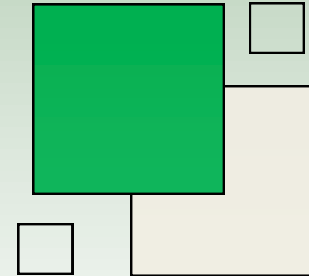


Bromley Local Account 2014/15

Adult Social Care, Housing Services and Public Health



www.bromley.gov.uk

Key Priorities

The outlook for 2014/15 was focused on 'supporting improved quality of life through encouraging high aspirations, maximising independence, promoting healthy lives and protecting the most vulnerable'.

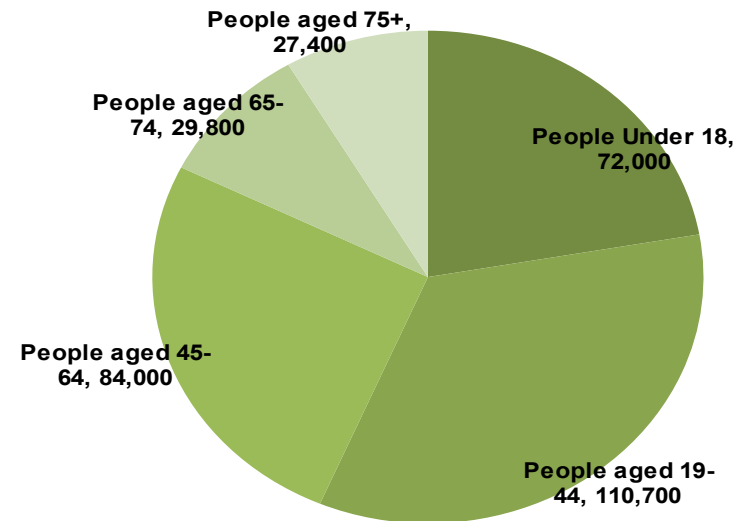
The four Social Care outcomes were:

- ◆ ensuring the **health and wellbeing** and enhancing quality of life for adults and older people with care and support needs;
- ◆ maximising **independence** and reducing the need for care and support;
- ◆ ensuring that people have a **positive experience** of care and support;
- ◆ ensuring adults and older people whose circumstances make them vulnerable are **safe and protected** for avoidable harm.

These outcomes are covered in the 2014/15 Portfolio Plan can be found at:

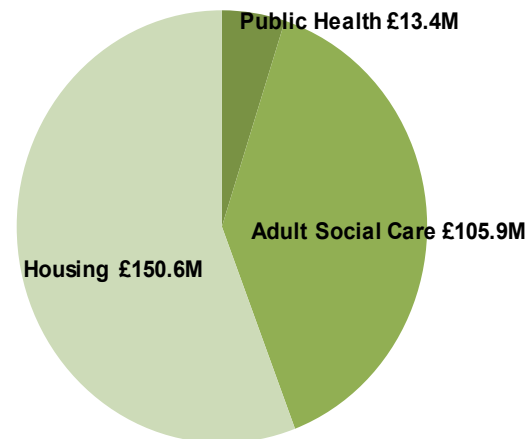
[Care Service Portfolio Plan 2014/15](#)

Population by Age in Bromley 2015

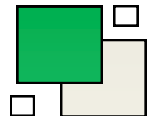


Services Provided

Of the entire Council budget, Adult Social Care, Housing and Public Health Account for £269.9m.



Bromley MyLife: <http://bromley.mylifeportal.co.uk>



Key Facts

The borough's population in the 2011 Census was 309,400 (2001 Census 295,000).

The borough has experienced an increase in birth rates, with 20,095 0-4 year olds recorded in the 2011 census, an increase of 1,414 on the 2001 census. The 2014 round population projections estimates 21,100 0-4 years olds in 2015. The Bromley has experienced a significant increase in volumes of children with Special Educational Needs and Disabilities (SEND), which may involve the young people being transitioned into adult services. Estimates of increases in the Bromley population given below are from the Projecting Adult Needs and Service Information System and Projecting Older People Population Information System extracted on 1 April 2014.

