

Care Services Portfolio Plan Half Year Update 2014/15 (end of September 2014)

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. As at the end of September, fifteen out of sixteen aims being progressed during the first half of the year are on track.

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|--|------------|--|---|--|
| 1.1 | Provide locally relevant information and advice about care and support need to enable choice and control | Green | Publish a market position statement setting out the Council's commissioning intentions for the provision of Information, Advice and Guidance | The draft Market Position Statement has been published on MyLife and presented to the Voluntary Sector Strategic Network. The Statement was the focus of the Adult Stakeholder Conference in July 2014 and the latest engagement survey – Our future, our support, our say. | Refreshing the document subject to the results of the survey, customer insights and feedback. Updates will also reflect developments to the Better Care Fund. |
| | | Green | 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 | The Bromley Local Offer has been provided through the Bromley MyLife website (http://bromley.mylifeportal.co.uk/localoffer) before the statutory required date of 1 st September. The Bromley Local Offer was developed in partnership between the Council, Bromley Clinical Commissioning Group, Bromley Parent Voice, and the Young Advisors. During the past 6 months, the Local Offer pages have had over 7,600 page views by more than 4,500 unique visitors to the Bromley MyLife website. | Expanding and enhancing information relating to services across the whole Local Offer - including contact details and service descriptions for more community organisations. |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|----|-------------|------------|---|---|--|
| | | Green | 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 | <p>A specific section of the Bromley MyLife website has been developed for the Chislehurst and Mottingham community (http://bromley.mylifeportal.co.uk/chislehurst-and-mottingham.aspx). This has been developed by the Council in partnership with the local health centre, Bromley Healthcare, and key local organisations within the local community - such as the Chislehurst Society and the Chislehurst Business Group.</p> <p>Since the start of the development of this 'sub-site' in May 2014, the pages have been accessed by approximately 700 unique visitors who have viewed nearly 1,900 pages.</p> | <p>Expanding and enhancing information relating to services and community organisations.</p> <p>Continuing to build strong links with key local organisations.</p> <p>Promoting the website to ensure that it continues to be used within the local community.</p> |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|--|------------|--|--|---|
| 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 | Green | Support older people to regain independence following illness or loss of mobility through reablement, occupational therapy and intermediate care (working with health) | <p>As at September 2014, of the 2,824 people who have received reablement since the start of the programme in February 2010, 1,817 (64%) did not require an ongoing service.</p> <p>The reablement and hospital discharge service continue to work closely to facilitate discharge within 48 hours of being medically fit for discharge (MFFD). Capacity is being increased in the Reablement team to meet the needs of patients medically fit for discharge but whose more intense immediate support requirements would have historically been met by the provision of a care package prior to commencement of reablement.</p> <p>50 Occupational Therapy assessments have been completed by an external provider, providing a timely service for those awaiting assessment. A further 50 assessments are being progressed.</p> | <p>Working with:-</p> <ul style="list-style-type: none"> - Bromley Rehabilitation Services to evaluate the new Intermediate Care Service with focus on the impact on DoLS and Safeguarding services. - Bromley Rehabilitation Service and the Clinical Commissioning Group to ensure efficient use of DoH funding to facilitate more rapid hospital discharges. |
| | | Green | Increase the range of day activities available to older people, both independently and commissioned by the Council, enabling service users to exercise choice | <p>The establishment of personal budgets as the sole means of newly referred people accessing Council funded day services has stimulated market development with existing providers developing an increased range of services and activities including increased hours of availability at Alzheimers Day Centres. Providers have also extended their offer to privately funded clients.</p> <p>Additionally, through the use of support planning with Vibrance, four people have been assisted to access different types of support and activity in their local community.</p> | Promoting support planning as the primary access for day opportunities so that people are able to make informed choices, with traditional and established services only being considered as part of a wider offer. |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|----|-------------|------------|---|---|---|
| | | Green | 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 | Transport Gateway Review presented to Executive 16th July 2014. Approval received for the provision of tendering of contracts for the provision of transport services for adults and children. | Undertaking the tender process. Upon completion and analysis of the bids, a further report will be presented to Executive. |
