

**London Borough of Bromley**

**Adult and Community Services**

**“Local Account Report”**

**2010 - 2011**

## The Journey of Change to a 'Local Account'

This is a time of transition for adult social care and housing with challenges and opportunities in the years ahead which we as the Council and you as customers will be part of. There are a number of key agendas which are driving our approach to keeping our customers informed of how we are meeting their needs and delivering services that they want and need to maintain their independence, whilst within a climate of economic fragility.

In the last eighteen months new thinking has altered our relationship with our customers and national government. This new thinking has focused on:

- The Vision for Adult Social Care and *Think Local, Act Personal*
- The Spending Review and financial challenges posed by budget reductions
- Changes to the local NHS and councils: Health and Wellbeing Boards
- The localism agenda – where local people can have their say

Wherever possible, we want people in the community to have an overview of the decisions that affect their lives which means:

- A focus on local accountability to citizens, not to regulators and national bodies;
- A new responsibility for the social care sector to lead its own improvement supported but not directed by national bodies.

This increased transparency to all areas of service delivery and public life will mean that we will reduce the bureaucracy of the past and find intelligent ways to encourage people to make better choices for themselves.

This '**Annual Local Account**' report will be the first one produced in keeping with the new approach to customers and will in following years be refined and improved, not only from feedback we receive from you '**our customers**', but also by the impact of other key government agendas such as the introduction of Health and Well Being Boards.

Our focus for the **Local Account Report** for the performance year **2010-2011** is on:

- **Outcomes:** Placing a focus on the results achieved in delivering services to you, the customers of Bromley;
- **Quality:** The effectiveness, safety and efficiency of services delivered and 'What it was Like' for people who use them;
- **Transparency:** Empowering local citizens to hold services to account through sharing of information, publication of reports and a greater voice for users and carers.

**This Report will:**

- Inform you on the achievements in 2010-2011 for Supporting Independence and Housing in Bromley and priorities for the coming year;
- Inform you on key outcomes in respect of Complaints and Safeguarding;
- Inform you on how well we did in the National Mystery shopping survey about how we responded to people at the front door;
- Inform you of what your views were in the annual Adult Social Care Survey completed in the Spring 2011;
- Inform you of our overall performance in comparison with other comparator local authorities – how well we did in 2010-2011.

**Supporting Independence - Our Achievements**

In times of constrained finances we continue giving adults who need care and support more choice and control over their lives, helping them to live as independently as possibly, in safety, and in their own homes:

**During 2010/2011 we :**

Enabled more people to have total control over their care by offering personal budgets to all people who are eligible for services, and carers when their needs are assessed or reviewed.

- Over 1498 people had greater choice and control over their care last year through having their own personal budgets. We achieved our plan of 30% of eligible people having the choice to direct their own support by March 2011, and by May 2011 personal budgets had been made available to all people currently receiving services.

Ensured the involvement of disabled and older people in service developments by supporting the Expert by Experience group.

- During the year, people who have experience of our services represented by the “Experts by Experience” group, made a significant contribution to the strategic developments in Adult Social Care. In particular, Experts by Experience were part of the Supporting Independence in Bromley Programme –a major programme of work to ensure people have greater choice and control of their services. Experts by Experience were also part of the evaluation of providers for our new Extra Care Housing services.

We secured alternatives to residential care for older people through:

- The completion of Crown Meadow Court extra care housing scheme provided 60 new homes, with 40 residents having moved in by the end of May 2011;

- The provision of further extra care housing places, including commencement of another 50 home scheme in the north of the borough;
- Secured the development of a new care home in the east of the Borough;
- Worked with a care home provider to secure the development of a new care home in Green St Green in the east of the borough, which will cater for older people who need nursing care including people with dementia.

We enabled people with learning disabilities to move from campus accommodation into supported living during 2010/11.

- A further 11 people with learning disabilities moved from campus accommodation into supported living during last year. All people will have moved from the campus accommodation by November 2011 as all properties have had planning permission granted and all care support contracts have been awarded.

We worked with partners to ensure that carers support enables them to remain in, or seek employment.

- In partnership with Carers Bromley, work is now underway to assist carers to put contingency plans in place to ensure continuity of employment when unforeseen circumstances arise due to their caring role. This resulted from the Carers Outreach day where carers had an opportunity to talk about and have an assessment of their needs.

We implemented the priority actions arising from the Transport review ensuring vulnerable people can use public transport safely.

