



Supporting Independence In Bromley 2011-12



Introduction

Welcome to this second annual report of adult social care and housing, which outlines how Bromley is supporting an improved quality of life for people with social care needs.

Bromley currently supports over 8,000 people with care needs, most of them in their own home and, during 2011/12, the focus of Adult Social Care and Housing was to maximise the opportunities for maintaining people's independence, whatever their needs. We have built on the progress made throughout the year to develop our focus for the coming year to support improved quality of life through encouraging high aspirations, maximising independence, promoting healthy lives, and protecting the most vulnerable.

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 responsibility for the social care sector to lead its own improvement supported but not directed by national bodies.

Our focus for the **Annual Report** for the performance year **2011- 2012** 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 2011-2012 for Supporting Independence and Housing in Bromley and priorities for the coming year;
- Inform you on key outcomes in respect of Safeguarding and Complaints;
- Inform you of what your views were in the annual Adult Social Care Survey completed in the Spring of 2012;
- Inform you of our overall performance in comparison with other comparator local authorities – how well we did in 2011-2012.

Key Facts

Bromley's population on the 2011 Census was 309,400 (2001 Census 295,000). The increasing population of the Borough will have a significant impact on a number of services provided by the Education and Care Services department, especially universal services such as school and early years places, GP services and housing. This increase will in turn impact on the targeted services provided by the Borough such as social care services, housing support and specialist support for people with special educational needs and disabilities.

Increasing birth rates

The borough has experienced an increase in birth rates of 14% in the 10 year period between 2001 [3,600] and 2011 [4,100]¹. The latest estimate by the Greater London Authority suggests that this will increase by a further 12% between 2011 [4,100] and 2020 [4,600], before reducing by 2% between 2020 [4,600] and 2030 [4,500]¹. The 0-17 population has risen from 65,006 in 2001 to 69,802 in 2011¹

Increasing population of older people

The latest estimates by the Projecting Older People Population Information System (2010) illustrates that the Borough is expected to experience an 8% increase in the total population of people aged 65 and over between 2011 [52,400] and 2015 [56,700]². The age group is expected to increase by 39% in total between 2011 and 2030 [72,600]²

Although the Council provides services to only a very small number of older people, the expected significant increase in the population will have a direct impact on the number of older people eligible to receive social care support and other support from the department.

Increasing number and complexity of needs – Adults with a Learning Disability

The latest estimate by the Projecting Adult Needs and Service Information (2010) illustrates that the Borough is expected to experience a 2% increase in the total population of adults aged 18-64 with a learning disability between 2011 and 2015³. This population group is expected to increase by 12% in total between 2011 [4,691] and 2030 [5,261]³

Although the Council provides services to only a very small number of adults with a learning disability, the expected increase in the population will have a direct impact on the number of adults eligible to receive support from the department. It is expected that 305 young people with complex and enduring needs who meet the threshold for support from adult care services will make the transition from Children's services to Adult services over the next 10 years.

¹ The population projections are based on the GLA 2011 Round SLHAA Population Projections, High Fertility (December 2011)

² The population projections are based on the Projecting Older People Population Information System (2010).
www.poppi.org.uk

³ The population projections are based on the Projecting Adult Needs and Service Information (2010).
www.pansi.org.uk

Increasing number and complexity of needs – Older People with Dementia

The latest estimate by the Projecting Older People Population Information System (2010) illustrates that the Borough is expected to experience a 7% increase in the population of older people with dementia between 2011 [4,058] and 2015 [4,333]. This population group is expected to increase by 52% in total between 2011 and 2030 [6,151]²

Mental Health

Mental health problems affect a large proportion of the population, with approximately 158 people per 1,000 of the Bromley population aged 16 to 74 years suffering from a mild to moderate disorder (i.e. anxiety and/or depression). At the more severe end of the spectrum, over 2,500 people in Bromley (1% of the adult population) have been identified by GPs as suffering from serious mental illness.