| | | Green | Establish, through market testing, who is best placed to deliver the adult social care services currently delivered by the Council | Competitive tender exercise in course with recommendations to be presented to Members before the end of this financial year. | Concluding the tender presenting recommendations for the future provision of the service to Members. |
| | | Green | 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 | Through the Winter Schemes funding, new ways of working being piloted to prevent the use of care homes on discharge from hospital include:- - Increasing capacity and making more efficient use of 'Step Down' flats in Extra Care Housing - Provision of intensive short term (up to ten days) packages of care for service users with complex health and social care needs. These will include instances of support to enable carers to continue in their caring role. - 'Flying Technicians' (Occupational Therapists) delivering equipment where items can be transported from the hospital or community stores to the patient's residence prior to discharge. | Evaluate pilots delivered through Winter Schemes funding. Schemes to be taken forward will form part of the Better Care Fund. |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|---|------------|---|--|---|
| | | Green | 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 | The Gateway Review of Bromley MyLife is in course and due to report at the end of the year. This will build on the intelligence gathered through the recent Liberata Health Check as well as recent engagement and consultation exercises undertaken which have seen the Council hear directly from over 3,400 people about their care and health needs, (including information, advice and guidance), over the past few years. | Finalising the Gateway Review. |
| 1.3 | Improve health outcomes for those with health needs | Green | 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 | <p>Outcome of consultation with parents, carers and disabled children and young people on the future commissioning of Short Breaks for disabled children and young people reported to Care Services PDS June 2014.</p> <p>Actions undertaken in response to the outcome of the consultation include</p> <ul style="list-style-type: none"> - Commissioning additional group based short breaks provision to support children and young people with challenging behaviour and complex needs. - Commissioning a cross borough framework agreement for domiciliary care, including 20 specialist agencies, which offers a robust choice in terms of support staff skills, knowledge and competencies. | |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|----|-------------|------------|--|---|--|
| | | Amber | Increase the take up of health services (such as regular dental checks) for Looked After Children (LAC) through support from the dedicated LAC nurse | <p>As at the end of July, a projected 80.6% (133) children in care have had an up to date dental and medical check, against a target of 95%.</p> <p>A new dental service for older Looked After Children has been introduced whereby the initial screening takes place at the Civic Centre.</p> | Ensuring that LAC have access to the dental and medical checks. |
| | | Green | Improve prevention of Cardio-vascular disease through the diabetes prevention project and NHS Health checks evaluation | <p>The Diabetes Prevention Programme (DPP) was launched on 9th September 2014. GPs are now using the diabetes audit to identify and refer patients at high risk to this year long programme.</p> <p>The NHS Health Check is a five year programme running from 2013 - 2018. Of the 93,215 people eligible for the programme, 30,367 were offered a check between April 2013 and June 2014. Of these, just over one third (10,964) have received a Health Check.</p> | <p>Collecting outcomes data from the Diabetes Prevention Programme. A full qualitative and quantitative evaluation will be presented to Care Services PDS in 2015.</p> <p>Through continual evaluation, further improve the programme (e.g. data collection template amended).</p> |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|---|------------|--|---|---|
| 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 | Green | Work with identified families (Tackling Troubled Families initiative) to improve employment, school attendance outcomes and reduce anti-social behaviour | <p>As at July 2014, Bromley was ranked 8th out of 33 London Boroughs, and 34th out of 152 National Boroughs based on the number of families 'turned around'. 551 families have been attached to Phase 1 exceeding the target of 490.</p> <p>Bromley now forms part of the elite group of 'Early Adopters' for Phase 2 and will play a major role in shaping the national programme to be rolled out in April 2015.</p> <p>Support delivered through the Tackling Troubled Families programme has enabled: -</p> <ul style="list-style-type: none"> - Three parents to secure paid employment with a fourth actively seeking employment - A young person who was known to the Youth Offending Team for criminal damage, and had come to the attention of the police, to attend a series of intensive one to one sessions focusing on how their behaviour may hamper future chances. Since this intervention, there have been no further incidents of anti social behaviour - A young person whose disruptive behaviour had led to non school attendance for over a year to successfully gain a place at a new secondary school. | Attaching 249 families to Phase 2 by the end of March 2015. |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|----|-------------|------------|--|--|---|