- As part of the transport review, travel training has been started with the focus on intensive work with 12 individuals with learning disabilities plus group work in schools. The Mobility Forum was set up during 2010-11 led by Community Links Bromley. As a result of a survey of bus passenger experience amongst people with disabilities, a range of issues have been identified and will be fed back to the bus providers. The Forum has also contributed their views to the Council and other bodies on a range of mobility related issues including the Taxi Card and Blue Badge schemes.

We monitored and reported publicly on the quality of care services commissioned by the Council through the “Quality of Care Homes” and the “Quality of Domiciliary Care” Annual Reports which are available on Bromley’s Website.

## **Housing – Our Achievements**

Progress against the priorities in the Housing & Residential Services Business Plan and Portfolio Plan priorities are detailed in Annual Housing Performance Report published in June 2011.

## **During 2010/2011 we :**

Enabled more people to remain independent and safe.

- Continued achievement of zero use of shared nightly paid accommodation for under 18s.
- Completed the review of Housing Allocations policy and achieved formal approval of the new Allocations Scheme in preparation for implementation and launch during 2011/12.

Working with external organisations and government departments, secured increased funding for the Council to develop more homes in Bromley.

- Achieved Planning permission and £11.8m of funding for two more Extra Care Housing Schemes, 110 units, which will both complete by spring 2012. £16.8million HCA funding secured for Housing Associations that will enable the delivery of 139 new build units and provide 20 units for short-medium term lease. Out of £16.5m of funding obtained to deliver 300 units across SE London, Bromley has secured 90 street properties purchased and a further 40 new build units now under construction utilising £7.15 of this funding. Within the Social Housing Tenancy Fraud Initiative regained 30 properties which have been let to Council nominees.

Using innovative approaches, improved the quality of life experienced by our residents.

- Achieved the highest number of insulation installations in London using Carbon Emissions Reduction Target (CERT) funding from utilities companies. 2 successful Interim Empty Dwelling Management Orders (EDMO) achieved, with one property refurbished and back in use and let to two people with a Learning Disability and their carer. 2 successful prosecutions of Landlords for failure to maintain their properties, leading to serious risk to the health and safety of their tenants.

## **Safeguarding – Our Achievements**

The Bromley Safeguarding Adults Board (BSAB) continues to oversee the coordination of work to safeguard vulnerable adults from abuse and neglect.

The Annual Safeguarding Report for 2010-2011 detailing quality of outcomes delivered to our customers is available at

<http://cds.bromley.gov.uk/mgConvert2PDF.aspx?ID=3864&T=10> (Agenda item 11).

## **During 2010/2011 we:**

Received evidence from an external review which confirms that the service continues to be effective in preventing abuse, ensuring that when concerns arise they are dealt with appropriately.

- An 18% increase in the overall number of referrals investigated through the Bromley Safeguarding Adults Multi-Agency Procedures from 443 in 2009/10 to 523 in 2010/11.
- Of concluded cases this year, 174 (40%) have been substantiated or partially substantiated (40% last year). Benchmarking reported to the Board indicates this is comparable with other outer London authorities.

We implemented the Adult Safeguarding Prevention Strategy 2011-14, developed with the involvement of service users and informal carers.

- Delivered comprehensive training to help partners ensure all staff and volunteers in the Bromley health and social care workforce can deliver their safeguarding role effectively;
- Held first BSAB annual conference in June 2010, with the theme 'Prevention through Partnership'. The conference, attended by 127 people across partner organisations, aimed to improve outcomes for vulnerable people by enhancing knowledge of services available including Safer Bromley Partnership initiatives.

## **Complaints – Our Achievements**

Every year the Annual Complaints Report provides information on all the complaints received and shows how they were responded to, how the customers felt about the way they were dealt with and had their complaint resolved.

### **During 2010/2011 we :**

Received a total of 275 formal complaints of which 185 related to adult social care and 90 to housing and the drug action team

- The number of complaints received by adult social care in 2010/11 was 185, a decrease of 27% from 2009/10.
- Only 2% of adult social care service users made a complaint.
- Of the 185 adult social care complaints received during 2010/11, 74% (136) were resolved within twenty working days, which is a marked improvement on the previous year's total of 66%.
- Of the 185 adult social care complaints resolved, 54% were either upheld or partially upheld and 46% were not upheld.
- The number of complaints regarding adult social care resolved before reaching the Local Government Ombudsman (LGO) is high, at 95%.
- Continual review and feedback has installed a 'lessons learnt' approach to improve the response the customer received when their complaint is being

handled. The positive approach to complaint handling has resulted in service improvement.

