

CARE SERVICES POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.00 pm on 19 June 2012

Present

Councillor Judi Ellis (Chairman)

Councillors Reg Adams, Ruth Bennett, Roger Charsley, John Getgood, David Jefferys, Mrs Anne Manning and Charles Rideout

Peter Buckland, Angela Clayton-Turner, Brian James, Leslie Marks and Lynne Powrie

Also Present

Councillor Robert Evans, Councillor Peter Fookes and Councillor Diane Smith

1 CO-OPTIONS TO THE CS PDS COMMITTEE 2012/13 AND APPOINTMENT OF THE HEALTH SCRUTINY SUB-COMMITTEE AND THE ACCOMMODATION WITH CARE FOR OLDER PEOPLE REFERENCE GROUP

Report RES12087

Members confirmed the Co-opted Membership appointments to the Care Services PDS Committee for 2012/13. They also confirmed the membership of the Health Scrutiny Sub-Committee and the Accommodation with Care Reference Group.

RESOLVED that:

- (1) That the following non-voting appointments be made to the Care Services PDS Committee for 2012/13:**
 - **Brebner Anderson, Disability Voice Bromley**
 - **Peter Buckland, Bromley LINK**
 - **Angela Clayton-Turner, Bromley Mental Health Forum**
 - **Brian James, Learning Disability and Looked after Children Representative (alternate Ian Legg)**
 - **Leslie Marks, Bromley Council on Ageing (alternate Maureen Falloon)**
 - **Lynne Powrie, Carers Bromley (alternate Maureen Falloon)**
 - **Bromley Federation of Housing Associations representative (vacant)**

- (2) That the membership of the Health Scrutiny Sub-Committee Membership be confirmed as the same membership as the Policy Development and Scrutiny Committee.
- (3) The Accommodation with Care for Older People Reference Group be re-appointed:
- Councillor Charles Rideout
 - Councillor Ruth Bennett
 - Barbara Campedelli – representing Carers
 - Ray Clay – Representing Experts by Experience
 - Angela Clayton-Turner – representing Bromley Mental Health Forum
 - Ken Keepen – Representing Extra Care Housing Tenants
 - Leslie Marks – Representing Bromley Council on Ageing
 - Marion Purll – Representing Carers

(Councillor Diane Smith, Executive Assistant for Care Services, also attends the Reference Group.)

2 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

Apologies for absence were received from Councillor Catherine Rideout and Brebner Anderson.

3 DECLARATIONS OF INTEREST

The following declarations of personal interest were made –

- Councillor Judi Ellis declared that her father had dementia and was resident in a care home in Bromley;
- Councillor Diane Smith declared she was on the board of Governors for Bromley Healthcare;
- Councillor Reg Adams declared that he his wife worked for Bromley Community Counselling Service;
- Councillor Mrs Anne Manning declared that she was Chairman of the Carers Organisation Group;
- Leslie Marks declared that she had a son in a care home;
- Angela Clayton-Turner declared that she had a relative in a Mission Care home;
- Peter Buckland declared that he was on the board for Affinity Sutton;
- Brian James declared that he had a son in a supported living scheme.

**4 MINUTES OF THE MEETING OF ADULT AND COMMUNITY
PDS COMMITTEE MEETING HELD ON 10th APRIL 2012**

RESOLVED that the minutes of the meeting held on 10th April 2012 be confirmed subject to the addition of Councillor Diane Smith to the list of attendees.

**5 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE
PUBLIC ATTENDING THE MEETING**

No questions had been received.

**6 QUESTIONS TO THE CARE SERVICES PORTFOLIO HOLDER
FROM MEMBERS OF THE PUBLIC AND COUNCILLORS
ATTENDING THE MEETING**

No questions had been received.

7 WORK PROGRAMME AND MATTERS ARISING 2012/13

Report Res12109

The Chairman requested that if Members saw a forthcoming item and wished to ask for a question to be covered they should contact the PDS Chairman who would request that it be incorporated into a particular report at the agenda planning meeting.