◆ **Adults with a Learning Disability** — 5% increase in the total population of adults aged 18 to 64 with a learning disability, between 2015 and 2020. Based on current data 305 young people will transition to adult services over the next 10 years.

◆ **Older People** — 6% increase in the total population of people aged 65 and over between 2015 and 2020.

◆ **Older People with Dementia** — 10% increase in the population of older people with dementia between 2015 and 2020. Although the Council provides services to only a relatively small number of people with dementia, the expected significant increase in the population will have a direct impact on the number of older people

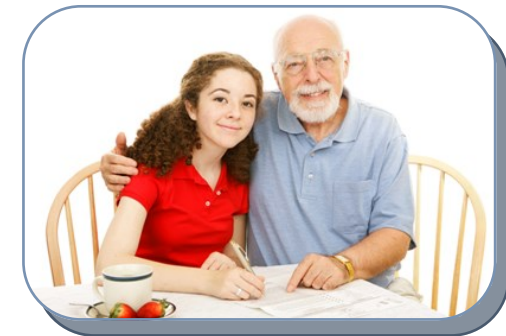
eligible to receive support from the department.

◆ **Mental Health** — Mental Health/psychological symptoms are common in the adult population affecting up to 1 in 3 people. Applied to Bromley, this would mean that 64,000 people are suffering from one of these symptoms at any one time. About half of those with symptoms, 1 in 6, will suffer from a recognised mental health problem including depression, phobias, obsessive compulsive disorder, panic disorder, generalised anxiety disorder and mixed anxiety and depressive disorder. In Bromley, this would equate to approximately 32,000 people, of whom about 4,000 will be known to secondary care services such as Oxleas Foundation Mental Health Trust. Over 2,600 people in Bromley (almost 1% of the adult population) have been identified by GPs as experiencing serious mental illness.

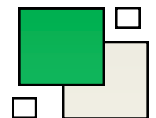
◆ **Housing** — During 2014/15, 1,491 homeless applications were received. The total number of households on the Housing Register is 3,052. Significant work has been undertaken to progress the level of homelessness prevention work. However, the continuing high volume of statutory homelessness and emerging impact of the latest tranche of welfare reform, together with the shortage of affordable accommodation supply and rising costs of accommodation, have impacted significantly on the number of households in temporary accommodation exacerbating budgetary pressures.

◆ **Health** — The key causes of death in Bromley remain circulatory disease, cancer and respiratory disease, for which predisposing

conditions include hypertension and diabetes. The prevalence of heart disease has been stable over the last four years and mortality rates continue to decrease. The number of people with diabetes has increased over time. In 2012/13 there were 13,681 people on the diabetes register, as compared with 8,861 in 2003/04. This reflects a significant rise in prevalence over the last 8 years from 2.73% to 5.20%. This rise has particular significance as diabetes is classed as a vascular disease which is often a precursor to heart disease or stroke. However, despite this rise in the incidence of recorded diabetes, it is estimated that there are a further 5,000.



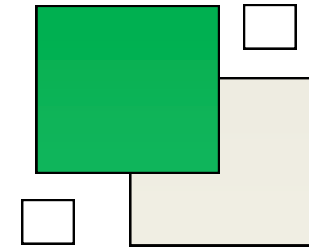
Bromley MyLife: <http://bromley.mylifeportal.co.uk>



Key Achievements in Adult Social Care

In 2014/15 we continued to work closely with our partners

to support residents of the borough to manage their own lives as independently as possible, and when they needed the Council's support it was provided efficiently, representing value for money, and free from unnecessary bureaucracy and delays. This can be summarised as follows:



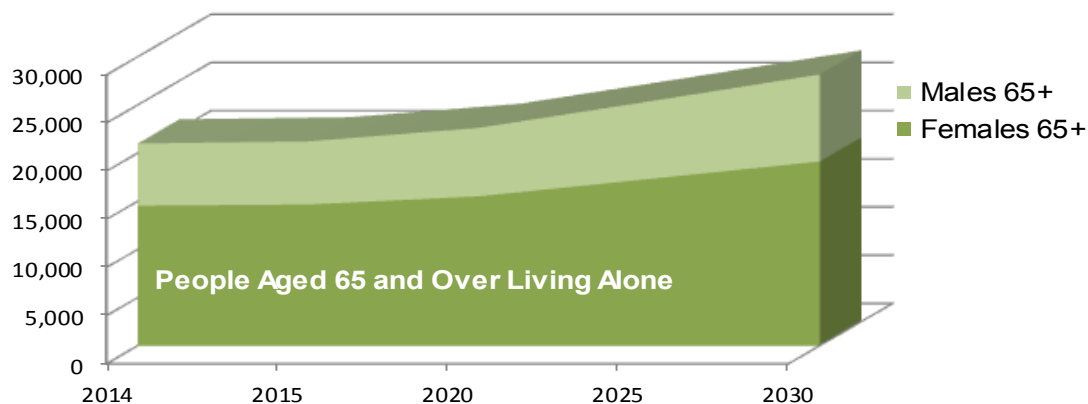
- ◆ 29,154 unique visitors to the Mylife website with 158,027 page views during 2014/15 guiding people to extra support to help with their care needs by showing them, or the person they care for, what services are available in the local area and how to access them.
- ◆ Winter Resilience plan was in place to cope with pressures over the winter period. Between October 2014 and January 2015 157 people had been support by the plan. Of these approximately 25% were to avoid hospital admissions and the remaining 75% to support hospital discharges.
- ◆ Since 2010, 37,286 people at risk of developing heart disease, stroke, diabetes, kidney disease or certain types of dementia have received a Health Check helping them take action to avoid, reduce or manage these health conditions.
- ◆ 85 young disabled adults have completed, or are currently being supported through, the travel training programme to become independent travelers.
- ◆ Over 400 unique visitors to the Mylife pages which detail the changes to the SEND (Special Educational Needs and Disabilities) assessment system, over a period of six months.
- ◆ 16 young adults who have left care have been supported through University and Higher Education. Additionally, 14 young people are in contracted employment and two looked after children have undertaken work experience through Phase 2 of the Bromley Youth Employment Project.
- ◆ Increased the amount of information and advice available to older people, who need assistance with their daily living. This has been delivered on a [specific area of Social care Website](#).
- ◆ Supported 100 people with the 'fast response personal care package', enabling people to regain confidence they may have lost during their hospital stay.
- ◆ Supported 59 older people through the 'intensive personal care package', which offers 150 hours of support per person, offering a real alternative to long term residential care.
- ◆ Successfully diverted over 1,400 households (80%) approaching in housing need, therefore avoiding homelessness.

Bromley MyLife: <http://bromley.mylifeportal.co.uk>

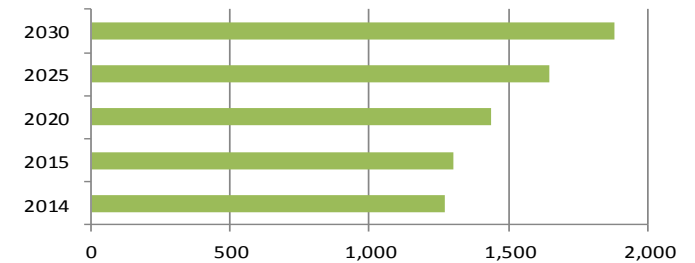
Older People

In Bromley 18% of the population are over 65, which is a higher than other London boroughs. The general population is increasing, but the number of people in this age bracket is increasing by a higher rate than people who are younger. The number of people who are aged at least 65 is predicted to grow from 57,000 to 61,000 by 2020. This will bring with it an increase in degenerative diseases which will in turn increase demand for carers and care provisions for the elderly. This rise has had an influence on how future care and support needs are met. Residents of Bromley, and those who support them, may seek information through www.bromley.gov.uk, Bromley MyLife, the recently introduced Adult Early Intervention Service (previously Bromley Social Services Direct) or face to face.