## Mystery Shopping in 2010

In 2010, the Care Quality Commission (CQC) completed a national mystery shopping survey, which focused on assessing how council's respond to a customer when seeking advice, guidance and support from the Council in respect of social care.

The national review covered all councils with adult social services responsibilities..

The review focused on what happens when people first approach their local social services with a request for help or information and looked at:

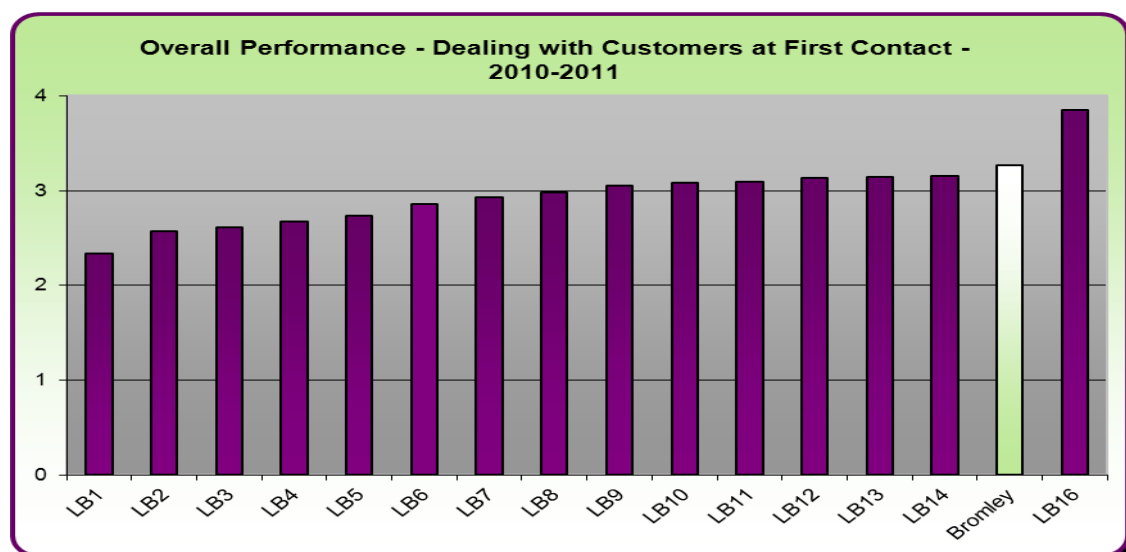
- initial contacts from, or on behalf of, people aged 18 and older;
- the information, advice and support provided at, or following first contact with the customer;
- the processes in place for follow-up and monitoring of people not given a full assessment, or not found to meet the council's eligibility criteria and therefore 'sign-posted' to other services and providers

Data was collected in 2010/11 with a Mystery shopping exercise being completed in August 2010, where each council in England received 50 mystery shopping calls.

The information collected from the 'Mystery Shopping' exercise identified that

- 28 councils assessed as Best Performing,
- 53 councils assessed as Better Performing, where Bromley is;
- 48 Councils assessed as Fair Performing
- 23 Councils assessed as Least Well Performing.

When compared to our comparator authorities within London, we were placed second from top in respect of dealing with our customers efficiently and effectively.



## **Annual Adult Social Care Survey 2010/11**

The national adult social care survey aims to collect information from service users about the services they receive that impact on their quality of life. The survey was completed between January 2011 and March 2011. The key messages from the first national adult social care survey and how Bromley compares are listed below:

### **With regards to Choice & Control customers were saying that :**

- In Bromley 56% (nationally - 62%) of service users who responded said that they were extremely or very satisfied with the care and support services they receive. 34 % (nationally - 28%) said they were quite satisfied, 7% (nationally - 7%) said they were neither satisfied nor dissatisfied and the remaining 4% (nationally - 3%) said they were dissatisfied.
- In Bromley 24% (nationally - 26%) of respondents reported their quality of life was so good, it could not be better or was very good. 28% (nationally - 31%) reported it was good and 38% (nationally - 33%) reported it was alright. 7% (nationally - 7%) reported their quality of life was bad and the remaining 4% (nationally - 3%) reported their quality of their life was very bad or so bad, it could not be worse.
- In Bromley 29% (nationally - 30%) reported they have as much control as they want over their daily life. 41% (nationally - 45%) reported they have adequate control, 21% (nationally - 20%) reported they have some control but not enough and 9% (nationally - 5%) reported they had no control.

