

DRAFT Care Services Portfolio Plan for 2014/15

↘ Encouraging high aspirations



↘ Maximising independence



↗ Promoting healthy lives

↗ Protecting the most vulnerable

Priority Outcome 1

Ensuring the health and wellbeing of children, young people and their families, and enhancing quality of life for adults and older people with care and support needs

Why is this a priority?

To enable:

- All children and young people to live in a safe environment
- Service users and carers to maintain a family and social life and contribute to community life

Outcome statements

- In Bromley, residents are offered effective choice and control over the services they receive to maintain independence
- Children, young people, adults and older people are encouraged to have happy and healthy lifestyles
 - Children and young people are supported to access opportunities for positive activities across the borough
 - 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

Action Plan

No.	We aim to...	Actions	Deadline	Lead Officer
1.1	Provide locally relevant information and advice about care and support need to enable choice and control	Publish a market position statement setting out the Council's commissioning intentions for Information, Advice and Guidance	Autumn 2014	Strategy Manager, Commissioning
		Support the Council to meet its new duties under the Children and Families Act 2014 by developing and implementing the Local Offer on the Bromley MyLife website	Autumn 2014	Planning and Development Manager
		Further extend the Locality Programme by utilising the Bromley MyLife website by mapping the support and networks offered by the local community within the Chislehurst area as part of the Integrated Community Team at The Willows Clinic	Autumn 2014	Planning and Development Manager
1.2	Have a diverse market in care and support services to offer choice and control to service users and their carers through a range of support at home and in the community	Support older people to regain independence following illness or loss of mobility through reablement, occupational therapy and intermediate care (working with health)	Ongoing	Head of Assessment and Care Management
		Increase the range of day activities available to older people, both independently and commissioned through the Council, enabling service users to exercise choice	Summer 2015	Commissioning Manager
		Establish the delivery model for Transport ensuring the most appropriate transport is available to meet service users' needs and opening up integration between adults and children's provision	Autumn 2015	Assistant Director, Commissioning
		Establish, through market testing, who is best placed to deliver the adult social care services currently delivered by the Council	Spring 2015	Strategy Manager, Commissioning

Priority Outcome 1 (continued)

Ensuring the health and wellbeing of children, young people and their families, and enhancing quality of life for adults and older people with care and support needs

Action Plan

No.	We aim to...	Actions	Deadline	Lead Officer
1.2	Provide locally relevant information and advice about care and support need to enable choice and control	Work with the Clinical Commissioning Group to plan a more effective discharge process to avoid the use of care homes as an interim care arrangement	Autumn 2014	Head of Assessment and Care Planning
		Undertake a Gateway Review of the Bromley MyLife website to ensure that the Council is achieving value for money and that the website supports the Council to deliver its functions as efficiently and effectively as possible both now and in the future	Autumn 2014	Planning and Development Manager
1.3	Improve health outcomes for those with health needs	Support children with complex disabilities to remain within the family home and their local community through the provision of a range of high quality short breaks services ranging from after school activities to overnight care	Autumn 2014	Strategic Commissioner, Disabilities
		Increase the take up of health services (such as regular dental checks) for Looked After Children (LAC) through support from the dedicated LAC nurse	Summer 2015	Head of Care and Resources
		Improve prevention of Cardio-vascular disease through the diabetes prevention project and NHS Health checks evaluation	Summer 2015	Director of Public Health
1.4	Encourage children and young people to take responsibility for their actions and work with parents and carers to support them in taking parental responsibilities	Work with identified families (Tacking Troubled Families initiative) to improve employment, school attendance outcomes and reduce antisocial behaviour	March 2015 (Year 3 cohort)	Head of Referral and Assessment
		Develop viable alternatives to custody for young people held on remand through joint working between the Youth Offending Team, Targeted Youth Support programme, Children's Social Care and the Courts	Ongoing	Head of Bromley Youth Support Programme
		Plan and implement step down arrangements for young people, particularly Looked After Children, on leaving custody	Ongoing	Head of Bromley Youth Support Programme
		Support vulnerable young people and individuals to take responsibility of their sexual wellbeing through provision of information, advice and prevention methods including	Ongoing	Director of Public Health
	We will measure achievement by.....		Target	
		The number of people remaining in their own homes 91 days after hospital discharge with a reablement/rehabilitation service	90%	
		Children in Care with an up to date dental and medical check	95%	
		Number of page views on Bromley MyLife	125,000	
		<i>Placeholder.</i> Engagement on Market Position Statement	TBC	

Priority Outcome 2

Maximising Independence and reducing the need for care and support

Why is this a priority?