| | | Green | 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 | <p>Bromley Youth Offending Service (YOS) continues to provide alternative provisions for young people who are remanded into Youth Detention Accommodation (YDA). Court is provided with a robust bail package as an alternative to custody and court and police's objections to bail are fully addressed within a bail package. The options can be:</p> <ul style="list-style-type: none"> • Bail support and supervision programme • Bail Intensive Supervision and Surveillance • Remands to Local Authority Accommodation (REMLA). <p>Arrangements have been strengthened with Children's Social Care now fully updated if a YDA or REMLA is being considered and all relevant information is shared promptly on day of court appearance.</p> <p>Bail and remand procedures, and court protocols, have been reviewed and updated to ensure effective working with identified agencies such as Targeted Youth Support and Tackling Troubled Families Teams.</p> | Review of the type and volume of placements for Remands to Local Authority Accommodation in order to inform future commissioning of placements. |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|---|---|------------|--|--|---|
| | | Green | Plan and implement step down arrangements for young people, particularly Looked After Children, on leaving custody | With the imposition of the LASPO (Legal Aid, Sentencing and Punishment of Offenders) Act 2012, all young people who are subject to a YDA (Youth Detention Accommodation) become 'Looked After' by their Local Authority. Remand planning meetings are conducted jointly with social care colleagues and involve the parent/carer. The YOT case manager's report, completed prior to each planning meeting, details the young person's needs, specific work to be undertaken, resettlement plans and contact with other agencies. | Bromley YOS are to implement a pre-planning cross service meeting with YOS, specialist workers and partnership agencies to ensure that stringent planning is in place for the young person and areas identified in their assessments are adequately addressed. This is to ensure that:- - Education, Training and Employment plans, - support for e.g. any drug/alcohol misuse, mental health services e.g. CAMHS, - police, housing, children's services and any voluntary agencies, are included in the resettlement planning prior to the young person's release. |
| | | Green | Support vulnerable young people and individuals to take responsibility of their sexual wellbeing through provision of information, advice and prevention methods including early testing and treatment of sexually transmitted infection | In quarter one, 114 Bromley young people were screened through the Chlamydia outreach programme. Arrangements have been made with a Bromley young people drug and alcohol service provider for a monthly sexual health drop in clinic. A focus of quarter one has been to train staff to become competent to deliver 1:1 support to the most vulnerable young people to promote lasting behaviour change, skills and knowledge development, and healthy attitudes towards sexual health. Review of specification of Bromley Health Improvement Programme for Sexual Health in course. | Sexual health programme to be extended to non school venues (e.g. youth clubs) in order that young people identified as higher at risk, and vulnerable groups, are in control and empowered to improve their sexual health and wellbeing. |
| We will measure this achievement by: | | | | | |
| | The number of people remaining in their own homes 91 days after hospital discharge with a reablement/rehabilitation service | | | 90.32% (August 2014) | |
| | Children in Care with an up to date dental and medical check | | | As at the end of July, a projected 80.6% (133) children in care have had an up to date dental and medical check. | |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|----|---|------------|---------|---|---|
| | Number of page views on Bromley MyLife | | | Between 1 April and 30 September 2014, the website had the following hits: a) 12,837 unique visitors (increase from 10,223 during the previous six month period) b) 18,161 visits (increase from 15,334 during the previous six month period) c) 75,407 page views (decrease from 96,244 during the previous six month period as a result of the team focusing on improving the user experience of the site by reducing the average number of pages viewed per visit) d) Average number of pages viewed per visit - 4.15 (decrease from 6.28 during the previous 6 month period). | |
| | <i>Placeholder.</i> Engagement on Market Position Statement | | | As part of the development of the draft Market Position Statement, the Council engaged with- <ul style="list-style-type: none"> - over 900 people through the use of an online survey (receiving 672 responses) - 13 face-to-face focus groups (260 people) and - 64 delegates at the Adult Stakeholder Conference <p>The draft Market Position Statement has had over 160 views on the Bromley MyLife website.</p> | |

Priority Outcome 2

Maximising Independence and reducing the need for care and support. As at the end of September, thirteen out of fifteen aims being progressed during the first half of the year are on track.

