitting simple cost effective measures free of charge and providing information. Tenders have been evaluated and the successful contractor "Climate Energy" notified. The contract should be signed to allow commencement of works by late September.</p> <p>The funding available for each Borough equates to approx £180K and will cover the cost of all works carried out by contractors who will also seek to lever in other funds from the energy supply companies by way of CERT and any other available funding such as from the government's Warmfront scheme etc.</p>
Aim 2c	Support service users to stay independent for as long as possible.	
Aim 2c1	Maximise the usage of tele-care and tele-health equipment across Care Services.	<p>↑ Since April 2011 the number of assistive technology installations has increased to 49 within the community and 31 within the supported living initiatives being implemented by the Council. There have been awareness raising days and workshops to support staff in ECH to use equipment to enable service users with problems such as dementia and wandering to remain safe and secure within these types of accommodation.</p>
Aim 2c2	Implement revised Intermediate Care arrangements to maximise the rehabilitation potential of people to support them to remain in their own homes.	<p>↑ The new restructure of the assessment and care management has provided increased capacity within the skill mix within the Intermediate Care Team to ensure that more timely and effective discharge from the service occurs. Work is underway looking at a single point of contact for this service within PCT and Social Care.</p>
Aim 2c3	Develop, as part of the Community Equipment Retail model, a prescription service for the future provision of selected small items of daily living.	<p>↑ The introduction of the prescription service will be considered by Members in February 2012.</p>
Aim 2c4	Assist 500 eligible service users to remain in their own homes through the provision of advice, handyperson services and loans, to carry out small works, repairs and adaptations where appropriate.	<p>↑ As at 7th September 674 jobs have been completed through the handyman scheme, with a large percentage of these assisting with discharge from hospital. A further 53 people have been assisted with disability adaptations and a further 16 with repayable grants or loans, making the total assisted 743.</p>

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Aim 2c5	Work with the Bromley Healthcare to develop an integrated Care Management and District Nursing service focussing resources on those most in need. The most appropriate health or social care professional will hold case responsibility improving the user experience by reducing the number of people with whom the service user must communicate whilst assuring a quality service from a team of specialist workers.	↑ Initial scoping work has been undertaken to identify the potential phasing of integrated team, this has included looking at what teams are already working closely together to provide services. This is a long term project which is likely to be achieved over a 2 year period.
Aim 2d	Focus on preventing homelessness by working in partnership to pursue new initiatives, maximise and make the best use of the supply and range of affordable housing.	
Aim 2d1	Continue to avoid the use of temporary accommodation where possible. (Planned reduction since March 2006 from 1013 to 429 in March 2011)	↓ Bromley has continued to experience a significant increase in homeless presentations, together with a slowing up of the housing market and available accommodation across all sectors, thus placing immense pressure on temporary accommodation. It has therefore not been possible to further reduce placements into temporary accommodation, with the number of placements totalling 553 at the end of September. Work is underway to pursue a number of initiatives to increase the supply of accommodation and reduce the pressure on temporary accommodation and in particularly nightly paid accommodation. These initiatives were detailed in the report to PDS on 27th September and within the Housing Mid Year Annual Report.
Aim 2d2	No 16 or 17 year olds will be housed in Bed and Breakfast accommodation unless an emergency placement. Expand the number of alternative placements through the 'Nightstop' short term supported lodging service.	↑ Zero placements into shared B&B has been sustained. Nightstop and Safepad schemes are fully operational. Work is also currently underway to seek to expand the crashpad schemes to cover the whole of the sub-region to maximise the number of suitable placements.
Aim 2d3	Through effective use of Mortgage Rescue funds and debt management advice, reduce the number of people made homeless through repossession.	↑ Work continues to focus on the prevention of homelessness as a result of debt and mortgage arrears, with all notifications of potential homelessness being offered advice and assistance through the dedicated mortgage prevention officer and debt advice surgeries. Repossession was prevented for 45 households during Quarter 1. Quarter 2 figures will be presented as soon as they are available from MRS and Blackfriars money advice service
Aim 2d4	Deliver an early intervention home visiting service to reduce homeless presentations.	↑ The housing report commentary is 'despite considerably increased numbers of households presenting at risk of homelessness, more than 1,000 households at risk of imminent homelessness have been assisted to either remain in their existing accommodation or to access alternative accommodation thus resolving their homelessness.
Aim 2d5	Continue to pursue social housing tenancy fraud and regain possession of all properties where identified.	↑ The Social Tenancy Fraud Initiative work with Affinity Sutton has progressed well with the planned block inspections well underway and 10 properties regained so far this year which have been let to Council nominees.