Housing

We continue to experience a significant increase (over 150%) in the number of households faced with imminent homelessness. The most significant areas of increase continue to be as a result of mortgage or rent arrears and loss of private rented accommodation, together now accounting for more than one third of all homeless acceptances. This has resulted in not only increased numbers of homeless acceptances, but also temporary accommodation placements. As at the end of 2011, 427 households were in temporary accommodation. By the end of 2012, this figure had risen to 612, an increase of 43%

Health

The Joint Strategic Needs Assessment's vision for Bromley is for the population to lead longer, healthier, happier lives which translate into improvements in:

- Life expectancy
- Quality of Life
- Wellbeing

There are inequalities in life expectancy between wards, with an 8 year gap for men and a 6 year gap for women between the most and least deprived areas of Bromley.

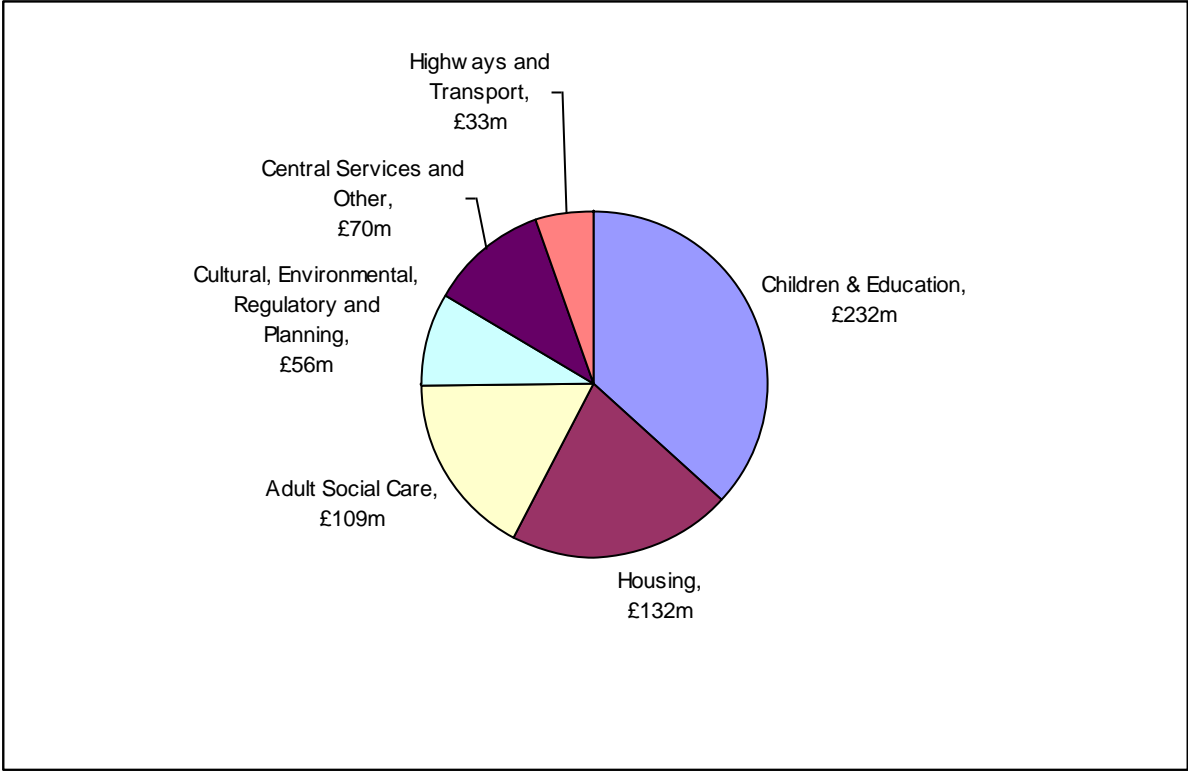
Almost 13% of deaths in Bromley are caused by respiratory disease. This includes influenza and chronic obstructive pulmonary disease (COPD). Mortality from COPD is lower than the London and England average with Bromley residents three times less likely to die from COPD before the age of 75 years compared to people living in the local authority with the highest premature COPD death rate in England.

Smoking is a major risk factor for circulatory disease, cancer and respiratory disease. Smoking prevalence in Bromley is estimated to be 15.4% (2009-10) in people 18 years and over as compared with 21.2% for England.