She also explained that, as previous decisions were already on the website these would no longer appear on the agenda.

The Portfolio Holder reported that the Healthwatch item on the Health Scrutiny agenda for July would now be considered at the Policy Development and Scrutiny meeting in September.

RESOLVED that the report be noted.

**8 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST
MEETING**

The Committee noted the decisions taken by the Portfolio Holder since the last meeting held on 10th April 2012. ([Link to decisions](#))

9 PRE-DECISION SCRUTINY OF CARE SERVICES PORTFOLIO REPORTS

The Committee considered the following reports on matters where the Care Services Portfolio Holder or the Executive were due to take decisions.

A) CARE SERVICES PORTFOLIO PRIORITIES 2012/13 (DRAFT)

Report CS12001

The Committee was presented with a report outlining the draft portfolio priorities and aims for 2012/13. The 7 priorities for the Care Services portfolio focused on safeguarding (children and vulnerable adults), maximising independence, ensuring health and wellbeing and where people do need support, this support meets their needs appropriately. These priorities were in line with the Government's outcomes framework for adult care and children's social care. All priorities would be monitored throughout the year and progress reported back to the Committee in the autumn.

The Chairman requested that if Members had any particular comments about the content of the report they should mail the Performance Monitoring & Information Manager at the Education and Care Services Department.

Concerns were raised that the "outcomes" appeared to be objectives and it was suggested that the word "outcomes" should be removed from the heading.

One Member commented that there did not appear to be any priorities relating to adult and young carers. Officers explained that it was contained in the table which could be accessed using the link embedded in the report.

(A print friendly version of this document is attached to these minutes.)

RESOLVED that the Portfolio Holder be requested to agree the 2012/13 draft priorities and aims for the Care Services Portfolio.

B) ORPINGTON HEALTH SERVICES CONSULTATION

Report CS12016

Members considered the current plans for a consultation on the future of health services in Orpington, to be delivered by NHS Bromley, the commissioners of health services for the borough.

The report addressed several elements of this consultation exercise:

- The consultation plan – how to involve local people in the consultation; and,

- The consultation document – an outline of what the consultation would contain

Diane Hedges, Project Director, and Colin Beesting, consultation engagement addressed the committee. They explained that they only wanted comments on the format of the consultation, who should be consulted and any information that the Committee felt that it would need. The discussion was not yet at the stage to cover how and which services should be delivered as this would be the context for the consultation. The draft consultation report would be brought back to the Health Scrutiny Sub-Committee on 11th July 2012.

Members were concerned that the reference to Bromley and Orpington residents meant that these were the only areas being consulted. The Project Director explained that in some cases the services were specific just for the Orpington area, and for others for the whole of the borough. The aim was to seek views from everyone who wished to make comment and was likely to be affected. Further adjoining wards were suggested for inclusion for the summary document household drop and these was agreed

The local consultation arrangements were yet to be signed off by NHS London and the Local Clinical Commissioning Committee and consultation would not take place until after this. However it was hoped that this would take place on 12th/13th July 2012.

Members were keen to know if leaflets and a website on the consultation would be available and sought confirmation that the consultation would be widely advertised. It was explained that there would be posters and leaflets in all GP surgeries and libraries. The consultation would also be promoted in the local papers.

It was suggested that all residents' associations were advised and that a complete list of these could be obtained from the Planning department.

The Project Director concluded by saying that she would be consulting on a service model and a proposal which would have a series of location options and a set of services within geographical areas.

RESOLVED that

(1) The arrangements for the consultation be endorsed, subject to the comments set out above.

(2) The Portfolio Holder be recommended to:

(a) endorse the consultation plan; and

(b) note the outline consultation document headings.

**C) UPDATE ON GATEWAY REVIEW: SPECIALIST INFORMATION
ADVICE AND GUIDANCE SERVICES**

Report CS12002

A Gateway Review of Information, Advice and Guidance Services had been presented to this Committee in December 2011. The Committee requested a further report on specialist advice and guidance, including the Bromley Mencap support planning and brokerage service, with particular reference to welfare benefits advice and support.