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|---|------------|---|---|---|
| 2.1 | Support the transition of young people leaving care and moving into independent living, further/higher education and employment | Green | Through targeted youth support, improve the participation of Children's Social Care service users, in particular Looked After Children and care leavers, in apprenticeships and work based training | <p>Bromley Youth Support Programme (BYSP) continues to track and support Looked After Children and Care Leavers through Youth Support Professionals in the Hubs, and direct support provided by a worker funded through City Bridge Trust in the Leaving Care Team. This support has recently been increased to 2.5 days per week and will focus on those young people assessed as being in need and who will accept additional support to access Education, Employment and Training.</p> <p>Support offered to Youth Offending Team young people not in Education, Employment or Training, includes Information, Advice and Guidance from the BYSP YOT worker to help find suitable Education Employment or Training. This support continues for the length of the young person's order and once this has come to an end they are then stepped down to a local BYSP Hub where they can continue to receive support and guidance.</p> <p>In July 2014, approval was given for the Bromley Education Business Partnership (BEBP) to deliver the Bromley Youth Employment Scheme (Phase 2) which aims to support employers, LBB, and the LBB supply chain to create employment opportunities for young people. All opportunities will be actively targeted to Looked After Children and care leavers.</p> | |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|---|------------|--|--|--|
| | | Green | Support young disabled adults to travel independently through the continuation of a travel training programme | The travel training programme commenced in September 2013 with 33 pupils successfully completing the programme to become independent travellers (target 28). Executive approval was received in July 2014 to extend the initiative for a further three years. | Activity is now focussed on identifying suitable candidates for travel training, working in conjunction with schools, parents, and Bexley Accessible Transport. |
| 2.2 | Support service users to stay independent for as long as possible | Green | Introduce an adult transport policy which focuses on what people are able to do and the resources they have available | Approval received from Care Services PDS in June 2014 to progress the draft adults transport policy to the consultation stage. | Consultation on the proposed policy with key stakeholders. |
| | | Green | Develop integrated pathways of care with Bromley Clinical Commissioning Group focusing on self management and support for carers | The Better Care Fund has become the primary tool for delivering on this agenda. Governance arrangements have been put in place through the creation of the Joint Integrated Commissioning Executive and use of Section 75 agreements. | To deliver the schemes under the Better Care Fund which include:- - Carers, - Dementia, - Self Management and Information, Advice and Guidance. Finalise the overarching section 75 agreement. |
| | | Green | Support people living with HIV to stay as independent as possible through peer support and peer mentoring | The retendered HIV care, support and peer mentoring contract commenced delivery at the end of quarter one. The service aims to empower HIV affected people to live independent lives and manage a long term condition. Targets for quarter one were adjusted to take account of the later than anticipated commencement of the contract with 3 clients assessed, 35 instances of client contact, and 13 onward referrals made. | |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|--|------------|---|--|---|
| | | Green | Through development of the Bromley MyLife website, reduce the level of initial telephone contacts to the Council | The number of unique visitors to the Bromley MyLife website continues to increase with 12,837 between 1 st April and 30 th September, an increase from 10,223 during the previous six month period. | |
| 2.3 | Focus on preventing homelessness by working in partnership to maximise and make best use of the supply of affordable housing | Green | Maximise the level of prevention work seeking to minimise the potential for increased homelessness, with focus on preventing young people entering care | <p>Approx. 90% of households approaching in housing need are diverted to avoid homelessness with direct intervention preventing homelessness for 507 families in quarter one.</p> <p>A restructure of the service has increased the level of capacity for interviews to support the rising number of applications.</p> | <p>Increasing the level of home visiting and mediation work.</p> <p>The increasing number of private sector evictions, which currently account for approx. 40% of homeless approaches.</p> |
| | | Green | 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 | <p>Joint working practices in relation to identifying and supporting those affected by Welfare Reform are in place with 215 households supported this year.</p> <p>DWP updates and the initial pilots/roll out of Universal Credit are being monitored in preparation for full Universal Credit roll out.</p> | Ongoing consolidation of the work and review of the impact of the joint protocols with housing associations on homeless prevention. Work will also commence once timescales are released for the phased roll out of Universal Credit. |