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Aim 2e	Develop the range of Housing Options available within Bromley.	
Aim 2e1	Work with additional Housing Associations to encourage them to open up their property registers to Bromley Homeseekers increasing available property.	↑ All Registered Social Landlords currently advertise through Bromley Homeseekers. The majority now advertise 100% of vacancies within the borough. Work will be undertaken once auto banding and the new allocations scheme is launched later in the year to expand the number of Registered Social Landlords also advertising those properties to which they have sole nomination rights.
Aim 2e2	House at least 300 households in the Private Rented sector.	↓ There has been a marked decrease in the supply of private rented accommodation across the whole of London. Officers continue to work closely with private landlords to maximise access to accommodation and to review all schemes to encourage acquisition. 82 households have been assisted to secure accommodation with the use of incentive schemes, with approximately a further 142 households assisted through sign posting and introductions to private rented accommodation.
Aim 2e3	Work closely with Housing Associations to identify overcrowded households and to address under occupancy.	↑ Housing continue to work closely with all of housing association partners to tackle overcrowding and maximise the number of under occupier moves to free up much needed family sized accommodation. The dedicated officer has successfully worked with 50 households during Quarter 1.
Aim 2e4	Work with Housing Associations and developers to provide a level of Affordable Housing to at least meet statutory and high priority needs and enable temporary accommodation reductions/ overcrowding, special needs (e.g. ECH, LD) targets to be met.	↑ 79 affordable properties were completed in the first two quarters of 2011-12. This figure comprises 68 units for social rent (including ECH, SHI and LD) and 11 units for intermediate housing. These include two schemes which form part of the Council's LD PCT re-provision programme which will house 10 service users; and Affinity Sutton's development at Castledine Road delivering 23 rented units, including 3 fully wheelchair adapted units and new improved community facilities. Work continues at the two extra care housing schemes currently under construction and due to complete in 2012.
Aim 2e5	Implement the London wide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.	↑ This work continues to progress as the housing associations undertake the programmed inspections and work to designate accommodation and populate the register.
Aim 2e6	Review processes around and information available for visitors to housing services to reduce numbers and facilitate more self help.	↑ Analysis of the reasons for people using the current reception points has been undertaken, work has commenced to update and provide more information via the web including the use of MyLife. New ways of working will be in place for the move to the new reception points including implementation of an electronic appointment only system (for non emergency cases).

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<b>Priority Outcome 3</b>	<b>Ensuring that people have a positive experience of care and support.</b>	
Aim 3a	Develop a 'promoting independence' model that encourages community participation and increases access to services.	
Aim 3a1	Ensure that all carers are routinely offered carers' assessments.	↑ All staff are required to offer a carers assessment, and training regarding carers is mandatory for all staff on a three year refresher basis. ACS has agreed to be involved in carers rights week in December 2011 and staff have met with the Chief Executive of Carers Bromley to start planning for the day.
Aim 3a2	Review and implement advocacy arrangements for all groups within the community.	↑ The Gateway review will be presented to ACS PDS in November.
Aim 3b	Service users and carers contribute to service planning and delivery of council services/projects; their views are heard and incorporated.	
Aim 3b1	Complete and evaluate the transport review travel training for people with learning disabilities.	↑ A review of the first stage of the project has been completed. Of the initial 12 participants, 6 are travelling independently, 3 are still training, 3 have withdrawn. The initiative has received good feedback from schools. Another 16 potential new trainees have been identified.
Aim 3c	There are effective partnerships with people using services, carers and other local citizens.	
Aim 3c1	Strengthen the voice of users within existing organisation and support development of a user led organisation that will contribute to policy and service design and development in the future.	↑ 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
Aim 3c2	Agree arrangements for the setting up of Health Watch.	↑ Initial discussions have been held to determine the approach to involving all relevant partners in development of Healthwatch. A workshop will take place during Quarter 3 which will help to inform future arrangements once detailed guidance is available from the Government.
Aim 3d	Provide better access to community support and improve health outcomes through working with NHS partners and the voluntary and independent sectors.	
Aim 3d1	Increase joint commissioning with health partners to focus more effectively on prevention.	↑ Proposals for joint commissioning with the PCT of services for carers, stroke pathway and domiciliary care services are in progress.
Aim 3d2	Explore the potential for Adult & Community Services and Bromley healthcare to provide a single point of contact for access to community and social care support.	↑ A workshop has been held with key Stakeholders. Co-location is being investigated as an option to move forward.