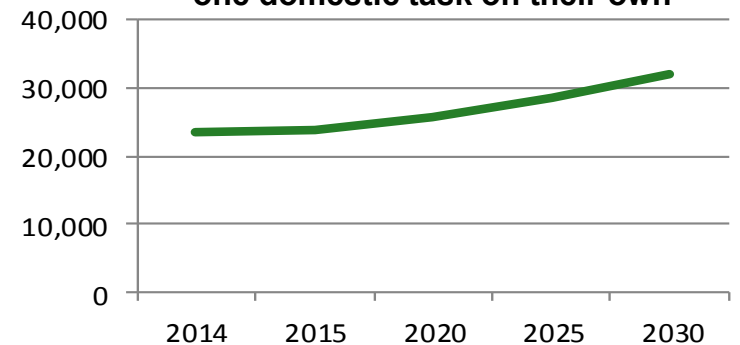
These information services are important to people who are approaching the need for care, enabling them to remain in their own homes for longer. This can be done by signposting people to technology that may make certain tasks easier, or to voluntary organisations that can provide support, or providing a reablement package designed to help people regain confidence walking or performing tasks after an injury or after a stay in hospital.



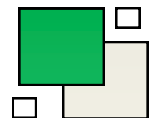
People aged 65 and over living in a care home with or without nursing



Aged over 65 unable to manage at least one domestic task on their own



Bromley MyLife: <http://bromley.mylifeportal.co.uk>



Learning Disabilities

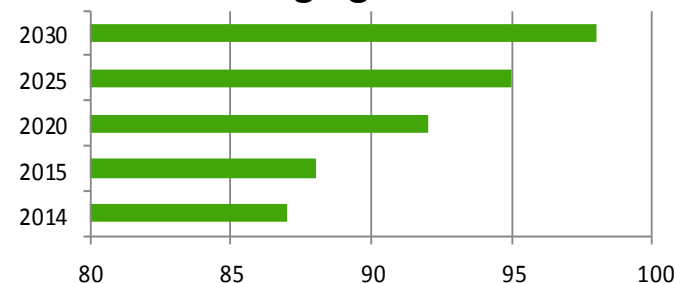
The number of people in Bromley with a learning

disability over the age of 18 is 5,840. 8% of those at working age live at home with their parents in the borough; this is a significant cohort of carers that are susceptible to other stress related pressures and also other health issues brought on by their responsibilities. People in this position are interested in information and guidance services that can make their lives easier and signpost them to important services. Further to this, it is also an indication of how many people are not provided a house or care by their parents, but have to somehow secure this through other means; whether that is support from the Council or through voluntary providers or through their income from employment. The number of people in the borough who live with the most severe cases of Learning disability is also set to rise, by 2030 this number is predicted to double in Bromley. As well as this, the number of people with a Learning disability who present challenging behaviour is also likely to change. Services for these people tend to be more comprehensive due to the level of need of the client, if this trend continues, initiatives will have to be taken to ensure that the increase in demand is met in the future.

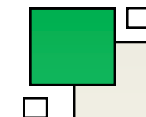
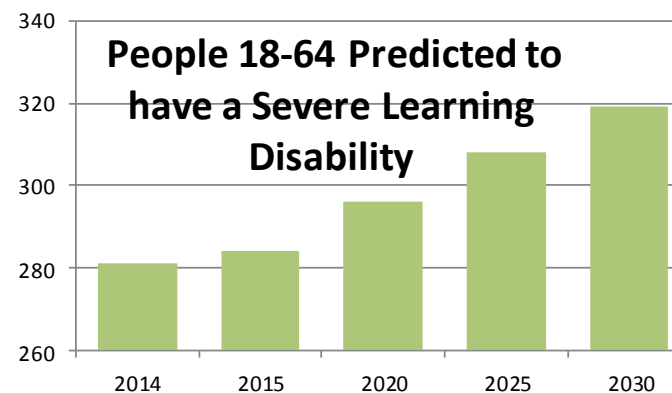
People Predicted To Have A Learning Disability