The value of the current contract with Bromley Mencap was £61k per annum and expired at the end of September 2012. As part of the budget options for 2012/13, the Council had agreed to seek reductions in spend on support planning and brokerage services for people who do not meet FACS criteria, in both learning disabilities and older peoples' services.

The report proposed that information, advice and guidance to people with learning disabilities be included as part of the Bromley Mencap core strategic partnership contract from April 2013 and that the Council continued to fund welfare benefits support for people with learning disabilities and mental ill health during the period in which major changes were being introduced to the benefits system. The provision of this service would be reviewed at the end of 2013.

The Chairman referred to an email that the Committee had received from Eddie Lynch, Chief Executive of Bromley Mencap, in which he highlighted his concerns about the reduction in funding. Members queried the use of the lottery funding received by Bromley Mencap and officers explained that the Council contract was solely for people with learning difficulties but that the lottery funding was funding support for all people with disabilities not solely learning disabilities.

The Committee had a full discussion on the contents of the report and again highlighted the concerns with the service provided by Department for Work and Pensions/ Job Centre Plus and whether they provide sufficient and appropriate support to clients. Members asked that officers closely monitor the service provided by DWP

RESOLVED that the Portfolio Holder is requested to agree that:

- (1) Information advice and guidance for people with learning disabilities should form part of the core contract with Bromley Mencap from April 2013.**
- (2) The contract with Broadway for the provision of benefits support be extended in accordance with the option in the contract for one year from 1st April 2013 to 31st March 2014 at a cost of £42k; and**

- (3) The Portfolio Holder agrees to waive the requirement in Financial Regulations for competitive tendering to award a contract to Bromley Mencap from 1st October 2012 to 31st March 2014 for the provision of benefits support to people with learning disabilities at a cost of £30k in a full year.**

D) CARE HOME RESPITE FOR OLDER PEOPLE - CONTRACT AWARD AND NEXT STEPS

Report CS12003

Following the closure of the Kingswood care home respite care facility a tender process had been undertaken to seek alternative care home provision. Members considered a report setting out the results of the tender process for the Care Home Respite contract and recommendations for award of the contract and next steps. The financial implications were set out in a report on Part 2 of the agenda.

RESOLVED that the Portfolio Holder is requested to agree:

- (1) That a contract for provision of one residential Care Home Respite bed for physically frail (PF) and for residential Elderly Mentally Infirm (EMI) be awarded to The Heathers residential care home for a period of 2 years from 1st July 2012 with an option to extend for up to 1 year followed by a further period of up to 1 year.**
- (2) That delegated authority be given to the Assistant Director of Commissioning in consultation with the Care Services Portfolio Holder to negotiate up to four additional care home respite places, three residential and one Nursing EMI, in order to meet the demand for planned care home respite, at a cost not to exceed 10% above the Council's ceiling rate.**

E) RESIDENTIAL AND NURSING CARE HOME CONTRACTS FOR OLDER PEOPLE - GATEWAY REVIEW

Report CS12004

Members considered a report which set out the commissioning intentions and sought approval of the proposed procurement route for contracts for residential and nursing care homes for older people.

The Council had block contracts for the provision of residential and nursing home care which would expire in October 2012 and January 2013. It was advantageous for the Council to hold a proportion of the required service provision as block contracts in order to maintain a degree of price control and to assist with availability of places where demand was high.

The Committee agreed with the proposals and recommended that the Executive be asked to approve the procurement intentions to establish new contracts for residential and nursing care homes for older people.

RESOLVED that the Executive be asked to approve the procurement intentions to establish new contracts for residential and nursing care homes for older people.

