

Portfolio Plan Update 2011/12 February 2012			ACS 12016 Appendix 1
Priority	Aim		Update
Priority Outcome 1	Enhancing quality of life for people with care and support needs.		
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.	Green	The MyLife Website was launched during National Get On Line Week in October. A range of events were held and included learning sessions in the main libraries and outreach centres, a market stall in central Bromley and visiting providers. Please see aim 1a 2 below for more detail.
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.	Green	5,600 users have accessed information from My Life since it went live. New information included during the last quarter includes Public Health and Housing.
Aim 1a3	Launch the self assessment access on Bromley MyLife web portal.	Green	Work has continued on the development of the information available on the web and this will go live during quarter four.
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.	Green	A report to December Executive and PDS Committees on IAG outlined that the contracts for these services would be reviewed in order to align them with the Council's Strategic intentions on IAG and Third Sector support to people outside of the FACS criteria. Age Concern are exploring how the current support planning and brokerage service will be sustained in the future. This includes looking at introducing a charge for some elements of the service (PDS Nov 2011). The Mencap brokerage service was subject to a fuller review as part of the AIG review that was presented to PDS in January 2012.
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.	Green	133 Bromley candidates are sustaining employment through the Jobmatch/carve schemes. Local engagement with Age Concern and Bromley College is being developed at the central Bromley Extra Care Housing Scheme with the focus on social interaction between young and older people.

Priority	Aim		Update
Aim 1b	Locally relevant quality information and advice about care and support need is easily available to enable control and inform choice.		
Aim 1b1	Ensure commissioning decisions enable service users to exercise choice to secure good quality services.	Green	Currently retendering the following contracts:- 'Inspire' Direct Payment: (for those employing Personal Assistants). The process has included service user involvement and is specifically seeking an organisation which has service user involvement in its management. Respite at Home: with the intention of giving carers greater choice of service provision.
Aim 1b2	Agree and implement outcomes of the review of respite care for Older People, People with Learning Disabilities, and their carers.	Green	Learning Disabilities: Plans are progressing to replace the two existing learning disability respite facilities with a single, larger facility in central, Bromley. This follows consultation with carers and staff and the requirement to vacate the existing premises in Farnborough. Work continues with purchasing and reconfiguring the new property with handover expected during late summer 2012. Residential and Nursing Care: Tendering to commence shortly for provision of new care home respite care.
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.	Green	ECH: A Call off from the Framework is currently being undertaken for the two schemes currently in progress. These will be presented for award at the Executive in April. Supported Living: Four service users have moved into a new scheme in Petts Wood and a further 6 to a scheme in Bromley. Further developments are under way in Chislehurst, Orpington, Beckenham and Bromley.
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.	Green	Scheme developed and handed over to Inspire Community Trust to run as part of the ongoing direct payments contract. 20 PAs accredited. Several PAs are now included on My Life website in order to facilitate easy contact by prospective employers.
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.	Green	All services users are provided with a support plan and are offered a Direct Payment rather than a commissioned service at the end of the assessment process. At the end of February 77.5% of eligible service users have a personal budget (3631/4686).

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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.	Green	The dementia needs assessment has formed the basis of the Health and Wellbeing Strategy Priority which is currently under development and will be ratified by the HWB Board in March 2012. The OP Partnership Group will oversee the planned actions.
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.	Green	Bromley Mind training has been rolled out to the In House ECH schemes to all staff. Feedback has been positive.
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.	Green	The borough is currently in negotiation with other local authorities over the transfer of 12 service users to those authorities together with funding responsibility for those cases. Of these 12, 4 have so far been fully transferred with the other Local Authorities accepting responsibility.
Aim 1e2	Complete the move of the remaining people with learning disabilities from campus accommodation into supported living during 2011/12.	Amber	There are 7 clients remaining at the Bassetts campus. They will shortly be moving to central Bromley. The care provision for these 7 people transferred to an external provider in July 2011. The scheme has faced delays throughout its build and is now complete except for detailed finishing and cleaning. The final issue preventing handover is rectification of an electricity connection issue which has resulted in the move of the remaining clients being delayed until early April.
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.	Green	The strategy for the reconfiguration of mental health residential and supported living services was agreed by Mental Health Executive In February 2012. The detailed plan is currently being drawn up.