### **With regards to Personal Care:**

- In Bromley 52% (nationally - 55%) of respondents said they felt clean and were able to present themselves the way they liked. In Bromley 42% (nationally - 40%) said they felt adequately clean and presentable, 5% (nationally - 4%) said they felt less than adequately clean or presentable and 1% (nationally - 1%) said they didn't feel at all clean or presentable.

### **With regard to food and drink:**

- In Bromley 62% (nationally - 63%) of respondents got all the food and drink they liked when they wanted. In Bromley 30% (nationally - 31%) of respondents said they got adequate food and drink at OK times, 4% (nationally - 4%) didn't always get adequate or timely food and drink and 1% (nationally - 1%) said they didn't always get adequate or timely food and drink and they think there is a risk to their health.



### **With regard to feeling safe, secure and Independent:**

- In Bromley 66% (nationally - 62%) of respondents felt as safe as they wanted, 28% (nationally - 30%) felt adequately safe, but not as safe as they would like, 5% (nationally - 5%) felt less than adequately safe and 1% (nationally - 2%) did not feel safe at all.
- In Bromley 37% (nationally - 42%) of respondents said they had as much social contact as they want with people they like. In Bromley 35% (nationally - 36%) said they had adequate social contact with people, 23% (nationally - 18%) said they had some social contact with people, but not enough and 5% (nationally - 5%) said they had little social contact with people and feel socially isolated.
- In Bromley 55% (nationally - 57%) of respondents said the way they were helped and treated made them think and feel better about themselves. In Bromley 34% (nationally - 32%) reported the way they were helped and treated did not affect the way they think or feel about themselves. The remaining 11% (nationally - 11%) reported the way they were helped and treated sometimes or completely undermined the way they think and feel about themselves.

### **Response rate to the national adult social care survey**

- In Bromley 460 (out of a sample of 999) (nationally - 61,100 out of a sample of 150,800) recipients of care and social care services responded to the survey, which is a response rate of 46% (nationally - 40%).

All the findings from the survey are being reviewed and will be used by the service to inform improvements and better outcomes for service users.

### **Abuse of Vulnerable Adults 2010/11**

This is a new information collection which all councils had to complete for 2010/11. Some of the key messages from the first national data collection of Abuse of Vulnerable Adults and how Bromley compares are listed below:

- More abuse alerts were received about females in Bromley 65% (nationally – 61%) than males 35% (nationally – 39%);
- 30% (nationally – 42%) of the abuse alerts were about vulnerable adults aged 18 to 64; with 42% in Bromley in age group 65 to 84 and 28% related to adults aged 85+.

## **With regard to referrals**

All councils reported a total of 96,000 abuse referrals to adult safeguarding in 2010-11. Of these, 94,500 were about vulnerable adults where their age, gender and client group were known. The information on referrals below relates to these 94,500 referrals nationally and 501 in Bromley.

- In Bromley 30% (nationally – 39%) of the referrals related to vulnerable adults in the 18 to 64 age group, followed by 28% (nationally – 26%) in the 85 and over age group, 30% (nationally – 23%) in the 75 to 84 age group and 12% (nationally – 12%) in the 65 to 74 age group.
- In Bromley 57 (nationally - 13,900) referrals were recorded as repeat referrals, where one or more separate referrals about the same vulnerable adult were received within the same reporting period as the initial one.
- Physical abuse, the most common type of abuse reported in Bromley, was 31% (nationally – 36% of the referrals). This was followed by financial abuse, 21% (nationally – 24% of the referrals) and neglect abuse 18% (nationally – 28%). Lastly 19% of referrals in Bromley related to emotional or psychological abuse (nationally – 19%) and sexual, institutional and discriminatory abuse made up the remaining 11% in Bromley (nationally – 12%).
- The majority of referrals in Bromley cited the vulnerable adult's own home 42% (nationally – 42%) or a residential care home 24% (nationally – 35%) as the location the alleged abuse took place. In Bromley 24% (nationally - 26%) of referrals cited various other locations such as hospitals, a public place or 'Not Known'.
- Of the data submitted, the most common investigation outcome for the vulnerable adult in Bromley was 'No Further Action' at 36% (nationally – 31%), followed by 'Police Action' 23%. Nationally, the next highest outcome was 'Increased Monitoring' (26%) but in Bromley this was only 2%.

