

London Borough of Bromley

PART 1 - PUBLIC

Briefing for Care Services Policy Development and Scrutiny Committee 16th January 2013

Local Account

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1. Summary

- 1.1 This report provides Members with the Adult Social Care Local Account for 2011/12 (Appendix 1). This second Local Account details the areas of strength and those requiring further improvement, and sets out the priorities for 2012/13.

2. THE BRIEFING

- 2.1 The way that councils' Adult Social Care Services are assessed has changed and from 2010/11 onwards, the Care Quality Commission (CQC) no longer undertakes a formal assessment and annual performance rating process. The new approach saw the Department of Health (DH) recommending that all local authorities' Adult Social Care directorates publish an annual Local Account (Annual Report). This is a non statutory self assessment reflecting performance in Adult Social Care and is the way in which progress can be communicated to the wider community. We have once again taken the opportunity to include our housing services. This gives residents an opportunity to read about how the local authority adult social care performed locally against key outcomes, and sets out the priorities agreed for 2012/13.
- 2.2 The work outlined in this report has supported people to have choice and control, and to maximise their wellbeing and independence in their local community.
- 2.3 The Bromley Annual Report has recognised a significant range of strengths across all service areas in **2011/12** supporting the department's continuation of improved performance including:-
- Supporting 133 Bromley candidates into sustained employment through continued commissioning of the Mencap Job Match and Job Carve programmes.

- Setting up an accreditation scheme for personal assistants. 20 personal assistants have now been accredited.
- Assisting more than 2,000 households to remain in their existing accommodation or identified suitable alternative housing options to prevent homelessness occurring.
- Successfully moving 31 under occupiers freeing up family sized accommodation.
- Through the travel training programme, 41 participants received theory sessions, with 20 progressing to practical training and 16 now undertaking independent journeys.
- Reducing the number of formal complaints received by adult social care by 40% (2010/11 - 185, 2011/12 - 112)

2.4 There are also areas for development :-

- There has been a sustained increase in the use of temporary accommodation with 612 people in such accommodation as 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.
- Work is under way to increase the number of carers having an assessment to identify how they can be better supported.
- Work to set up the new Health Watch is underway and will be progressed during 2012/13.

2.5 The above areas for development are within the current year's Portfolio Plan and are reported to Care PDS regularly.

2.6 The structure and content of a 'model' Local Account is still in development and is being led by the social care sector itself across London. Further work will be completed during the coming year to inform the Local Account for 2012/13.