To enable:

- All children and young people to live happy and healthy lifestyles
- All children and young people to feel supported by their parents and carers

Outcome statements

- 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
- Vulnerable children and young people make a successful transition and achieve maximum independence when moving into adulthood
 - Children and young people in care are encouraged to have high aspirations for their future and are supported to achieve their maximum potential
 - 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

Action Plan

No.	We aim to...	Actions	Deadline	Lead Officer
2.1	Support the transition of young people leaving care and moving into independent living, further/higher education and employment	Through targeted youth support, improve the participation of Children's Social Care services users, in particular Looked After Children and care leavers, in apprenticeships and work based training	Ongoing	Head of Bromley Youth Support Programme
		Support young disabled adults to travel independently through the continuation of a travel training programme	Spring 2015	Business and Planning Manager
2.2	Support service users to stay independent for as long as possible	Introduce an adult transport policy which focuses on what people are able to do and the resources they have available	Spring 2015	Business and Planning Manager
		Develop integrated pathways of care with Bromley Clinical Commissioning Group focusing on self management and support for carers	Autumn 2014	Strategy Manager, Commissioning
		Support people living with HIV to stay as independent as possible through peer support and peer mentoring	Ongoing	Director of Public Health
		Through the development of the Bromley MyLife website, reduce the level of initial telephone contacts to the Council	Summer 2015	Planning and Development Manager

Priority Outcome 2 (continued)

Maximising Independence and reducing the need for care and support

Action Plan

No.	We aim to...	Actions	Deadline	Lead Officer
2.3	Focus on preventing homelessness by working in partnership to maximise and make best use of the supply and use of affordable housing	Maximise the level of prevention work seeking to minimise the potential for increased homelessness, with focus on preventing young people entering care	Ongoing	Assistant Director, Housing Needs
		With Housing Benefit, the DWP, partner landlords and social care, prepare for implementation of the Universal Credit element of the Welfare Reform Act, and minimise the impact of the Under Occupier and Benefit Cap reforms	Summer 2015	Assistant Director, Housing Needs
		Work with the Voluntary Sector to provide support to households to be affected by the Universal Credit element of the Welfare Reform Act	Ongoing	Assistant Director, Housing Needs
		Enhance communication with service users through:- - Tailoring information, advice and guidance to meet their needs - Streamlining the pre assessment information collation process, on the 'Myportal' on line housing advice module	Autumn 2014	Assistant Director, Housing Needs
		Review the criteria of the allocations scheme and housing register with particular regard to the 'Local Connection' element	Spring 2015	Assistant Director, Housing Needs
		Maximise access to alternative housing campaigns through - A revised publicity campaign to attract landlords - Working with developers to bring back into use empty residential and commercial premises as housing accommodation	Spring 2015	Assistant Director, Housing Needs
		Review access to short term supported lodging for young people to minimise placements in shared nightly paid accommodation	Spring 2015	Assistant Director, Housing Needs
		Work to acquire sufficient levels of decent quality, cost effective, nightly paid accommodation	Ongoing	Assistant Director, Housing Needs
		In partnership with Occupational Therapy, meet the needs of service users through effective use of the existing housing stock or, where new adaptations are required, giving consideration as to how modified properties could be used by future service users	Summer 2015	Assistant Director, Housing Needs

Priority Outcome 2 (continued)

Maximising Independence and reducing the need for care and support

Action Plan

	We will measure achievement by.....		Target
		Percentage of Young People – Care Leavers, – Young Offenders in Education, Employment and Training	75% 80%
		Number of households in Nightly Paid Accommodation (NPA)	<500
		Number of cases where positive action was successful in prevention or relieving homelessness	45%
		NHS Health checks evaluation against London Quality Standards	London Quality Standards
		Diabetes audit to provide baseline data	Baseline Data Audit
		<i>Placeholder.</i> Chanel shift measure	TBC
		<i>Placeholder.</i> Healthcheck of MyLife	TBC

Priority Outcome 3

Ensuring that people have a positive experience of care and support

Why is this a priority?

To enable:

- Residents to be offered effective choice and control for the services they receive to maintain their independence
- People to know what choices are available to them locally, what they are entitled to, and who to contact for help

Outcome statements

- In Bromley, care service users and their carers are satisfied with their experience of care and support services:
- People respect the dignity of the individual and ensure support is sensitive to each individual's circumstances
 - Child carers, parents and carers are supported in their parenting and caring roles
 - Carers can balance their caring roles with their desired quality of life and 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
 - Care service standards are regularly reviewed to ensure they deliver a quality service and continue to maintain service users' independence

Action Plan

No.	We aim to...	Actions	Deadline	Lead Officer
3.1	Ensure that vulnerable children and families are identified and supported at the earliest possible stage	Reduce the need for statutory intervention by providing early support through the Bromley's Children Project services ranging from information, advice and guidance through to targeted parenting courses	Ongoing	Head of Assessment and Referral,
		Support young adults to develop life skills and maximise achievement potential through programmes delivered by the Bromley Youth Support programme/Targeted Youth programme, and the mentoring service provided by the Bromley Education Business Partnership	Ongoing	Head of Bromley Youth Support Programme
3.2	Ensure stable placements for children and young people where foster care is identified in the plan	Actively recruit 20 new foster carers to meet the needs of older children, sibling groups and those with complex needs	Summer 2015	Head of Care and Resources
		Develop a range of support, including support groups and training, to ensure foster carers are able to meet the needs of children and young people with complex and challenging behaviour	Summer 2015	Head of Care and Resources
		Through the MyLife web site, explore a dedicated foster carer portal to allow direct communication between social care and foster carers	Autumn 2014	Head of Care and Resources
		Support young people between the ages of 18 and 21, and their former foster carers to maintain a 'staying put' arrangement	Summer 2015	Head of Care and Resources
		Ensure value for money and the quality of commissioned Looked After Placements through a programme of continual review	Ongoing	Group Manager, Commissioning
3.3	Better identify and support carers living in Bromley by:	Ensuring that the voice of service users and carers is routinely sought (developing/changing services) and that when we receive feedback, we take action on it	Ongoing	Assistant Director, Commissioning Head of Safeguarding, Quality Assurance
		Publish a new Carers Strategy which addresses the requirements of the Care Bill	Autumn 2014	Strategy Manager, Commissioning