| | | Green | Work with the Voluntary Sector to provide support to households to be affected by the Universal Credit element of the Welfare Reform Act | Joint surgeries established to coordinate advice and support across housing, benefits access to alternative accommodation schemes, budgeting/money advice and education/employment. | Continue to embed the joint working arrangements in preparation for Universal Credit. |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|----|-------------|------------|--|--|--|
| | | Amber | <p>Enhance communication with service users through:-</p> <ul style="list-style-type: none"> - Tailoring information, advice and guidance to meet their needs - Streamlining the 'pre assessment' information collation process, on the 'Myportal' on line housing advice module | <p>The housing advice/Myportal work is progressing and is now in the testing phase with the launch planned for Quarter Three. The new duty system and rotas have now been launched to enhance the pre assessment work undertaken.</p> | <p>Launch of the housing advice module.</p> <p>Review of the homeless self prevention leaflets.</p> |
| | | Green | <p>Review the criteria of the allocations scheme and housing register with particular regard to the 'Local Connection' element</p> | <p>The review has now been undertaken with statutory consultation due to take place during October and November.</p> | <p>Consult on the proposed revisions. Subject to approval, implementation scheduled for April 2015.</p> |
| | | Green | <p>Maximise access to alternative housing campaigns through</p> <ul style="list-style-type: none"> - A revised publicity campaign to attract landlords - Working with developers to bring back into use empty residential and commercial premises as housing accommodation | <p>Close working with landlords continues to maximise access to the private rented sector to prevent or resolve homelessness. More than 90 families have been assisted this year, however the rising gap between housing benefit levels and market rents is reducing access to private rented accommodation for low income and benefit dependent households.</p> <p>A business case has been developed for refurbishment of a former residential home for use as temporary accommodation</p> | <p>Hold the landlords forum and associated publicity campaign to increase access to Private Rented Sector Accommodation.</p> <p>Member consideration of the business case for the former residential home and implementation of the refurbishment if approved.</p> |
| | | Amber | <p>Review access to short term supported lodging for young people to minimise placements in shared nightly paid accommodation</p> | <p>Gateway review of supported lodging scheme underway. Work is also being undertaken to research the potential for shared accommodation with the voluntary sector and partner housing providers.</p> | <p>Review and research is due to be completed during quarter three with agreed recommendations being taken forward during the remainder of the financial year.</p> |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|---|--|------------|--|---|---|
| | | Green | Work to acquire sufficient levels of decent quality, cost effective, nightly paid accommodation | Work has been undertaken to secure 2 pilot block booking arrangements. The pan London work to secure agreed pricing schedules has now been completed and is due to be considered at London Councils during October. | Review the pilot block booking arrangements. Implement the pan London pricing schedules with a view to reducing the rising costs across London. |
| | | Green | 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 | During the first half of 2014/15, the dedicated Occupational Therapist has worked with and advised on more than fifty cases, providing a coordinated approach to making best use of stock for those with high access needs to prevent, for example, more costly residential placements and hospital discharge delays. | Continue to firmly embed the processes and assess the business case and options for future delivery. |
| We will measure this achievement by: | | | | | |
| | Percentage of Young People Care Leavers, Young Offenders in Education, Employment and Training | | | Overall 29% of Looked After Children (young people) aged 16 -20yrs old are Not in Education, Employment or Training. Of the 19 year olds who are LAC currently 30% of them are NEET. Within the YOT there are currently 35% (12) young people who are NEET, 5 are in custody with a total group size of 34. | |
| | Number of households in Nightly Paid Accommodation (NPA) | | | 493 (August 2014) | |
| | Number of cases where positive action was successful in prevention or relieving homelessness | | | 264 (80%) for Quarter One (April – June 2014) | |
| | NHS Health checks evaluation against London Quality Standards | | | Evaluation of the Health Checks undertaken between roll out and June 2014 in course. Analysis expected to be completed in quarter four. | |
| | Diabetes audit to provide baseline data | | | Data collection from GPs undertaken during August 2014. Analysis currently in progress with final provisional data to be available at the end of quarter three. | |

Priority Outcome 3

Ensuring that people have a positive experience of care and support. As at the end of September, all twelve aims being progressed during the first half of the year are on track.