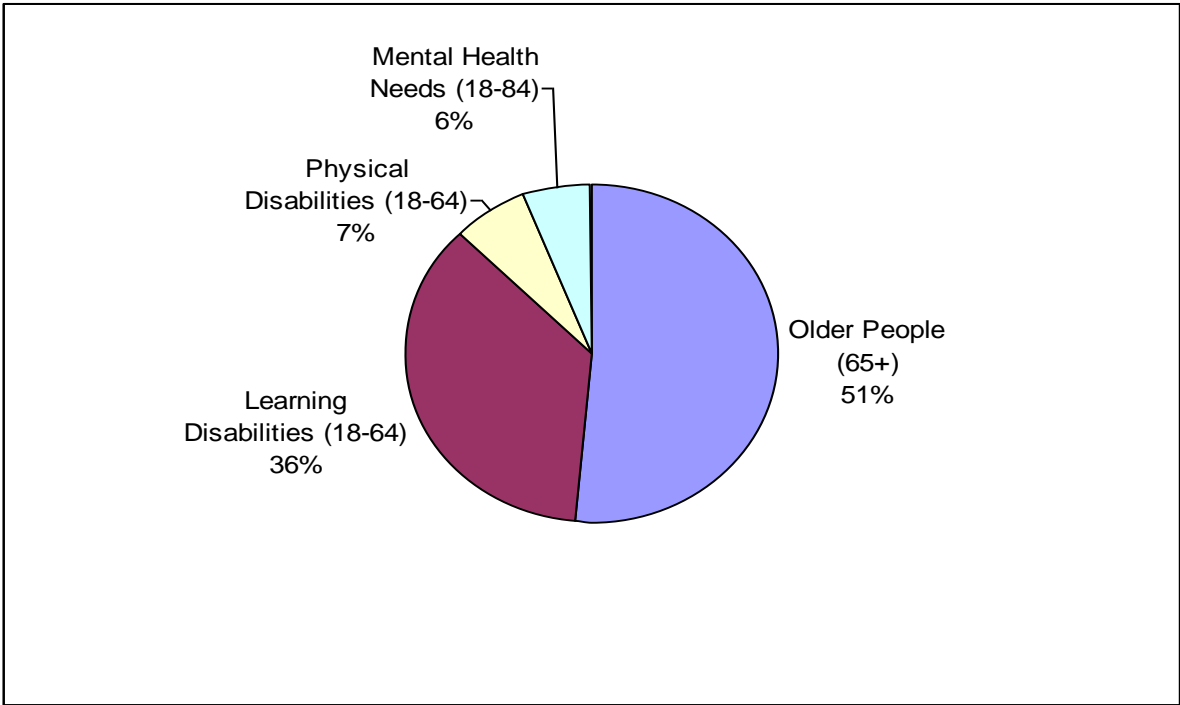
The prevalence of stroke is lower in Bromley than across England as a whole at 1.61% (England average 1.7%), but is higher than the average prevalence for London (1.1%).

What Services do we provide and how do we spend the money?