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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.	Green	Dates have now been confirmed for the completion of the two new ECH schemes. 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 Bellegrove Residential Care Home, we have identified a number of residents who have potential to move to the new ECH schemes rather than to another Care Home. Assistive Technology and reablement 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 the central Bromley ECH scheme 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.	Green	New contracts are now in place with positive feedback being received from the service users. The official launch took place on 22nd February 2012.
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.	Green	The transition booklet was completed in January 2012, followed by the parents' workshop on the 09/02/2012. The aim of the workshop was to provide parents with more information about the transition process. The Transition Steering Group driving forward this agenda has now co-opted 4 parents on to the group to ensure its focus remains on track.
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.	Green	As reported in Q2 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. The links with Education, Children With Disabilities Team, Colleges and Universities continue to ensure adapted environments are available for young people to continue their education.
Aim 1f3	Agree and publish the autism strategy for the borough in line with national guidance.	Green	The consultation period for the strategy has ended and submissions were received from BAT, Mencap and Bromley Parents Voice on behalf of their members. The finalised plan will be presented to ACS and CYP PDS Committees after May in conjunction with the Transition Strategy.
Aim 1g	With partners, develop more work based opportunities (paid/unpaid) for people with learning disabilities or recovering from mental illness.		

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Aim 1g1	Increase the number of vulnerable service users (PDSI, MH) who are accessing work (paid/unpaid).	Green	Physical Disability: As in Q2 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. Mental Health: New model of service provision agreed by Mental Health Executive Feb 2012. Funding has been identified to support this project.
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.	Green	Jobmatch/Carve: 133 Bromley candidates are sustaining employment in a variety of positions with, amongst others, Asda, Sainsbury's, Training Company. A Job Carve opportunity was created with Waitrose following the redevelopment of its Bromley store. Other initiatives include the setting up of a new Micro Enterprise and the demand for the service as a whole remains high with a waiting list of 92 people. Supported Employment: Shaw Trust are scheduled to take over the running of the Community Cafe in Feb/March 2012 which increased the number of places offered to 60. They are also in discussions over running the TrEE Centre which would add another 8 places.
Priority Outcome 2	Enhancing quality of life for people with care and support needs.		
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.	Green	Following the presentation of the Joint Strategic Needs Assessment at the Health and Wellbeing Board on 17th November 2011, the priorities for April 2012 are Dementia and support to Carers. These have been included in the draft HWB strategy which will be in place by April 2012.
Aim 2b	Improve energy efficiency in homes and return vacant homes 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.	Green	The number of empty properties recorded in the borough dropped by 83 as at the end of Q3 resulting in a New Homes Bonus payment of around £120K for this year and the next five years. Target of 20 for 2011/12 has therefore been exceeded.

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Aim 2b2	Bid to HCA for funding to bring 50 empty homes back into use.	Green	The Bid submitted to HCA was successful subject to contract and LBB obtaining investment partner status. Bid reduced to 27 properties by HCA with funding of just under £450,000 over three years secured for capital works.
Aim 2b3	Bid for any available funding and initiatives to improve energy efficiency.	Green	The RE:NEW programme commenced in Bromley in late October and so far over 300 visits (approx 18% of target) have been made to the RE:NEW area (Chatterton Village and Southborough). There has been slow take up across the whole of London but it is hoped that a big push will enable the GLA's ambitious targets to be met by the end of March. LBB were successful in their bid for funding (awarded £85K) from a £20M pot of money from the Department of Health (Warm Homes, Healthy People fund) for the projects to run this winter.
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.	Green	There are currently 125 service users supported by Assistive Technology. Of these, 69 are Older people, 45 have Learning disabilities and 11 have Physical disabilities. The Learning Disability figure includes 21 people who have moved into 6 new LD schemes. A third of the 67 people receiving equipment since April 2011 have one piece of equipment (most commonly a smoke detector or a falls detector) and three people are supported by five pieces of equipment.
Aim 2c2	Implement revised Intermediate Care arrangements to maximise the rehabilitation potential of people to support them to remain in their own homes.	Green	The service has exceeded the target and achieved 83% for those who are still at home 90 days following discharge from the service. The PCT have implemented their new Single Point of Entry to the service and are reporting an increase in direct referrals by a 1/3.
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.	Green	Report was submitted to 7th March 2012 Executive and approval given.