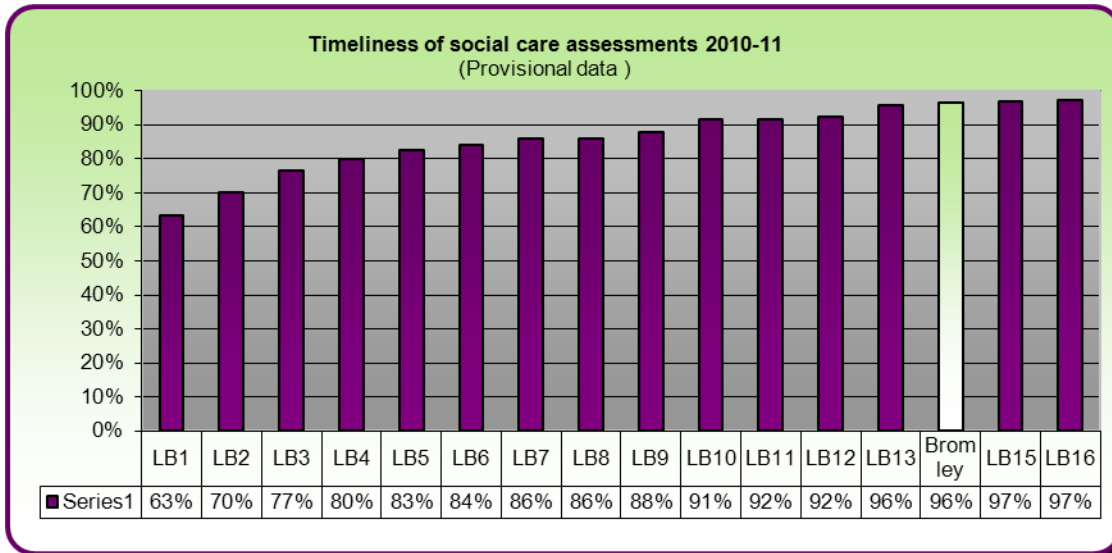
Bromley's Annual Safeguarding Report, published in July 2011, contains more detailed information about all the alerts and referrals dealt with in 2010/11, but overall in comparison to the national picture now available, Bromley continues to perform well in the area of safe guarding our residents.

## **Annual Adult Social Care Performance for 2010/11**

A range of national returns submitted to the Department of Health covering the year April 2010 to March 2011 have yet to be formally released. However initial review of the provisional data has provided the following insight to Bromley's continued improvement in delivering better outcomes to service users. For example:

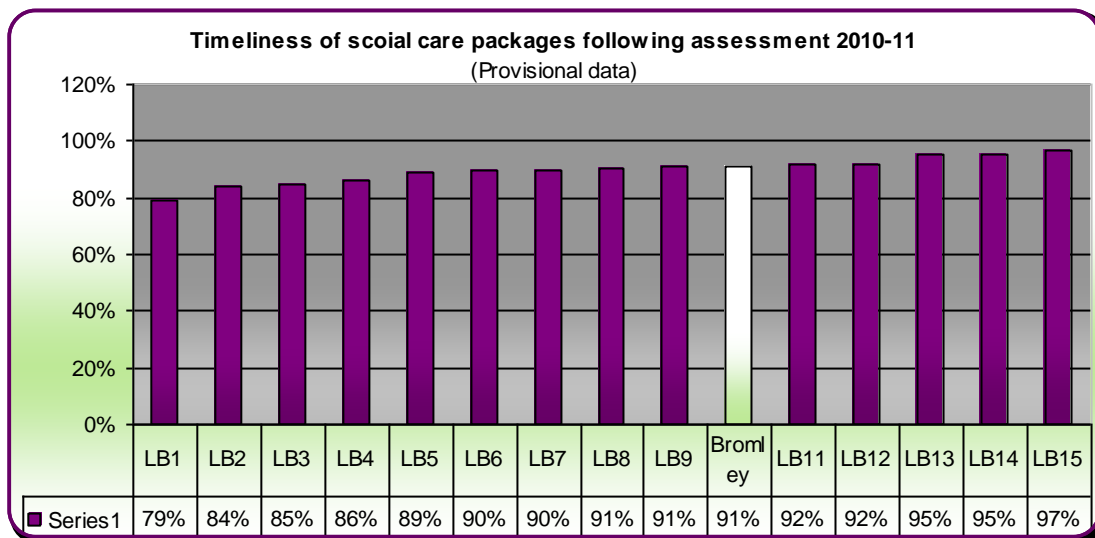
Bromley continued to improve in delivering assessments to customers quickly and efficiently and, in 2010/11 Bromley were among the top performing councils in London with 96% being assessed within 28 days.