F) PROPOSAL TO CO-LOCATE THE POLICE PUBLIC PROTECTION UNIT WITHIN THE LONDON BOROUGH OF BROMLEY CHILDREN'S SOCIAL CARE MULTI-AGENCY SUPPORT HUB

Report CS12005

Officers presented a report setting out proposals to co-locate the London Borough of Bromley (LBB) Children's Social Care Multi-Agency Support Hub (MASH) with Police Public Protection Unit and Health at the Bromley Civic Centre. This further developed the current LBB Multi-Agency Support Hub arrangements in Bromley by facilitating early, better quality information sharing in order to more effectively safeguard vulnerable children and more effectively signpost children who do not meet the Children's Social Care threshold to early intervention services.

Members agreed that this was a sensible proposal and were informed that it was cost neutral.

If the scheme was successful there was a possibility of extending it to cover vulnerable adults.

RESOLVED that the Portfolio Holder be requested to endorse the proposal.

G) PROPOSED CHANGES TO THE DISABLED FACILITIES GRANTS (DFG) POLICY

Report CS12006

Officers presented a report that detailed a proposal to seek agreement to charge interest on any discretionary funding provided to assist with adaptations for disabled clients. Such charges would be registered as a legal charge on the affected property; any interest would be repaid along with the grant sum upon sale or transfer of the property.

Officers confirmed that work was underway to link this with the allocations made to families who fostered children with complex needs.

RESOLVED that the Portfolio Holder be requested to agree that interest is charged for any discretionary grants provided to assist with adaptations for the disabled as set out in the body of the report.

H) RESPITE AT HOME CONTRACTS

Report CS12015

The contracts for respite at home services would expire on 31st August 2012 and the report requested agreement to an exemption from tendering of the contract for respite at home services for a period of 7 months to 31st March 2013.

The Chairman commented that this was a valued service and the costs were very competitive. It was also noted that some clients would like an element of “personal care” as well as the sitting service and feedback from providers suggested that they would be prepared to pay additional costs for such a service.

RESOLVED that the Portfolio Holder agrees to an exemption from tendering to enter into contracts with:

- (1) **Carers Bromley for a 7 month period from 1st September 2012 to 31st March 2013 for the provision of respite at home services as set out in paragraph 3.2.**
- (2) **Bromley Mind for a 7 month period from 1st September 2012 to 31st March 2013 for the provision of respite at home services as set out in paragraph 3.3.**

I) REVISED PAYMENT STRUCTURE FOR FOSTER CARER ALLOWANCES

Report CS12007

A report setting out the revised payment structure for foster carer allowances was presented to Members. It included a phased two year introduction for existing foster carers. Members thanked officers for their work in producing such an informative report.

One Member commented that the resourcing and recruitment did not appear to take into account the needs of highly dependent children. Officers explained that an “Invest to Save” bid had been submitted and if successful the funding would be used to employ a member of staff to work on developing packages to support foster carers caring for highly dependent and disabled children.

The Committee noted the revised payment structure for foster carers and the phased two year introduction for existing foster carers.

RESOLVED that the Executive be requested to:

- (1) Approve the revised payment structure to be implemented from 1st August 2012.**
- (2) Agree a two year phased introduction for existing foster carers as outlined in the main body of the report.**

10 QUESTIONS ON THE CARE SERVICES PDS INFORMATION BRIEFING

- A) Tackling Troubled Families Progress Report**
- B) Draft Children's Strategy for 2012-15**
- C) Performance Monitoring 4th Quarter 2011/12**

Members requested that in future there was a sheet placed in the agenda denoting that there was an information item on the website.

11 ANNUAL COMPLAINTS REPORT 2011/12

Report CS12010

Officers presented a report which outlined the complaints received from April 2011 to March 2012.

Members noted the statistics and the areas where complaints had been received. They were particularly pleased to see the compliments regarding the re-ablement service.

RESOLVED that the report be noted.

12 HOUSING AND RESIDENTIAL SERVICES: 2011/12 ANNUAL REPORT INCLUDING Q1 UPDATE ON THE HOUSING REGISTER CURRENT TEMPORARY ACCOMMODATION POSITION

Report CS12009

Members considered a report that provided an overview of the annual performance of Housing & Residential Services against the 2011/12 key objectives and targets. It also gave an update on the new allocations scheme and the current position on the use of temporary accommodation and the actions being taken to try and reduce the current level of nightly paid accommodation placements.