	2014	2015	2020	2025	2030
Aged 18-24	607	604	562	570	644
Aged 25-34	1,021	1,033	1,096	1,086	1,046
Aged 35-44	1,144	1,152	1,210	1,290	1,341
Aged 45-54	1,121	1,137	1,144	1,147	1,216
Aged 55-64	788	802	937	1,042	1,042
Aged 18-64	4,680	4,728	4,948	5,134	5,289

People 18-64 with a learning disability predicted to display challenging behaviour



People 18-64 Predicted to have a Severe Learning Disability

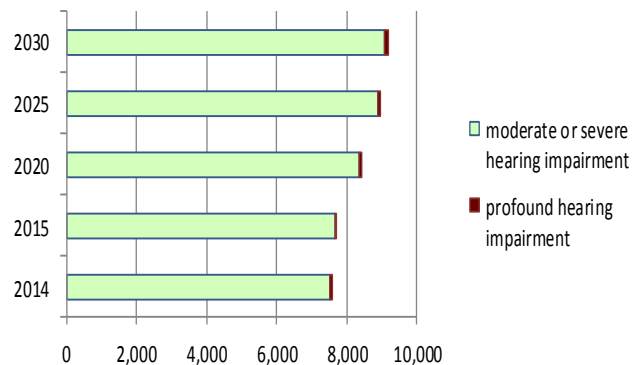


Physical Disabilities & Sensory Impairment

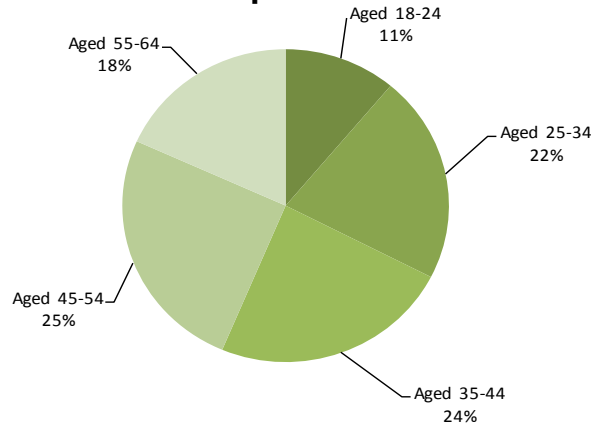
Physical disability is the second highest reason why someone

may require a carer, due to this prevalence it has a noticeable impact on the community. As with other areas, there has been an initiative to promote services and advice online through the [MyLife website](#) in order to help people improve their access to daily activities through all means available. This is also true for sensory impairment, as the [service directory](#) lists a range of experienced voluntary services to help with specific issues. Bromley Council has engaged with voluntary service providers in order to ensure that they are represented appropriately and also to ensure that the community is aware of what services are on offer in the borough.

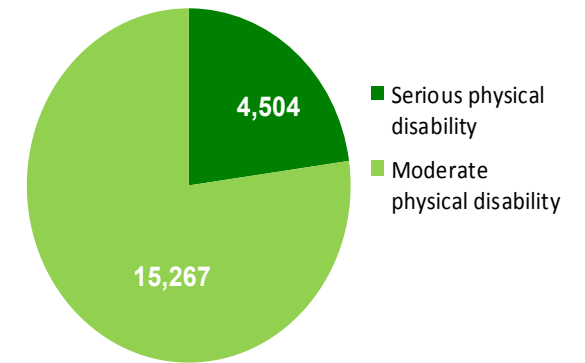
Hearing Impairment 2015



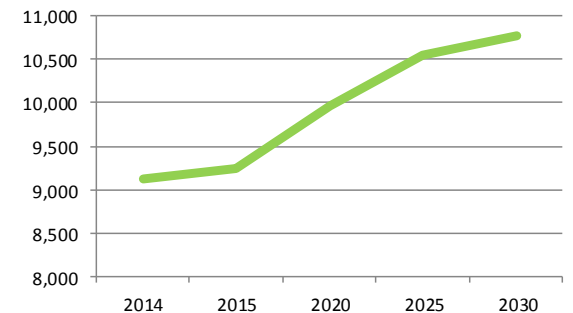
Visual impairment 2014/15



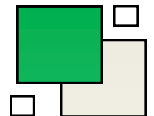
People aged 18-64 with a Moderate or Serious Physical Disability 2015