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|--|------------|---|---|---|
| 3.1 | Ensure that vulnerable children and families are identified and supported at the earliest possible stage | Green | 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 | <p>The number of unique users at Children and Families centres continues to rise with 10,436 during the first half of this year compared with 8,714 for the same period last year.</p> <p>During this period, new referrals into Outreach family support (including step down from social care) have increased from 276 to 311.</p> | Continue to deliver good quality services from Bromley's children's centres and supporting families through early intervention. |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|--|------------|---|---|--|
| | | Green | 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 | <p>Bromley Youth Support Programme supports Looked After young people through evening provision and drop in support. This support ranges from informal, supporting them to engage effectively in the programmes and activities on offer at BYSP Hubs or, may be more intensive e.g. providing one to one support to the young person during the day.</p> <p>From 1st April 2014, mentors from the Bromley Mentoring Initiative (BMI) have supported 5 young people who are LAC, 6 young people referred through the 16+ Leaving Care team and 2 young people through the Youth Offending Service. In addition mentors have supported 16 Group workshops, which approximately 64 young people attended. The BMI have provided mentors to support the summer programme of ISS (Intensive Surveillance Supervision) workshops. Mentors have supported 20 workshops with approximately 40 young people attending.</p> | |
| 3.2 | Ensure stable placements for children and young people where foster care is identified in the plan | Green | Actively recruit 20 new foster carers to meet the needs of older children, sibling groups and those with more complex needs | 10 new foster carers (units) have been approved in the first half of the year with 20.8% young people placed with Independent Fostering Agencies, a reduction of 2% on the 2013/14 end of year figure. | Continue to focus the recruitment strategy on foster carers for older children and sibling groups. |
| | | Green | 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 | Training offer for foster carers reviewed and enhanced with a new programme in place from September 2014. Courses on offer include Child Development, Learning Disabilities Awareness, Autism Awareness, Legal Induction and Safeguarding. | Evaluation of enhanced foster carer training programme. |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|--|------------|--|---|--|
| | | Green | Through the MyLife web site, explore a dedicated foster carer portal to allow direct communication between social care and foster carers | Work ongoing to further develop the portal. Associated costs currently being analysed prior to drawing up the business case. | |
| | | Green | Support young people between the ages of 18 and 21, and their former foster carers to maintain a 'staying put' arrangement | Policy rewritten to ensure compliance with statutory guidance. Grant received does not cover additional costs. Work being undertaken to identify cost pressures. | |
| | | Green | Ensure value for money and the quality of commissioned Looked After Placements through a programme of continual review | Residential and Independent Fostering Agency (IFA) placements are monitored quarterly through formal meetings to ensure that the outcomes for the child are being met, and to set achievement targets for the next quarter. The Central Placements team (CPT) are members of the London Councils (Pan London) consortium and participate through their steering groups to develop the standards and quality of providers and standardised contracts that ensure value for money is achieved from placements. | The quality of service provision through a programme of visits by Placement Officers to children's homes and agencies to assess quality and standards, consulting with Ofsted where appropriate. The primary focus for the future is on the quality and standards of provision for 16-18 year olds (currently unregulated provision), to improve the quality in this sector, and working with London Councils Consortium on the development of a standard contract and specification for these providers. |
| 3.3 | Better identify and support carers living in Bromley by: | Green | 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 | Service user involvement project for Children's Social Care commenced August 2014 to review, map and analyse the current engagement framework. | Development, implementation and testing of the revised service user involvement and engagement framework. |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|--|------------|--|--|--|
| | | Green | Publish a new Carers Strategy which addresses the requirements of the Care Bill | There is now a specific Better Care Fund scheme for Carers which includes the joint recruitment of a Carers commissioner on a one year fixed term contract to write a joint commissioning strategy for the Clinical Commissioning Group and the Council. Funding of £500k for carers support services and £750k to support delivery of the Care Act is available. | Developing and delivering the scheme. Commissioning Carers services jointly with the Clinical Commissioning Group. |
| 3.4 | Promote excellent customer service for those who experience our services | Green | Implement Plans for integrated health and social care assessment services | Ongoing discussions with Oxleas (Learning Disabilities) and Bromley Healthcare (Older People) to consider better integration of care management with Clinical Commissioning Group commissioned services. £150k has been set aside for the creation of an integrated care record for linking CareFirst information into a central data repository to allow both health and care workers to view shared records,. | |