Priority Outcome 3 (continued)

Ensuring that people have a positive experience of care and support

Action Plan				
No.	We aim to...	Actions	Deadline	Lead Officer
3.4	Promote excellent customer service for those who experience our services	Implement Plans for integrated health and social care assessment services	Autumn 2014	Strategy Manager, Commissioning
		Ensure that effective community engagement takes place (particularly relating to health services), through Healthwatch	Autumn 2014	Strategic Manager, Procurement and Contracts
		Encourage customers to share their experiences of our services through compliments and complaints. Where things go wrong, use the lessons learnt to improve services delivery	Ongoing	Quality Assurance Manager
	We will measure achievement by.....		Target	
		Overall satisfaction of adults in the Personal Social Services Survey	TBC	
		Service users and carers are able to access an assessment in a timely manner	95%	
		Number of Education, Health and Care plans	TBC	
		Number (%) of Stage 1 ECHS complaints responded to within timescale	70%	
		Number of new Foster Carers	24	
		Number of new approved Adopters	15	

Priority Outcome 4

Ensuring Children and young people are safe within the community, and Adults and Older People whose circumstances make them vulnerable are protected from avoidable harm

Why is this a priority?

To enable:

- Support and services to be provided to adults at risk who are experiencing abuse, neglect and exploitation
- All children and young people to live in a safe environment

Outcome statements

In Bromley, everyone enjoys physical safety and feels secure:

- Children and young people are safeguarded and protected from harm, and are kept safe from bullying or crime
- 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

Action Plan

No.	We aim to...	Actions	Deadline	Lead Officer
4.1	Focus on improving outcomes for vulnerable children in need of care and protection	Work with partner agencies and the Courts to improve early decision making for children subject to care proceedings and conclude these proceedings within 26 weeks	Summer 2015	Head of Safeguarding and Care Planning
		Seek to increase the number of adoptive parents, special guardianship and kinship carers to meet the needs of older children, sibling groups and those with complex needs unable to live with their birth families	Autumn 2014	Head of Care and Resources
		Provide an integrated pathway for children and young people, and their families, ensuring a smooth transition to the new Special Educational Needs and Disabilities framework	Spring 2015	Strategic Commissioner - Disabilities
4.2	Focus on the prevention of abuse of vulnerable children and adults through the work of the Safeguarding Board and engaging with Partner Agencies	Through the work of the Bromley Safeguarding Children Board and engaging with partner agencies, take steps to implement strategies, policies and practice to target and safeguard vulnerable children	Spring 2015	Head of Safeguarding , Quality Assurance
		Through the work of the Safeguarding Board, develop shared strategies for safeguarding and report to local communities on progress	Summer 2015	Quality Assurance Manager
		In partnership with Public Health, promote emotional health and wellbeing in young people through the self harm prevention strategy	Summer 2015	Head of Safeguarding, Quality Assurance Director of Public Health
		In partnership with the Clinical Commissioning Group, enhance the review process to strengthen the quality assurance of services provided to individuals	Summer 2015	Quality Assurance Manager

Priority Outcome 4 (continued)

Ensuring Children and young people are safe within the community, and Adults and Older People whose circumstances make them vulnerable are protected from avoidable harm

Action Plan

No.	We aim to...	Actions	Deadline	Lead Officer
4.3	Continue to improve the delivery of services and reliability of contractors through Quality Assurance and Contract Monitoring	Through joint working with health partners, improve standards of nursing care to reduce incidence and escalation of avoidable health conditions	Summer 2015	Quality Assurance Manager
		Improve, through partnership working, the quality of training delivered to care staff and supervisors	Summer 2015	Strategic Manager, Procurement and Contracts
		Seek to improve the quality of life for service users through ensuring that care homes are planning for individual needs and delivering appropriately tailored services including consideration of activities	Ongoing	Strategic Manager, Procurement and Contracts
	We will measure achievement by:-		Target	
		The average time taken (days) between child entering care and moving in with its adoptive family	487 days	
		Average time between a local authority receiving court authority to place a child and the local authority deciding on a match to an adoptive family	121 days	
		Percentage of children who wait less than 20 months between entering care and moving in with their adoptive family	75%	
		Percentage of domiciliary care agencies and care homes reaching 100% compliance with the Council's Quality Assurance process	TBC	