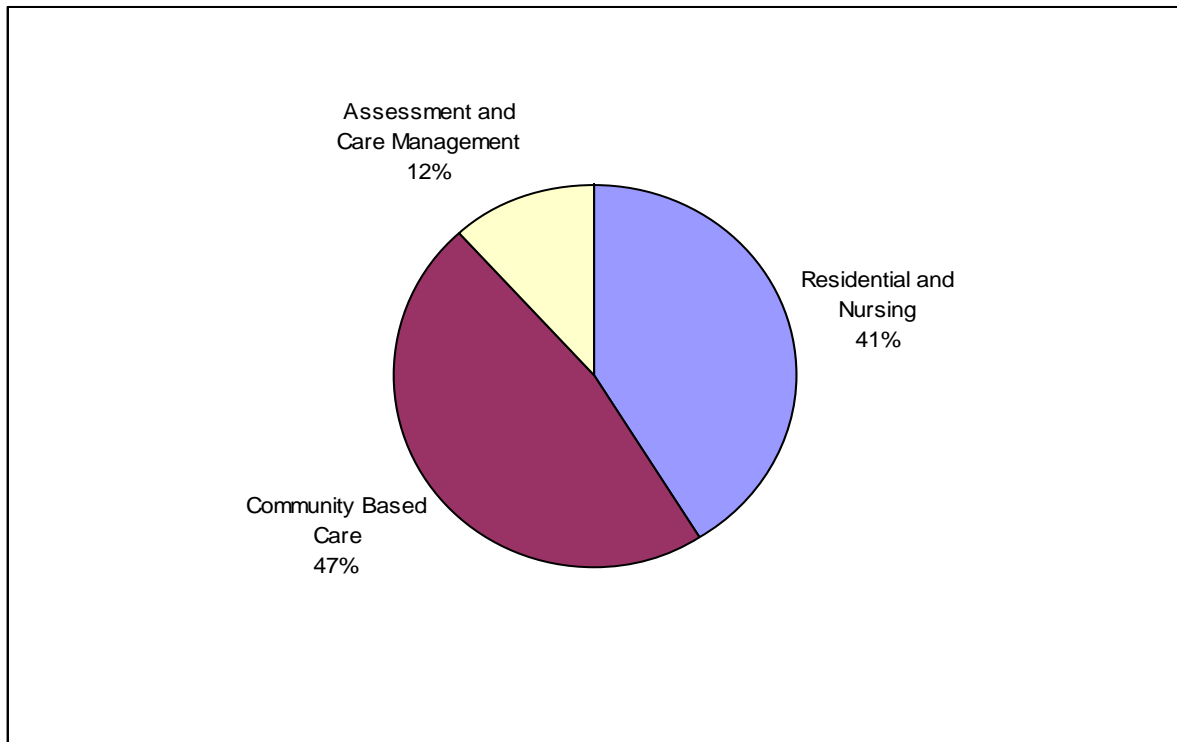
During 2011/12, the London Borough of Bromley Services provided £632.2m of services. Of these, £109.00m were Adult Social Care.



Of the Gross total expenditure, just over half was spent on services for Older People



Of the Gross total expenditure, just under half was spent on community based care



These services supported:-

Older People

- **2374** received community based services with the largest proportion **supported by Homecare**
- **200** chose to manage their support package through a direct payment
- **392** received residential care at an average placement cost of £31,096 per annum, of which 218 have dementia or other mental health issues. 177 of the placements were made this year
- **244** received nursing care at an average placement cost of £32,084 per annum, of which 79 have dementia or other mental health issues. 111 of the placements were made this year

Adults with a Learning Disability

- **615** received community based services with the largest proportion **supported by Day Care**
- **60** chose to manage their support package through a direct payment
- **168** received residential care at an average placement cost of £72,332 per annum, with 10 new placements made this year
- **6** received nursing care at an average placement cost of £72,696 per annum, with 2 new placements made this year

Adults with a Physical Disability

- **314** received community based support with the largest proportion **supported by Homecare**
- **137** chose to manage their support package through a direct payment

- **27** received residential care at an average placement cost of £33,696 per annum, with 6 new placements made this year
- **12** received nursing care at an average placement cost of £43,472 per annum, with 2 new placements made this year

Mental Health

- **2646** individuals using secondary mental health services with an additional 560 known to Primary care using universal services
- **£5.1m** controllable mental health budget of which £2.3m is budgeted for Residential Services. Use of in borough residential placements has remained relatively static over the last three years at 40 places (joint LBB/PCT funded) at an average cost of £1,000 per week. There has been a focus on reducing the use of out of borough (OOB) placements with 53 individuals in OOB placements in 2008/09 and 27 as at Feb 2012.
- **1280** individuals will use universal services (e.g. advice and guidance, advocacy, peer support, benefit advice) with a budget of £403K

Supporting Independence - Our Achievements

During 2011/12 we aimed to enhance the quality of life for people with care and support needs. We did this by:

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

- Setting up an accreditation scheme for personal assistants. 20 personal assistants have now been accredited and several are now included on the MyLife web site [Bromley MyLife \(http://bromley.mylifeportal.co.uk\)](http://bromley.mylifeportal.co.uk) to enable contact by prospective employers.
- All service users are provided with a support plan and are offered a Direct Payment to set up their support. At the end of March 2012, 78.3% of eligible service users have a personal budget (3667) and 408 a direct payment.
- Through continued commissioning of the Mencap Job Match and Job Carve programmes, 133 Bromley candidates are sustaining employment in a variety of positions including Asda and Sainsbury's. A new Job Carve opportunity was created with Waitrose following the redevelopment of its Bromley store.