| | | Green | Ensure that effective community engagement takes place (particularly relating to health services), through Healthwatch | In Healthwatch Bromley's first year they have built up a strong presence in the community with contact with an estimated 9,000 people. Healthwatch Bromley's achievements include:- - developing an award winning collaborative six borough South East London 'Enter and View' Programme - influencing a review of Phlebotomy services - review of the ward environment of the Maternity Department at the Princess Royal University Hospital. | |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|---|--|------------|---|--|--|
| | | Green | 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 | From April to August 2014, 126 formal complaints have been received, a decrease of 7% on the same period last year, with 28% of complaints upheld against a target 35%. During this period, teams have been encouraged to share lessons learnt and how these have led to improvements in service delivery. | <p>Providing complaints training to both management and front line staff in October so they are better able to meet our customer services standards.</p> <p>Training to be delivered in November by the Local Government Ombudsman to managers to improve understanding of the Ombudsman process.</p> <p>Implementation of changes identified in lessons learnt from last year's complaints.</p> |
| We will measure this achievement by: | | | | | |
| | Overall satisfaction of adults in the Personal Social Services Survey | | | A survey of Adult Carers will be undertaken during October 2014 and March 2015. A survey of Adult Users of Social Services will be undertaken during January to May 2015. | |
| | Service users and carers are able to access an assessment in a timely manner | | | As at the end of September 2014, 93% (4,643) Service users had been assessed within 28 days. | |
| | Number of Education, Health and Care plans | | | As at September 2014, 120 Education, Health and Care Plans in the process of being transferred. | |
| | Number (%) of Stage 1 ECHS complaints responded to within timescale | | | Of the 126 formal complaints received, 117 have been responded to. Of those, 72% (84) have been responded to within 20 working days, which is slightly below target of 75%. Where areas are currently not meeting the timescale, extra support has been offered. | |
| | Number of new Foster Carers | | | As at the half year, 10 new foster carers (units) have been approved. | |
| | Number of new approved Adopters | | | As at August 2014, 5 new adopters have been approved with a further 13 at Stage 2 of the adoption process. | |

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. As at the end of September, nine out of ten aims being progressed during the first half of the year are on track.

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|--|------------|--|--|--|
| 4.1 | Focus on improving outcomes for vulnerable children in need of care and protection | Amber | 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 | <p>Following the successful completion of the Court Pilot, Bromley remains the highest achieving borough in terms of reduced timescales in its comparator group for 2013/14 (average duration 34 weeks against a comparator group average of 44 weeks). Data for the period April - August 2014 shows that 30 Care Order applications have been made, with 14 sets of proceedings underway at the beginning of the financial year. Of these 44 cases, 75% (33) are on track to conclude within 26 weeks and 11 may be subject to delay. Reasons for potential delay include instances of late presentation of a family member to be assessed as a permanent carer for the child and Court availability.</p> <p>Average duration of cases concluded up to 31st August 2014 is 32 weeks, a reduction of 2 weeks on the 2013/14 figure.</p> | Work continues to ensure that proceedings are concluded within 26 weeks. |
| | | Green | 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 | <p>21 adoptions predicted for 2014/15. Five children have been adopted with 23 in pre adoptive placements. Of those in pre adoptive placements, five have complex needs.</p> <p>Special Guardianship Orders increased significantly in 2013/14 to 42 (10 in 2011/12, 15 in 2012/13) and 40 are predicted for 2014/15.</p> | |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|----|-------------|------------|---|---|---|
| | | Green | 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 | <p>Transition Plan for transferring statements to Education, Health and Care (EHC) plans published on Bromley MyLife September 2014 (link below).</p> <p>http://bromley.mylifeportal.co.uk/uploadedFiles/Bromley/Bromley_Homepage/QuicklinkContent/The_Local_Offer_-_Special_Educational_Needs_and_Disabilities/Bromley%20SEN%20Transition%20Document%20(September%202014).pdf</p> <p>120 EHC plans in the process of being transferred this term against a challenging Year One Target (September 2014 - August 2015) of 553.</p> <p>Workforce development plans in place identifying training requirements for professionals, with training delivered to SENCOs in September 2014 and Key Workers and Secondary Head Teachers in October.</p> <p>Collaborative work undertaken with (1) Mencap, Parent Voice, Burgess Autistic Trust and X by X and (2) Parent Partnership and Choice Service, to develop independent supporters' service for parents and carers and ensure smooth navigation of the new EHC Pathway.</p> | |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|-----|--|------------|---|--|--|