### Timeliness of assessments before a service is delivered



Bromley also improved in actually delivery of services, reaching 91% being achieved within 28 days, comparing well with other London Boroughs for 2010.11.

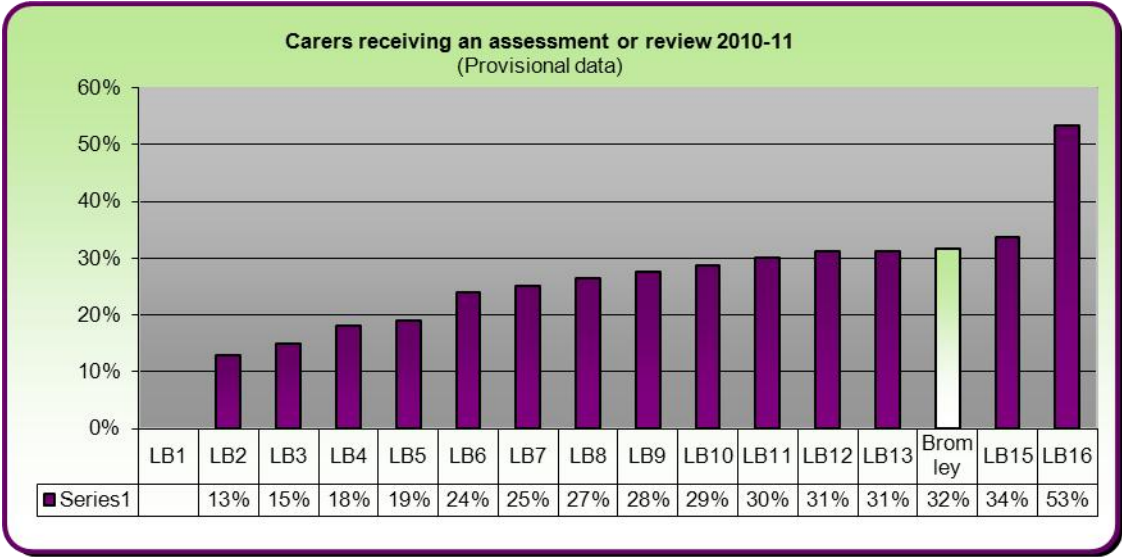
### Timeliness of services being delivered after an assessment



As always there is still room for improvement, and continued management and monitoring will further reduce waiting times for an assessment and delivery of services to customers..

Carers continue to support relatives and friends to remain in their homes keeping their independence. Across London, Bromley is one of the top performing boroughs,

but more can be done to increase the support, advice and guidance available to carers.



**Priorities for 2011-2012**

Adult & Community Services Portfolio Plan 2011/12 focuses on shaping adult social care and housing provision in a tighter financial situation with the key theme of promoting people’s independence by supporting them to make informed choices about their lives.

The Portfolio Plan focuses on how we maximise the opportunities for maintaining people’s independence whatever their needs. It addresses how we minimise the need to use residential and nursing home placements by helping more people to remain safely at home, with support that fits in with their lives, and to take control of that support through direct payments and domiciliary care packages. To deliver this we intend to:

Ensure residents seeking help from social care receive advice, guidance and services to assist them to maintain their independence swiftly by

- Launching and developing Bromley Mylife Web Portal to enable people to access up to date on-line information and advice on services and support options.
- Informing people in 10 working days of their entitlement to services and where appropriate when they will receive those services.

Continue to offer residents effective choice and control over the services they receive to maintain their independence by

- Making it easier and simpler for people to use their personal budgets with more people managing their support with a direct payment.

- Developing an accreditation scheme for personal assistants so that people can access safe services and support with particular focus on support for young adults.
- Providing further Extra Care Housing places, including the completion of a 50 apartment scheme in the north of the borough and a second 60 apartment scheme at Bromley Common.