They commented on the length of time reviews were taking to be completed. Officers explained that due to the volume of reviews they were taking longer

to complete. In addition a number of them required information which had to be gathered, therefore causing further delays. However very few reviews were being overturned and this message was now getting through which should help to reduce numbers.

The Chairman praised the work relating to Cranbrook House and noted that the Department was trying to get control over the Bed and Breakfast facilities. Officers explained that every option was being considered to address the Bed and Breakfast situation. It could take some time for the things to settle and there would be a lot of change over the next few years.

RESOLVED that

- (1) The performance against the key objectives and targets in the 2011/12 Portfolio Plan and work plan for these service areas, including the current actions in relation to temporary accommodation use are noted. (Appendix 2).**
- (2) The priorities as set out in paragraph 3.4 for the forthcoming year in response to the drivers set out from paragraphs 3.3 are noted.**
- (3) The current position of the new allocation scheme be noted. (Appendix 3).**

13 FINAL OUTTURN REPORT 2011/12

Report CS12011

Members considered an update of the final budget position for the Adult and Community Services Portfolio.

The final outturn for the “controllable” element of the ACS budget in 2011/12 was an under spend of £1,418,000 compared to the last reported figure of £780,000 which was based on activity at the end of January 2012. After allowing for the net £388,000 carry forward request, if agreed by the Executive, the final outturn position would be £1,030,000.

On the 20th June 2012 the Executive would be asked to approve a number of carry forward requests relating to either unspent grant income, or delays in achieving invest to save initiatives where cost pressures would follow through into 2012/13. Appendix 2 provided a detailed breakdown of all the carry forward requests. Those included in section 1 of the appendix would have repayment implications if not approved, those in section 2 related to grants which would not have to be repaid if not agreed but would impact on service delivery in 2012/13, and those in section 3, which all related to the housing service, and would help ensure that full year cost pressures of £696,000 following through into 2012/13 were managed within the overall resources available.

Appendix 3 provided a breakdown of any full year implications arising from the final 2011/12 outturn and Appendix 4 provided a detailed reconciliation of the Original 2011/12 budget to the Latest Approved 2011/12 Budget.

Officers reported that there were pressures on the budget due to the increase in homelessness. If this continued to rise there was the possibility of an overspend.

The Chairman commended officers on maintaining services despite the budget cuts.

RESOLVED that:

- (1) The under spend of £1,418,000 on controllable expenditure at the end of 2011/12 is noted.**
- (2) The Executive be requested to agree net carry forwards totalling £388,000 as detailed in appendix 2.**

14 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006 AND THE FREEDOM OF INFORMATION ACT 2000

RESOLVED that the Press and public be excluded during consideration of the items of business listed below as it was likely in view of the nature of the business to be transacted or the nature of the proceedings that if members of the Press and public were present there would be disclosure to them of exempt information.

15 LEARNING DISABILITY CARE AND SUPPORT SERVICE CONTRACT AWARDS

Report CS12012

Members considered the award of care and support contracts in four supported living schemes for people with learning disabilities.

RESOLVED that the Portfolio Holder be requested to agree:

- (1) A waiver of the requirement for competitive tendering under Financial Regulations to award the care and support contract for Padua Road to Family Mosaic from 1st April 2012 to 30th June 2013 in accordance with the cost set out in paragraph 5.1.**
- (2) A waiver of the requirement for competitive tendering under Financial Regulations to award the care and support contract for Dunstonians to Sunnyside from 27th February 2012 to 31st**

August 2013 in accordance with the cost set out in paragraph 5.1;

- (3) A waiver of the requirement for competitive tendering under Financial Regulations to award the care and support contract for Goldsmiths Close to mcch from 1st April 2012 to 10th January 2013 in accordance with the cost set out in paragraph 5.1; and**
- (4) A waiver of the requirement for competitive tendering under Financial Regulations to award the care and support contract for 111 Masons Hill to mcch from 1st April 2012 to 30th June 2013 in accordance with the cost set out in paragraph 5.1.**

16 CARE HOME RESPITE FOR OLDER PEOPLE - CONTRACT AWARD AND NEXT STEPS (PART 2)

Report CS12013

Officers presented the part 2 information relating to Kingswood House, considered in part 1 of the agenda. It set out the results of the tender process for the Care Home Respite contract and made recommendations for award of the contract and next steps.