People aged 18-64 with a Moderate or Serious Personal Care Disability 2015



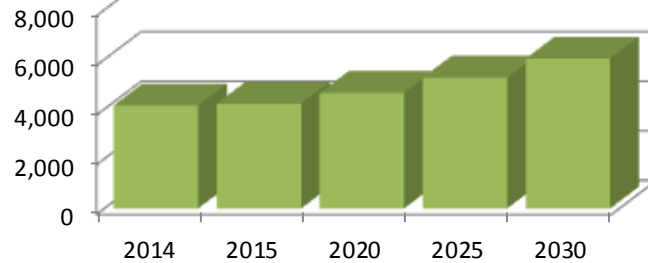
Bromley MyLife: <http://bromley.mylifeportal.co.uk>



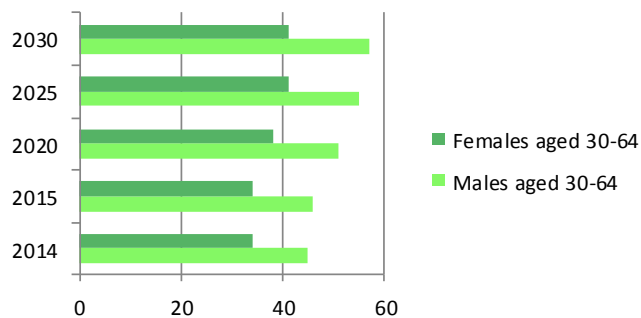
Dementia Over 4,000 people in Bromley suffer from dementia; this number is increasing year on year as a result of the population of over 65s increasing. By 2025 there are predicted to be an additional 1,000 people in Bromley with Dementia, which will have a significant effect on services. As Dementia is becoming an even more prevalent issue in Bromley, we have conducted the Living Well with Dementia survey to find out how people who live with Dementia manage with their lives on a daily basis. 163 people chose to respond to the survey of which 82 were carers, this was through either an online survey or face-to-face consultations. The survey established that:

- ◆ **2 out of 3 People** with dementia receive support from someone who lives in their home and 1 in 3 has someone who checks on them regularly
- ◆ **Paid Care** provides for a large number of the people who live with Dementia with 1 in 3 using a paid personal carer and 1 in 5 has a paid home help
- ◆ **Assistive Technology** plays a big part in helping those with Dementia as 3 out of 5 people have aids in the bathroom/toilet and 2 out of 5 have equipment to help with mobility
- ◆ **Lack of Care** was also identified as 1 in 3 do not have any form of practical help and support

Population aged 65 and over predicted to have dementia

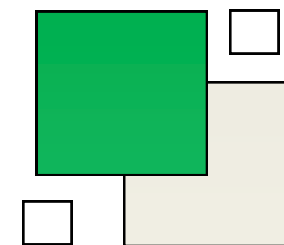


Early Onset Dementia



There will be an additional 1,000 people with Dementia in Bromley by 2025

The survey painted a picture of the amount of resources that are needed to manage the current levels of people with Dementia. Of the total amount of people who consider themselves to be carers in Bromley, 42% named Dementia as either the sole reason for providing care or a contributory factor for needing care. A large proportion of Dementia carers will be over 65, they will either be caring for a spouse or they could even be caring for