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

- The number of empty properties recorded in the borough dropped by 83 resulting in a New Homes bonus payment of around £120K for this year and the next five years.
- 31 under occupiers have been successfully moved freeing up family sized accommodation.

- No placements have been made into shared Bed and Breakfast accommodation.
- The dedicated mortgage prevention officer and debt advice services have directly prevented repossession for 105 households.

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

- Since its commencement, the travel training project for people with learning disabilities has led to 41 participants receiving theory sessions, with 20 progressing to practical training and 16 now undertaking independent journeys.
- The Experts by Experience user led organisation has obtained funding from a number of sources enabling it to become a community interest group independent of the Council from January 2012.

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

- 33 additional staff have been trained in managing complex safeguarding investigations.
- The number of safeguarding strategy meetings held within 5 days continues to meet the annual target of 90%.
- At the end of January 2012, all investigations were completed by qualified staff.

There are some areas where performance did not achieve the target. All have been subject of report to the Executive.

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

- There has been a sustained increase in the use of temporary accommodation with 612 people in such accommodation at the end of March 2012.
- There has been a marked decrease in the supply of private rented accommodation. During the year, 133 households were assisted to secure accommodation in the private rented sector compared to 267 in the previous year.

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

- Work is under way to increase the number of carers routinely offered a carers' assessment.
- Work to set up the new Health Watch arrangements has been delayed and will be progressed during 2012/13.

Our Achievements – Case Studies

Supporting independence for adults and older people with learning disabilities

This year saw the last people with learning disabilities moving from NHS residential homes into supported living.

Both Miss X and Mr Y have moved into new homes within the borough.

Miss X said “she likes living in Biggin Hill and is having a party for her birthday in her new home”.

Mr Y “has his own home for the first time. He has Sky TV to watch the football, can go out shopping nearby and has a big table to do his jigsaw”.

Extra Care Housing Scheme

Crown Meadow Court Extra Care Housing scheme opened in April 2011 and is now fully occupied with residents from Cranbrook Court and Denton Court. Feedback from the residents includes the comments below:-

“My apartment is lovely and I enjoy looking at the garden”.



“The staff are very helpful. I enjoy going to the on-site cinema.



“Perfection, I have everything I need”.

“Having the security and freedom to enjoy our independence together”.

“Nice environment, supporting me to remain independent.

Housing – Our Achievements

During 2011/12 we:-

- Assisted more than 2,000 households to remain in their existing accommodation or identify suitable alternative housing options to prevent homelessness occurring.
- Launched the new allocations scheme criteria and automated banding.
- Assisted 31 under occupiers to move freeing up much needed family sized accommodation
- Produced and launched the new 5 year homelessness prevention strategy.
- Recovered 19 family sized properties through the social housing fraud initiative.
- Progressed work on the building of 2 more extra care housing schemes
- Achieved 3 successful interim empty dwelling management orders (EDMO).
- Completed 270 new build affordable housing units, assisting the Council to meet its statutory housing and social care duties.
- Used the Council's affordable housing payment in lieu funding and external capital subsidy to develop a scheme of 7 flats for people with learning disabilities, generating corporate savings on the cost of placing clients into residential care.

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 2011-2012 detailing quality of outcomes delivered to our customers is available at

[Bromley Safeguarding Adults Board Annual Report 2011/12 \(Agenda Item 2, Appendix 1\)](#)

During 2011/2012 we:

- Launched the *Protecting Adults at risk: London multiagency procedures 2011*. BSAB supported this development which brings greater consistency to safeguarding responses and practices across London. To underpin the new procedures BSAB also developed the *Safeguarding Adults in Bromley Multi Agency Practitioners Toolkit* which supports local inter-agency work and enables staff to easily access local resources. Implementation included an

extensive training programme across the partnership and revision of data collection systems. BSAB retained local procedures for cases of severe self neglect in addition to the London procedures.