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<b>Priority Outcome 4</b>	<b>Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.</b>	
Aim 4a	Social Care workforce has capacity, skills and expertise in Safeguarding.	
Aim 4a1	Implement the Bromley Safeguarding Adults Board annual training plan.	↑ BSAB has implemented the 2011-12 Training Plan. Training dates are publicised on One Bromley and the external site. Training has been commissioned for managers at Oxleas to support competency in the Pan London safeguarding adults procedure. Additionally two multi-agency safeguarding practice meetings have been held to explore lessons learnt from the experiences of safeguarding cases.
Aim 4a2	Ensure ACS care staff are trained in safeguarding practice and meet the standards of the BSAB competency framework.	↑ The Bromley Safeguarding Adults Board Adult Safeguarding Competence Framework has been revised for 2011-12, and the content of the courses has been revised to match the required competences. Training sessions include: 1 to Bromley College, 1 to the Health and Social Care Provider Forum, and 7 for teams to introduce the changes to safeguarding procedures following the introduction of Pan London procedures.
Aim 4a3	Work in partnership with Oxleas to implement the dementia support to care homes project.	↑ A pilot project is being delivered to provide specialist nursing support to 4 care homes to support the management of challenging behaviours in the home, thus avoiding admissions to hospital and nursing care. The project also aims to reduce pharmacological interventions.
Aim 4b	Our workforce effectively delivers modernised services.	
Aim 4b1	Continue successfully engaging with endorsed providers to ensure services are developed that meet the current and future needs of vulnerable adults.	↑ Accredited pharmacy providers of disability living equipment are listed on the MyLife portal. An accreditation scheme for safe recruitment of personal assistants for people self-directing their own care has been developed and piloted by Community Links. 8 PAs have been accredited, and Community Links has run 8 information sessions on the scheme.
Aim 4b2	Continue to deliver the training and awareness around deprivation of liberty safeguards in Care Homes.	↑ The training programme for social care staff and others continues to be delivered. An audit is being carried out on a range of care homes and hospitals to look at compliance and awareness.
Aim 4c	Promote excellent customer service through effective complaint handling.	
Aim 4c1	Encourage customers to share their experience of our complaints handling in order to learn and improve the service provided.	↑ In Quarter 2 feedback forms were sent to all complainants and 5 forms were returned. The evaluation of the Responses received has revealed that the complaints team are helpful, complainants are treated with courtesy and respect, and complainants have not experienced any recurrence of the issue which caused their complaints.
Aim 4c2	Improve complaint resolution through effective investigation and implement lessons learnt to improve the outcomes for individuals using our services.	↑ Lessons learnt from complaints resolved since April 2011 include the introduction of written guidance on how charges are applied by hospital teams following a complaint about how the charging policy is applied for people receiving reablement services; and consent forms being sent to all complainants to ensure they consent to a complaint being made by a third party following a complaint to the Local Government Ombudsman.

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Aim 4d	Improve quality assurance of services and safe practices.	
Aim 4d1	Implement the lessons learnt from safeguarding investigations and improve service delivery.	↑ Bromley Police have responded to the lessons learnt from a case review in 2010-11 by setting up a dedicated resource of 4 officers for vulnerable adults from 01.04.11. Police protocol has also been revised. Regular Safeguarding Adults Practice Standards group are held, with all investigating teams represented. Topics covered have included how to ensure informal carers who are at risk due to a deterioration in the mental health of the person they are caring for have fast and effective access to support from mental health teams.
Aim 4d2	Continue to improve the reliability of Domiciliary Care providers.	↑ Complaint information for domiciliary care providers is monitored monthly. The Domiciliary Care Forum has discussed issues to promote good practice and service delivery. Contract monitoring officers meet monthly with the complaints manager to feed back comments and ensure domiciliary care agencies learn from complaints received to improve their service. The annual Quality Of Domiciliary Care monitoring report is on the PDS Committee agenda for November 2011.
Aim 4e	Vulnerable adults are protected through the engagement, contributions and commitment of partner agencies, including the voluntary sector, towards the work of the safeguarding board.	
Aim 4e1	Empower vulnerable adults to express their wishes and to exercise control over their lives by maximising their choices and supporting them in the management of risks.	↑ The Positive Risk Taking Policy was approved by Bromley Safeguarding Adults Board in May 2011. Decision making in cases is now undertaken in line with this agreed multi agency policy. In conjunction with the Positive Risk Taking Policy guidance is issued to all service users using direct payments to assist them to self-direct their own care.
Aim 4e2	Promote the roles of the NHS, Police, Fire Brigade, Community Safety and the community in safeguarding vulnerable adults to minimise the risks faced by people in ongoing vulnerability.	↑ The safeguarding conference held in September brought together NHS, Police, Fire Brigade and other professionals in the safeguarding community as part of Bromley Safeguarding Board's aim to promote safeguarding and minimise risks to vulnerable people. In October the adult safeguarding board exhibited at the safeguarding children's board annual conference to promote their work to the professionals who are often involved in broader family work. The BMA GP toolkit, Safeguarding Adults, and the Pan London procedures were both featured in the GP weekly newsletter.
Aim 4e3	Promote wider involvement and action within the Council and in partnership with other agencies to improve community safety and reduce risks from harassment. - Minimise the risks faced by people who live in situations of ongoing vulnerability. - Personalisation risk assessment.	↑ In September the Safeguarding Adults Board held its conference "Getting it Right" with 140 delegates attending. A training session on the anti-social behaviour risk matrix was particularly well attended with up to 70 delegates participating in this session run by the anti social behaviour officer. Other presentations included personalisation and the use of assistive technology to support vulnerable people to remain safe and independent.