Ensure social care services are regularly reviewed to ensure they deliver a quality service and continue to maintain service user's independence by

- Service user views and contract monitoring informing the commissioning of good quality social care services.
- Contract monitoring responding to any concerns raised about the quality of social care services. (Annual Reports – Quality of Domiciliary Care and Care Homes)
- Developing our Quality Assurance Services to include Experts by Experience as peer reviewers.
- Develop our MyLife web site to enable residents to access up to date information, advice and guidance to support them in maintaining their independence.

Instances of abuse of vulnerable adults are promptly and effectively investigated by

- Ensuring our services recognise significant safeguarding risks and where we can make a difference.
- Completing safeguarding investigations in a timely manner.

People experiencing housing difficulties are assisted with advice and support aimed at securing or maintaining a home and avoiding crisis by

- Providing housing advice and interventions that resolves the situation for people approaching the Council for housing services.
- Signposting and good information so that people can find their own housing solutions without approaching the Council.
- Continue to work in partnership with private rented sector landlords and RSLs to assist households to remain in their home or access private rented accommodation.
- Improvement of domestic energy efficiency through advice and discounts.
- Continuation of bids for external funding for energy efficiency improvements.

Ensure people's views and experience of social care and housing services are positively gathered and help to inform service developments, and any concerns responded to by

- Resolving complaints, demonstrating that concerns raised have made a difference to our services. (Annual Complaints Report)
- Experts by Experience, becoming fully user led, contributing to the planning, commissioning and quality assurance of services.

- Commission an external agency to maximise the collection of feedback from service users and their advocates, about their experience of the safeguarding process to develop actions to make further improvements to practice.
- Audit health and social care settings to ensure awareness.
- Ensure awareness and compliance with the principles of the Mental Capacity Act 2005.

## **Equalities**

ACS is committed to the requirements of the Equality Act 2010 so that our services and activities do promote equalities and individual human rights. These are achieved by reviewing services using an Equality Impact Assessment and publishing these so that we can be held to account on the actions we plan to undertake.

We also consult key stakeholders on services and their views are used to ensure fairness and equality in service provision. Our contracts with providers have required them to comply with the Equalities Act since it was enacted

We welcome any feedback on the content and style of this Report, as it will become a focus in future years of Local Accountability for Adult Social Care.

To feedback any views, please E mail Helen Stewart, Information Services Manager [helen.stewart@bromley.gov.uk](mailto:helen.stewart@bromley.gov.uk)

## What the Figures Say – Performance Information for 2010/11

The full range of performance and monitoring information for 2010/11 is available via the links below.

Annual Reports on Services for 2010/11 by Adult & Community Services, Bromley Council.

Annual Complaints Report 2010/11:

<http://cds.bromley.gov.uk/mgConvert2PDF.aspx?ID=3800&T=10> (Agenda item 13)

Annual Safeguarding Report 2010/11:

<http://cds.bromley.gov.uk/mgConvert2PDF.aspx?ID=3864&T=10> (Agenda item 11)

Annual Housing and Residential Services Report 2010/11:

<http://cds.bromley.gov.uk/mgConvert2PDF.aspx?ID=3800&T=10> (Agenda item 11d)

Annual Update on the Adult & Community Services Portfolio Plan 2010/11:

<http://cds.bromley.gov.uk/mgConvert2PDF.aspx?ID=1714&T=10> (Agenda item 14)

Annual Domiciliary Care Report 2010/11:

30<sup>th</sup> November 2011 Adult & Community PDS Committee

### **National Performance Reports**

All councils are required to submit statutory returns of social care information to the Department of Health. Once analysed and verified, the returns are made public. The following reports will be available by the end of November 2011 for the performance year 2010/11.

#### **National Indicator set 2010-11 Report**

(Link to be provided once released by the Department of Health)

#### **Expenditure 2010- 11 Report**

(Link to be provided once released by the Department of Health)

#### **Use of Resources 2010-11 Report**

(Link to be provided once released by the Department of Health)

#### **Referrals, Assessments and packages of Care 2010-11 Comparator Report**

(Link to be provided once released by the Department of Health)

**Annual Adult Social Care Survey 2010-11 - Provisional Returns**

<http://www.ic.nhs.uk/statistics-and-data-collections/social-care/user-surveys/personal-social-services-adult-social-care-survey-england--provisional-2010-11>

**Abuse of Vulnerable Adults 2010/11 Provisional Returns**

<http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/abuse-of-vulnerable-adults-in-england-2010-11-provisional-experimental-statistics>