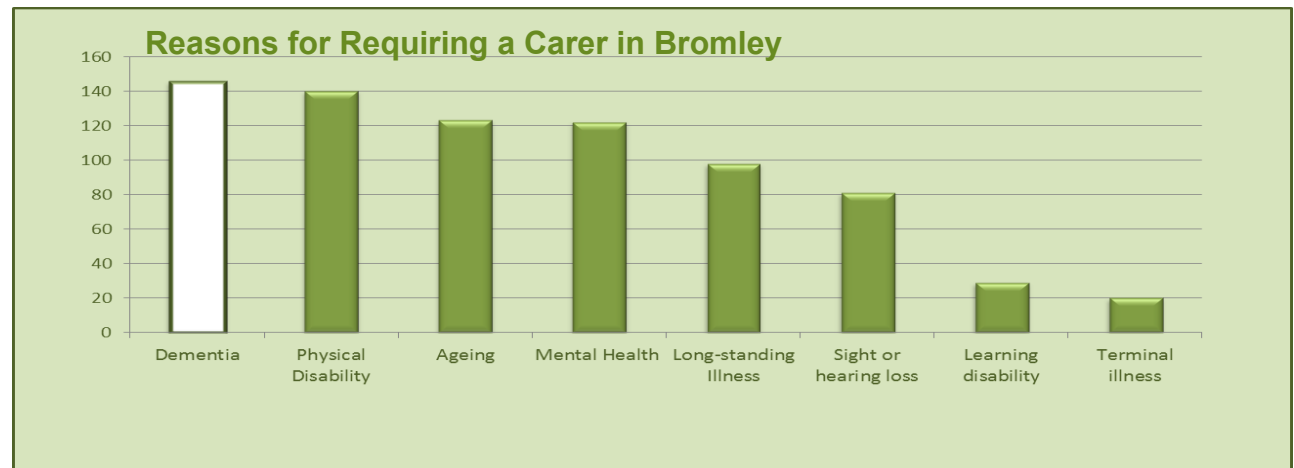
Carers

In Bromley about 31,000 people are unpaid carers, this is about 10% of the Bromley population. Of these about 8,000 are over the age of 65. The level of commitment these people have will vary, 65% of carers in Bromley claimed that although it was possible to do some of things that they wanted they also did not feel that they did activities for themselves often enough. At the other end of the spectrum only 11% felt that they could not do anything they wanted at any time because of their responsibilities as a carer. Of the 340 people that responded to the National Carer's survey in Bromley, 236 of them said that they live with the person they care for. This means that a significant amount of care need is taken up by unpaid carers, who receive a very small amount of support from the local authority. This situation is not unique to Bromley, particularly in London many Local Authorities have similar circumstances, where the average Local Authority has 78% of respondents who say that they had not been able to make use of support services which enabled them to take a break between 1 and 24 hours.

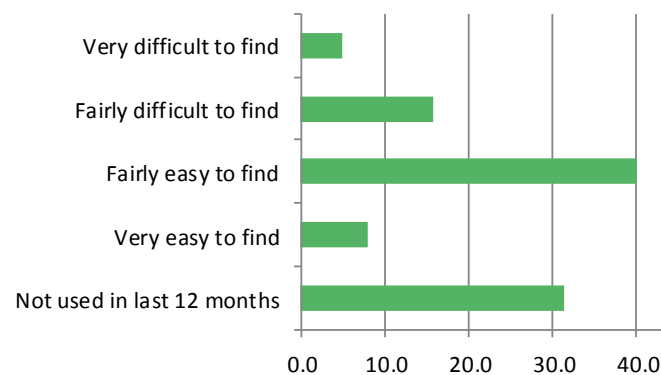
Along with all other carers, the number of young carers (aged under 18) has increased. In 2009 there were 539 young carers known to Carers Bromley, which has increased to 888 in 2014. As people are living longer, a person is far more likely to become a carer in their later years for their parents. It is important to monitor the

number of carers in these age brackets as they are more likely to reach a crisis point than those who are between the ages of 18 and 64 as they generally have their own key needs to contend with alongside their responsibilities as a carer.