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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.	Green	Handyman and hospital discharge services are no longer run by ICES and are now contracted directly with Environmental Services. Since the transfer there has been a delay in receiving data , but confirmed year to date 863 (excludes Q4 figures) have been supported by the handy man scheme including 90 hospital discharges in October alone. Current total for works completed in 11/12 will exceed 1000 customers supported.
Aim 2c5	Work with the PCT 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.	Green	Initial scoping work has been undertaken to identify potential phasing of the integrated team. This has included looking at teams already working closely together to provide services. This is a long term project which is likely to be achieved over a 2 year period. Dementia services have been identified as the priority area and a pilot is being put in place in April 2012 using the NHS Social Care funds (Sept 2011 Exec).
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)	Red	As reported to PDS in the mid-year report, like nearly all London Boroughs we have seen a sustained increase (of around 153% in LBB) in presentations from those in housing need facing potential imminent homelessness. At the same time lettings are significantly less than in preceding years and access to the private rented sector has slowed markedly in the main due to LHA changes and stiff competition from higher income households who are looking to the private rented sector as opposed to home ownership. This has meant that the pressure on temporary accommodation has continued to rise totalling 607 at the end of February.
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.	Green	Zero placements into shared B&B has continued to be sustained. Nightstop and Safepad schemes are fully operational. Procurement 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 and should be operational during the first half 2012/13.

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Aim 2d3	Through effective use of Mortgage Rescue funds and debt management advice, reduce the number of people made homeless through repossession.	Green	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 has been directly prevented for 105 households. There are currently 6 referrals being progressed through the Mortgage rescue scheme.
Aim 2d4	Deliver an early intervention home visiting service to reduce homeless presentations.	Green	Home visiting is firmly established within the prevention and homelessness assessment process. In addition, increased audits are in place to monitor the rising number of temporary placements and ensure occupation. There is also a dedicated visiting and outreach service in place to respond to the number of households at risk of homelessness due to the recent LHA changes. This work has assisted in the level of prevention work achieved so far this year which now totals in excess of 1,600 households.
Aim 2d5	Continue to pursue social housing tenancy fraud and regain possession of all properties where identified.	Green	The Social Tenancy Fraud Initiative with Affinity Sutton has progressed well with the planned block inspections now completed leading to 56 inspections to regain possession. In addition, Affinity Sutton have undertaken a level of visiting to longer term temporary accommodation to assist in fraud identification and verification work and will be undertaking training and assistance to smaller local housing associations during Q4 to assist them in developing similar protocols and practices.
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.	Green	The next housing association to fully join is Hyde, where 100% of their properties will be advertised on the CBL system. This is being progressed during the current Q4 and will be taken forward into Q1 of 12/13 following the launch of the autobanding allocations scheme which is currently under way.
Aim 2e2	House at least 300 households in the Private Rented sector.	Amber	There has been a marked decrease in the supply of private rented accommodation across the whole of London with an increasing number of rents above LHA rates. Officers continue to work closely with private landlords to maximise access to accommodation and to review all schemes to encourage acquisition - the review has been completed and an enhanced offer to landlords implemented. During Q3, 122 households have been assisted into the private rented sector.

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Aim 2e3	Work closely with Housing Associations to identify overcrowded households and to address under occupancy.	Green	Housing continue to work closely with all 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 worked successfully to move 26 under occupiers freeing up family sized accommodation. Due to the closure of the housing register during Q3 and the current ongoing re-registration process the production of data for overcrowding moves has been delayed, but will be produced as part of the full year end process.
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.	Green	119 affordable properties were completed in quarter 3. This figure comprises 89 units for social rent and 30 units for intermediate housing. Of these units, 9 are social rented units for 15 people with learning disabilities and 29 houses are for rent and shared ownership as part of the first phase of Affinity Sutton's current Ramsden Estate Regeneration scheme. Work continues at the two extra care housing schemes currently under construction and are due to complete in June-July 2012.
Aim 2e5	Implement the London wide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.	Green	This work continues to progress as the housing associations undertake the programmed inspections and work to designate accommodation and populate the register. Once housing associations are satisfied with the level of information obtained, we will look to include on the live system. This is likely to be Summer 2012 based upon Housing Association Progress.
Aim 2e6	Review processes around and information available for visitors to housing services to reduce numbers and facilitate more self help.	Green	New ways of working are being implemented including:- - Appointment only contacts - Greater use of telephone assessments - Identification of contacts that will be diverted to the customer contact centre.
Priority Outcome 3	Ensuring that people have a positive experience of care and support.		
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.	Amber	Work is underway to improve performance in this area and to ensure carers assessments are recorded. Care Management had an information stand at an event held by Carers Bromley during Carers Rights week and staff were available during the day to give information, advice and guidance.