RESOLVED that the Portfolio Holder be requested to agree that:

- (1) A contract for provision of one residential Care Home Respite bed for physically frail (PF) and for residential Elderly Mentally Infirm (EMI) be awarded to The Heathers residential care home for a period of 2 years from 1st July 2012 with an option to extend for up to 1 year followed by a further period of up to 1 year.**
- (2) Delegated authority be given to the Assistant Director of Commissioning to negotiate up to four additional care home respite places, three residential and one Nursing EMI, in order to meet the demand for planned care home respite, at a cost not to exceed 10% above the Council's ceiling rate**

17 AWARD OF FRAMEWORK CONTRACT FOR DOMICILIARY CARE AND SPECIALIST DEMENTIA CARE SERVICES.

Report CS12014

Officers presented a report setting out the results of a tendering process for a Framework of Domiciliary Care Providers and a contract for Specialist domiciliary Dementia Care and made recommendations for award of contracts. The contract length for all contracts was 5 years with 2 possible further extensions of 2 years each.

Members noted the report.

RESOLVED that the Executive be requested to:

- (1) Agree the award of places on the Framework Agreement for Domiciliary Care Services for the providers listed in Appendix 1. The framework will begin on 27th August 2012 and will last for 5 years with the option to extend for two further periods of 2 years each.**
- (2) Agree the award of a contract for Specialist Dementia Care to Brook Street (UK) Ltd. The contract will commence on 27th August 2012 and will last for 5 years with the option to extend for two further periods of 2 years each.**
- (3) Delegate authority to the Director of Education and Care Services, in consultation with the Portfolio Holder for Care Services, to agree time limited spot contract arrangements with existing providers in line with the proposals outlined in paragraphs 3.15 and 3.18 of the report.**
- (4) To note the impact of the Contributions Policy and the proposed reduction in charges which will take effect from April 2013.**

The Meeting ended at 8.45 pm

Chairman

Education and Care Services Plan for 2012/13: Priority Framework Summary

Vision

Supporting improved quality of life through encouraging high aspirations, maximising independence, promoting healthy lives, and protecting the most vulnerable

| Education Portfolio |
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| Priority Outcome 1 |
| Children and young people enjoy learning and achieve their full potential. |
| Outcome statements |
| <p>In Bromley children and young people:</p> <ul style="list-style-type: none"> ➤ (including those who are vulnerable and have additional needs), are supported to achieve their full educational potential and are encouraged to have high aspirations for their future; ➤ have access to sufficient school places and specialist provision within the Borough; ➤ enjoy attending school and have high-levels of attendance. |
| We aim to: |
| <ul style="list-style-type: none"> ➤ Redefine the local framework for school improvement - including teaching schools ➤ Improve educational attainment in early years settings and schools, particularly: <ul style="list-style-type: none"> ○ between the lowest and highest attaining groups in the Early Years Foundation Stage; ○ increasing the pace of improvement by the end of their Reception Year at school; ○ narrowing the gap for children from low income families and their peers across all Key Stages; ○ vulnerable groups. ➤ Improve attendance, especially in Primary schools; ➤ Increase and enhance in-borough provision for children with disabilities and special educational needs, particularly residential placements for children with autism; ➤ Ensure sufficient capacity of places in early years settings and schools, particularly within the Primary phase, to meet the Council's duties and responsibilities; ➤ Successfully implement the Special Educational Needs and Disabilities Green Paper Pathfinder Bid. |
| Priority Outcome 2 |
| Young people get the best possible start in adult life. |
| Outcome statements |
| <p>In Bromley children and young people:</p> <ul style="list-style-type: none"> ➤ make a successful transition from childhood into adulthood; ➤ are supported from education in to appropriate employment, further or higher education, or training; ➤ identified as vulnerable achieve maximum independence when moving into adulthood. |
| We aim to support: |
| <ul style="list-style-type: none"> ➤ all young people in the transition from education to employment, further/higher education or training, particularly the most vulnerable; |