| 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 | Green | 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 | Multi-agency Protocol for Children Missing from Home and Care implemented including engagement of an advocacy partner to ensure all Looked After Children have the opportunity of speaking with an independent person after a 'missing' episode. | Fully embedding the protocol following evaluation. Following the Independent Inquiry into Child Sexual Exploitation in Rotherham (1997-2013), review the Bromley Children's Safeguarding Board (BSCB) protocol and report in November 2014. Improve publicity to the wider community through a review of the BSCB website in quarter four. |
| | | Green | Through the work of the Safeguarding Board, develop shared strategies for safeguarding and report to local communities on progress | <p>Links have been strengthened with local communities through the addition of Healthwatch Bromley to the Board's membership.</p> <p>The Board's partnership work with the London Fire Brigade to reduce fire fatalities has been extended by the commencement of a small pilot project to reduce the vulnerability of people with care and support needs living in situations with a high risk of fire by the provision of stand alone fire sprinkler or water mist systems.</p> <p>In conjunction with Bromley CCG, training has been delivered to GPs and practice nurses in Quarter One on adult safeguarding, the Mental Capacity Act and the safeguarding provisions of the Care Act.</p> <p>The annual BSAB conference took place on October 7th to prepare the local health and social care partnership, and commissioned providers, for the changes to the law and adult safeguarding practice guidance in the Care Act 2014.</p> | <p>The Board has commissioned the development of its new Prevention Strategy for 2015/18 which will reflect the Bromley Safeguarding Adults Board transition to a statutory body with the implementation of the adult provision of the Care Act 2014 w.e.f. April 2015.</p> <p>Implementation of the Executive Work plan for 2014/15 to deliver the last phase of the current prevention strategy for 2012/14.</p> |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|----|-------------|------------|--|--|---|
| | | Green | In partnership with Public Health, promote emotional health and wellbeing in young people through the self harm prevention strategy | <p>All Bromley secondary maintained schools and academies have signed up two members of staff for a two day suicide awareness course (October/November 2014). GP trainees based in Public Health will attend, and remaining places to be offered to staff working on the Tackling Troubled Families Programme, Youth Services and GPs.</p> <p>'Teenagers Self Harming: Responding to Risk and Managing Professional Anxiety' training has been offered through the Bromley Safeguarding Children Board with courses running in July and September. This course aims to:-</p> <ul style="list-style-type: none"> - enable participants to recognise deliberate self harming teenage behaviours and respond appropriately and proportionately to risk in a way that does not escalate the behaviour further. - manage professional and public anxiety. <p>'MindFull' Mentor training has been offered to all Bromley Maintained Secondary Schools and Academies to increase understanding of wellbeing and mental health issues, and improve emotional resilience.</p> | Evaluate suicide awareness training giving consideration to running additional courses. |
| | | Green | In partnership with the Clinical Commissioning Group, enhance the review process to strengthen the quality assurance of services provided to individuals | The tissue viability service continues to identify the learning needs of care home personnel to train professionals in order to reduce the risks of poor care and improve knowledge around the prevention of pressure ulcers. | Evaluation of the training through a reduction in both the number and grade of pressure ulcers. |

| No | We aimed to | RAG status | Actions | Half Year Update – end of September 2014 | Between October 2014 and March 2015 we are focusing on... |
|---|---|------------|---|--|---|
| 4.3 | Continue to improve the delivery of services and reliability of contractors through Quality Assurance and Contract Monitoring | Green | Through joint working with health partners, improve standards of nursing care to reduce incidence and escalation of avoidable health conditions | <p>The Safeguarding Board holds partners to account on the delivery of prevention projects. In addition to the tissue viability service, Bromley Clinical Commissioning Group commissioned Bromley Healthcare to run a specialist falls and fracture prevention service, with input from The King's Trust.</p> <p>Regular monitoring visits are organised. A quality assessment framework is used to ensure that providers are aware of areas in which improvements are required. Information about problems are communicated to joint intelligence group and the Care Quality Commission if relevant. Regular care home forums take place facilitated by LBB and are attended by health partners.</p> | |
| | | Green | Improve, through partnership working, the quality of training delivered to care staff and supervisors | The Council is working with the Clinical Commissioning Group to ensure that appropriate training is available and accessible to all nursing homes in the borough. | |
| | | Green | 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 | An initial and very successful activities conference took place in March 2014 with a follow up event planned for October 2014. The provision of appropriate activities is monitored through the Quality Assurance Framework. | |
| We will measure this achievement by: | | | | | |
| | The average time taken (days) between child entering care and moving in with its adoptive family | | | 644 days (April 2011 – March 2014) | |
| | 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 | | | 216 days (April 2011 – March 2014) | |
| | Percentage of children who wait less than 20 months between entering care and moving in with their adoptive family | | | 54% (April 2011 – March 2014) | |