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Aim 3a2	Review and implement advocacy arrangements for all groups within the community.	Green	The Gateway review was presented to November ACS PDS (Part 2 item). The tender process for a generic advocacy support contract for children, adults, people with learning disabilities and older people is due to commence shortly.
Aim 3b Service users are 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.	Green	Following the first stage review of the project, the pilot was extended however, due to the departure of the travel trainer, it was ended prematurely in January 2012. A project review is currently underway to determine whether the programme should continue and in what capacity. Since commencing in November 2010, 41 participants received theory sessions, with 20 progressing to practical travel training, of which 16 are now undertaking independent journeys. Feedback from participants, parents/carers and partner agencies has been extremely positive and it is anticipated that subject to appropriate funding being identified, a new programme will be established.
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.	Green	The Experts by Experience user led organisation was officially launched in December. During the last 6 months they have been able to obtain funding from a number of sources meaning that from January 2012 they are a Community Interest Company independent of the Council.
Aim 3c2	Agree arrangements for the setting up of Health Watch.	Amber	Initial workshop held with key partners on 24th October 2011 resulting in very positive feedback and some consensus on way forward. ACS PDS briefed on progress 30th November 2011. Health and Social Care Bill not yet finalised and time frame likely to be further delayed. Further development meetings planned for Q4.
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.	Green	Tendering for Domiciliary Care Services is under way. A Section 256 agreement with PCT is being drafted which includes spend on Stroke support.

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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.	Green	It was agreed that at the current time this would concentrate on the areas highlighted in aim 2c 5 (Work with the PCT 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).
Priority Outcome 4	Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.		
Aim 4a Social Care workforce has capacity, skills and expertise in Safeguarding.			
Aim 4a1	Implement the Bromley Safeguarding Adults Board annual training plan.	Green	The annual training needs analysis of partners and the lead agency has been collated and the proposals are progressing through the BSAB training sub group. The Safeguarding manager continues to attend the PCT induction for new staff and in this quarter has reaffirmed the principles of safeguarding and staff obligations to report concerns. The speech and language therapist team benefited from a safeguarding training session to improve their knowledge and use this in their daily practice to manage risks. In this quarter, 390 delegates have been trained and achieved a level of competence as defined by the course outline. Financial abuse, decision making and accountability and the provider managers role in safeguarding courses have been delivered to a range of professionals. The outcomes for people who use services are improved because of the skills and knowledge of professionals working with them.

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Aim 4a2	Ensure ACS care staff are trained in safeguarding practice and meet the standards of the BSAB competency framework.	Green	100% of investigations were carried out by trained staff in Q3. The following training has been delivered:- level 5 in decision making & accountability, and level 4 communicating with service users. The majority of the SAMs (Safeguarding Adults Manager) have been trained to level 5 and therefore ensure competence through the seven stages of the safeguarding process. 33 staff were also trained in managing complex investigations. The MCA (Mental Capacity Act) co-ordinator has delivered two days' training in the Deprivation of Liberty Safeguards and the Mental Capacity Act. The training provides an overview of the main provisions of the Act and awareness of safeguarding. The CLP's continue with group supervisions, at least three in each quarter; one CLP shadowed children services and safeguarding. A young carers assessment resulted in a referral to care services and a CLP looked at the MASH (Multi Agency Safeguarding Hub) arrangements for screening Merlins.
Aim 4a3	Work in partnership with Oxleas to implement the dementia support to care homes project.	Green	The pilot project is being delivered to provide specialist nursing support to care homes to support the management of challenging behaviour continues.
Aim 4b Our workforce effectively delivers modernised services.			