- the transition of young people leaving care and moving into independent living, further/higher education, and employment;
- the transition of children with learning difficulties and/or disabilities from Young People Services to Adult Services, and into independent living and employment.

Actions and performance measures are set out in full Departmental Business Plan available from michael.watts@bromley.gov.uk

Joint Education and Care Services Portfolio Priority

Priority Outcome 3

Children and young people behave positively, take responsibility for their actions and feel safe within the Borough. Parents/ carers take responsibility for the behaviour of their children.

Outcome statements

In Bromley children and young people:

- behave positively within their school, community and the Borough, and take responsibility for their actions;
- are supported to access opportunities for positive activities across the Borough;
- and their parents and carers promote positive attitudes and behaviour to, and take responsibility for, their children.

We aim to:

- Reduce the number of first time entrants in the youth justice system and reduce levels of re-offending;
- Intervene early through integrated support to tackle challenging behaviour issues in early years settings and in schools;
- Enhance opportunities for positive activities for young people across the borough;
- Work with partners to reduce bullying, including cyber bullying, across the Borough, particularly when outside of school;
- Encourage children and young people to take responsibility for their actions within and outside of school, and work with parents and carers to support them in taking parental responsibilities.

Actions and performance measures are set out in full Departmental Business Plan available from michael.watts@bromley.gov.uk

Care Services Portfolio

Priority Outcome 4

Children and Young People are safe where they live, go to school, play and work.

Outcome statements

In Bromley children and young people:

- are safeguarded and protected from harm, and are kept safe from bullying or crime;
- in care are encouraged to have high aspirations for their future and are supported to achieve their maximum potential;

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| <ul style="list-style-type: none"> ➤ and their parents and carers are supported in their parenting role. |
| <p><u>We aim to:</u></p> |
| <ul style="list-style-type: none"> ➤ Ensure that vulnerable children and families are identified and supported at the earliest possible stage; ➤ Sustain and develop a stable and high quality children’s social care workforce to safeguard children at risk; ➤ Increase the number of in-borough family placements for children with more complex needs and disabilities; ➤ Improve the outcomes of Children in Care through the effective use of Corporate Parenting; ➤ Increase the timeliness and number of children being adopted; ➤ Further strengthen the improvements in children’s social care services; ➤ Ensure safeguarding arrangements in all key partner agencies are suitably robust. |
| <p><u>Priority Outcome 5</u></p> |
| <p>Ensuring the health and wellbeing of children and young people, and their families</p> |
| <p><u>Outcome statements</u></p> |
| <p>In Bromley children and young people:</p> <ul style="list-style-type: none"> ➤ feel happy about their lives, and are encouraged to have happy and healthy lifestyles; ➤ are supported in their caring role and are encouraged to realise their full potential; ➤ and their parents/ carers are supported to develop bonding and positive relationships. |
| <p><u>We aim to:</u></p> |
| <ul style="list-style-type: none"> ➤ Use the Healthy Schools Programme to work with schools to improve the health and wellbeing of all pupils within Bromley’s schools; ➤ Improve provision of emotional wellbeing, mental health services and counselling services for children, young people and families; ➤ Strengthen the support provided to young carers; ➤ Improve the health of children in care; ➤ Successfully implement the Special Educational Needs and Disabilities Green Paper Pathfinder Bid. |
| <p><u>Priority Outcome 6</u></p> |
| <p>Enhancing quality of life for people with care and support needs</p> |
| <p><u>Outcome statements</u></p> |
| <p>In Bromley, residents are offered effective choice and control over the services they receive to maintain independence:</p> <ul style="list-style-type: none"> ➤ People can maintain their independence and live their lives to the full, receiving high quality support when they need it ➤ People seeking help from Care Services receive advice, guidance and services swiftly |