- In 2011 the Board reported that it intended to ensure resources of partner agencies were used effectively to protect those service users most at risk. The Care Services Directorate has concentrated skilled resources on the screening of referrals. This resulted in a 30% reduction of accepted safeguarding referrals from the previous year (523 in 2010/11 to 365 in 2011/12). Where a case did not meet the threshold for a safeguarding referral, the Care Services Directorate ensured that in line with BSAB procedures, proportionate action was taken to manage any risks to the service user, including consideration of eligibility for a community care assessment.
 - The largest reduction, in accepted referrals for safeguarding this year has been in relation to older people which was 46% (from 361 to 195), whereas referrals about younger people with mental health problems have increased (from 31 to 48). This follows work by Oxleas NHS Foundation Trust as previously it was acknowledged that referrals were under reported in this area.
 - Referrals about physical abuse have decreased by 45% (from 231 to 126), as a result of more rigorous screening in terms of evidence of significant harm. In contrast, there is more initial evidence of financial abuse in Bromley, with a reduction of only 8% from 118 to 108.
 - The most frequent location of alleged abuse continues to be the service user's own home which was the location of 47% of alleged abuse (172 of 365 cases). There was a large reduction in referrals from care homes with nursing of 68% (from 71 to 23). This trend will be monitored to ensure there is no under-reporting of safeguarding concerns.
- Further development of partnership work in safeguarding resulted in improved access to justice for vulnerable people. Operations led by the Metropolitan Police Service Bromley Operational Command, Safeguarding Adults at Risk Team which was established in April 2011 have led to a number of successful prosecutions. Board objectives have been assisted by Safer Bromley Partnership activities to protect older people from crime, (particularly the prevention of door-step crime). In addition, health and social care staff have been trained to refer vulnerable people with increased risks due to disabilities or a cluttered home to make priority home safety visits from the London Fire Service.
- During 2010/11 the Board delivered its multi-agency training programme to a total of 652 staff across partner organisations to ensure high levels of staff competence and skills to deal with safeguarding investigations. Raising awareness of adult safeguarding issues has been promoted through the widespread distribution of newsletters to 358 agencies, including voluntary organisations and by a mail-out to seventy five faith groups.

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 2011/2012 we:-

Received a total of 210 formal complaints (of which 112 related to adult social care and 98 were corporate complaints)

- The number of formal complaints received by adult social care in 2011/12 was 112 which was a decrease of 40% (185) from the previous year.
- Less than 2% of people receiving adult social care services made a complaint.
- Of the 110 adult social care complaints received during 2011/12, 86% were resolved within 20 working days which is a marked improvement on the previous year's performance of 74%.
- Of the 110 adult social care complaints resolved in 2011/12, 48% (53) were upheld.
- The number of complaints regarding adult social care resolved before reaching the Local Government Ombudsman (LGO) is high, at 90% (99).
- The Quality Assurance Team has developed an in house complaints training course. The training is aimed at helping our front line staff focus on resolving concerns early, without the need for service users to engage the formal complaints procedure. The team continues to offer regular complaints surgeries for managers and heads of service requiring assistance in complaints handling.

When our services have not been up to the standard, we learn from the things that have gone wrong and change or improve our services. Last year, changes as a result of lessons learnt included:-

-Improved guidance and procedures for handling client funds when people move into supported living.

-Improved information about the reablement service and the Councils policy on charging.

Improved management of care packages for people being discharged from hospital

The department also received 43 compliments for adult social care and 17 compliments for housing.

"I cannot praise the re-ablement staff too highly for the consideration, courtesy and efficiency with which they have treated my husband and me".

"I would like to compliment your service for the excellent way my wife was looked after. Nothing was too much trouble for this dedicated officer. The worker is a credit to your service".

"Mr X is delighted with everybody at Apsley Court. He said 'his mum is looked after as if she was the Queen, and the difference in her whole attitude is unbelievable. She has made new friends, is clean and tidy and has her sense of humour back; he said she is like his mum was 20 years ago'.

"This E mail is to let you know you have contributed to making a sick woman very happy. She got one of the newly built adapted houses today. It was touching to see her crying as she walked around aided by her son".

"I know that had you not worked hard to secure her a new home, she would have been on a rapid downward spiral".