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Aim 4b1	Continue successfully engaging with endorsed providers to ensure services are developed that meet the current and future needs of vulnerable adults.	Green	Commissioning continue their programme of visits to care homes and to service users purchasing domiciliary care. 8 compliance meetings in Q3 have identified areas of concern relating to care planning; the frequency of review; residents involvement in their care needs, activities and stimulation. In Q3, peer learning was shared by a care home which achieved a national award, at the Care Home Forum to improve service user involvement. The Training Consortium has promoted the course 'Providers Role in Safeguarding', reducing safeguarding risks to individuals. Specialist training delivered by the MCA Co-ordinator, 'Introduction to Mental Capacity Act' is supporting the learning needs of care home providers. 22 residential care homes were invited to participate in a Deprivation of Liberty and Mental Capacity Act audit using a self assessment tool with the aim to benchmark organisational understanding. The findings report compliance with the MCA and good knowledge of the Act, furthermore providers have identified training to understand the Court of Protection role and the Mental Health Act.
Aim 4b2	Continue to deliver the training and awareness around deprivation of liberty safeguards in Care Homes.	Green	As in Q2, 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.	Green	Findings from this quarter's customer feedback forms (survey) confirm the quality of responses has improved considerably.

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Aim 4c2	Improve complaint resolution through effective investigation and implement lessons learnt to improve the outcomes for individuals using our services.	Green	<p>Additional procedures were introduced following further complaints received regarding charging. Complainants stated they were not told of the charges they would be liable for and the Ombudsman upheld a number of these complaints. A charging letter must now be signed by the recipient confirming their liability to meet the costs of care.</p> <p>Senior managers continue to receive weekly performance information and the care management teams have achieved excellent response timescales of 86%. New process of 'lessons learnt forms' for investigator has been introduced in this quarter for cases upheld. The benefit to complainants is seeing improvements proposed and implemented as a result of the their concerns.</p>
Aim 4d Improve quality assurance of services and safe practices.			
Aim 4d1	Implement the lessons learnt from safeguarding investigations and improve service delivery.	Green	Lessons learnt and case work are discussed at group supervisions facilitated by the Consultant Lead Practitioners. Two safeguarding cases regarding domestic violence were considered this quarter and the learning involved an explanation as to how the protocol of informing the police had been applied.
Aim 4d2	Continue to improve the reliability of Domiciliary Care providers.	Green	Annual Domiciliary Care Report was presented to ACS PDS on 30th November 2011. Reduction in number of complaints noted. Specification for new dom care contracts includes the requirement to use call monitoring system which will have positive impact on issues of reliability.

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Aim 4d2	Continue to improve the reliability of Domiciliary Care providers.	Green	2 formal complaints were received regarding domiciliary care agencies which continues the downward trend . Overall the end of year projection is a reduction of complaints by 45%. Lessons learnt have resulted in the introduction of a new procedure and process for new care packages and medications. Informal complaints regarding Red spot and a number of missed calls resulted in a safeguarding alert. Enactment of the BSAB procedure has enabled an immediate response and collaboration with care management and contracts to improve reliability the service. The annual 'Update on Quality of Domiciliary Care' report was presented to ACS PDS in November 2011 in which the reduction in the number of complaints was noted. The specification for the new dom care contracts includes the requirement to use a call monitoring system which will have a positive impact on all issues of reliability.
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.	Green	Oversight and editorial of MyLife Web Portal to ensure service users are informed of risks associated with purchasing 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.	Green	Significant volume of communication to promote the roles of the multi-agency professionals to each other continued throughout Q3. The BSAB newsletter informs the professional community and voluntary sectors of the initiatives to support them with vulnerable adults .Trading standards advice regarding rogue traders activity in relation to digital television switch over is current with advice to manage unwanted callers. Bromley Social Service Direct continue to promote LFB home safety checks to callers and ask specific questions to evaluate potential vulnerability; in this quarter 42 referrals were made to LFB.
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.	Green	The publication 'Hidden in plain sight - an enquiry into disability related harassment' was discussed with members of the BSAB at the November Board meeting. The seven core recommendations will be considered by the board with a view to a local implementation plan. The PPS priority (1.5) to introduce Matrix Assessment Tool for anti-social behaviour referrals to identify vulnerable victims, was introduced.