- People know the choices available to them locally, what they are entitled to and who to contact when they need help
- People manage their own support so that it is delivered to meet their needs
- People engage socially as much as they wish to avoid loneliness and isolation

We aim to:

- Provide locally relevant information and advice about care and support need to enable choice and control;
- Have a diverse market in care and support services to offer choice and control to service users and their carers by:
 - supporting people to remain in their own homes or extra care housing as an alternative to residential care;
 - commissioning day care as a result of service users determining what (alternative) types of support they require;
 - modernising respite services for older people and people with learning disabilities;
 - commissioning a domiciliary care service to provide flexibility and enable service users to exercise choice and control as to how they receive their care;
- Provide choice and control over meeting support needs, enabling all service users to maintain their independence;
- Utilise NHS funds to improve social care outcomes for older people and those with physical disabilities.

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| Priority Outcome 7 |
| Maximise independence and reduce the need for care and support |
| Outcome statements |
| <p>In Bromley, everybody has the opportunity to have optimum health throughout their life and proactively manage their health and care needs with support and information:</p> <ul style="list-style-type: none"> ➤ People experiencing housing difficulties are assisted with advice and support aimed at maintaining or securing a home and avoiding crisis ➤ When people become ill, recovery takes place in the most appropriate place, enabling people to regain their health, wellbeing and independence ➤ Earlier diagnosis and intervention means that people are less dependent on intensive services |
| We aim to: |
| <ul style="list-style-type: none"> ➤ Provide more health opportunities for those with diminished health to access healthy lifestyles ➤ Support service users to stay independent for as long as possible ➤ Focus on preventing homelessness by working in partnership to maximise and make best use of the supply and use of affordable housing |
| Priority Outcome 8 |
| Ensuring that people have a positive experience of care and support |
| Outcome statements |
| <p>In Bromley, social care service users and their carers are satisfied with their experience of care and support services:</p> <ul style="list-style-type: none"> ➤ People respect the dignity of the individual and ensure support is sensitive to each individual's circumstances; ➤ Carers can balance their caring roles with their desired quality of life; ➤ Carers feel that they are respected as equal partners throughout the care process; ➤ Service user views and experiences are gathered to help inform service developments, and concerns are responded to quickly and effectively; ➤ Social care service standards are regularly reviewed to ensure they deliver a quality service and continue to maintain service users' independence. |
| We aim to: |
| <ul style="list-style-type: none"> ➤ Better identify and support carers living in Bromley by: <ul style="list-style-type: none"> ○ ensuring service users and their carers have a voice in all aspects of service planning, commissioning and quality monitoring of services ○ encouraging carers to identify themselves ○ supporting carers to remain mentally and physically well ➤ Provide carers of people with dementia access to a comprehensive range of respite/short break services that meet both their needs; ➤ Promote excellent customer service for those who experience our services. |

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| Priority Outcome 9 |
| Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm |
| Outcome statements |
| In Bromley, everyone enjoys physical safety and feels secure: <ul style="list-style-type: none">➤ People are free from physical and emotional abuse, harassment, neglect and self harm➤ Instances of abuse of vulnerable adults are investigated promptly and effectively➤ People are protected as far as possible from avoidable deaths, disease and injuries |
| We aim to: |
| <ul style="list-style-type: none">➤ Focus on the prevention of abuse of vulnerable adults through the work of the Safeguarding Board and engaging with Partner Agencies;➤ Ensure that the workforce has the capacity, skills and expertise in safeguarding to deliver modernised services;➤ Continue to improve the delivery of services and reliability of contractors through Quality Assurance and Contract Monitoring. |
| Actions and performance measures are set out in full Departmental Business Plan available from michael.watts@bromley.gov.uk |