"A big thank you to all in the housing division who were involved in re-housing Mr. Y and his family in an emergency over the weekend and then into a flat today".

Annual Adult Social Care Survey 2011/12

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 of 1,218 service users receiving adult social care was carried out between January and March 2012 to establish how these services have affected and/or improved users' quality of life.

The survey told us that 70% [386] of all people who use services felt safe and that 59% [325] of people using social care, and their carers, found it easy to locate information about services. Both of these percentages are an increase on last year's results. 91% [501] of service users were happy with the social care and support services they received and 70% [386] of respondents felt they had control over their daily lives.

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.

Annual Adult Social Care Performance for 2011/12

A range of national returns submitted to the Department of Health covering the year April 2011 to March 2012 have been released on a provisional basis. 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:

Key Facts Adult Social Care

2010/11		2011/12
2381	adults and older people (new) who had an assessment	2447
8260	adults and older people receiving social care services	8301
224	adults and older people using a direct payment	408
981	adults and older people in residential or nursing care	909
372	reablement	747
523	safeguarding (accepted referrals)	365
185 (formal)	complaints	112 (formal)
30	compliments	43

Priorities for 2012-2013

The departmental Portfolio Plan 2012/13 focuses on supporting improved quality of life through encouraging high aspirations, maximising independence, promoting healthy lives, and protecting the most vulnerable.

The Priority Outcomes for the coming year are:-

- Enhancing quality of life for people with care and support needs providing an additional 110 Extra Care Housing places
- Maximising independence and reducing the need for care and support by working with Bromley Healthcare to improve the integrated pathway for people accessing primary care services from the new Extra Care Housing schemes
- Ensuring that people have a positive experience of care and support by opening the new short breaks scheme for people with learning disabilities
- Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm by delivering 600 places of adult safeguarding training over a range of competency levels

These are underpinned by the vision that in Bromley:-

- Residents are offered effective choice and control over the services they receive to maintain independence
- Everybody has the opportunity to have optimum health throughout their life and proactively manage their health and care needs with support and information
- Care service users and their carers are satisfied with their experience of care and support services
- Everyone enjoys physical safety and feels secure.

Equalities

Adult Social Care 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.

Following the November 2011 Equality and Human Rights Commission (ECHR) 'Close to Home enquiry into Older People and Human Rights in Home Care', a review was commissioned to give a broad view of where Adult Social Care is meeting its responsibilities and where improvements could be made.

What the Figures Say – Performance Information for 2011/12

The full range of performance and monitoring information for 2011/12 is available via the links below.

Annual Reports on Services for 2011/12 by Adult & Community Services, Bromley Council.

[Annual Complaints Report \(Agenda Item 11\)](#)

[Annual Complaints Report \(Appendix 1\)](#)

[Safeguarding Adults Board Annual Report 2011/12 \(Agenda Item 2, Appendix 1\)](#)

[Annual Housing and Residential Services Report \(Agenda Item 12\)](#)

[Annual Portfolio Plan Update \(Agenda Item 10\)](#)

[Annual quality of Domiciliary Care Report \(Agenda Item 13\)](#)

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 are now available for the performance year 2011/12.

National Indicator Set 2011-12 Report (Provisional)



ASCOF Outcomes
2011/12

Expenditure 2011- 12 Report (Provisional)



Expenditure Report
2011/12

Use of Resources 2011-12 Report (Provisional)



Use of Resources
2011/12 Comparator

Referrals, Assessments and Packages of Care 2011-12 Comparator Report (Provisional)



**RAP Comparator
Report 2011/12**

Abuse of Vulnerable Adults 2011/12 Provisional Returns (Provisional)



**AVA Comparartor
Report 2011/12**



THE LONDON BOROUGH

www.bromley.gov.uk

Feedback

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 email Angela Buchanan, Performance and Business Planning Manager angela.buchanan@bromley.gov.uk

Which Social Care Services would you like us to talk about in the Annual Report?

What would you like to know about them? For example, level of expenditure, number of people using the service

In your opinion, what should we focus on in the next three years in relation to Adult Social Care?

Is there anything else you would like to tell us about the Annual Report?