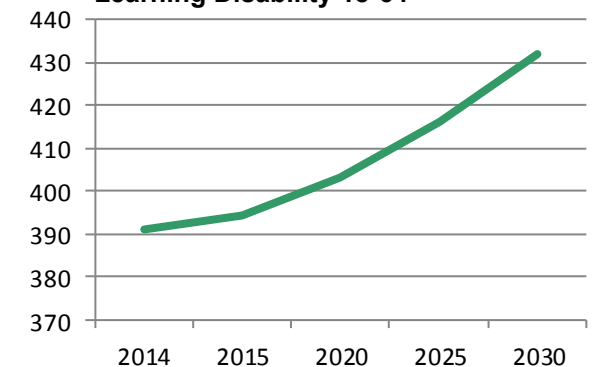
Of all the services that were asked about in the National Carer's Survey, Information and Guidance was cited as the support service used most by carers in the last 12 months. In Bromley, 60% of carers claim that information or advice received was very helpful, with 44% saying that information was easy to find. Given many carers are family members or friends; it is extremely positive that the majority of carers are satisfied with the information on offer in the borough which will help their situation.



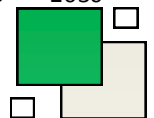
How easy is it to find Information & Support?



Learning Disability 18-64



Bromley MyLife: <http://bromley.mylifeportal.co.uk>



Housing Need

Initiatives in housing are becoming more focused on engaging in preventative measures with households who are approaching housing need. 80% of households who are approaching housing need have averted homelessness, this is a result of intervention from Bromley Housing alongside partners. The service has also developed arrangements to advise and support households affected by the latest tranche of welfare reform, this has assisted more than 200 households concerned by the benefit cap and removal of the spare room subsidy to identify sustainable solutions to prevent homelessness including more than 50% assisted to enter employment. Additionally, the joint working arrangements with housing associations has continued to ensure that no household has been evicted purely as a result of the removal of the spare room subsidy. More than 60 households have been assisted to move



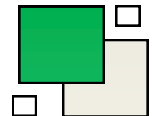
to more affordable accommodation. There has also been promotion of under occupation and transfer schemes to best match available supply to housing need. In order to provide new affordable housing, the service has been working with housing association partners to enable delivery of new and the retention of existing affordable housing supply. The amount of people requiring accommodation is continually rising, making projects to find extra accommodation important to the service; as is the case with other boroughs in London.



**Turnaround For
Initial Assessment
for Housing Need Is
Less Than 7 Days**

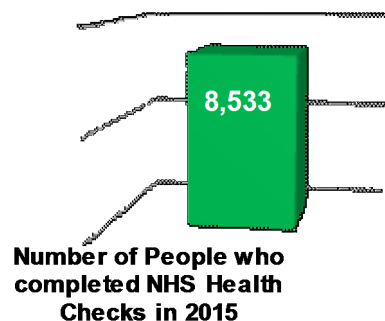
- **1,750 households** averted Homelessness through housing advice prevention work and assistance to secure alternative housing solutions.
- The property purchase pilot secured 5 new family units reducing the current temporary accommodation cost pressure by **£32,500 per year**
- Enhanced incentives have continued to secure access to private rented sector and more **cost effective temporary accommodation** to meet statutory needs. 224 units were accessed during 2014/15
- Secured access for **102 households** to resolve homelessness through the joint South East London Housing Partnership private rental and staging posts schemes
- Full year operation of the new temporary accommodation provision achieving the predicted **full year saving of £246,000** against the current costs pressures faced

Bromley MyLife: <http://bromley.mylifeportal.co.uk>

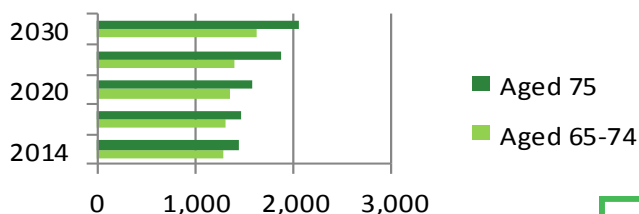


Public Health

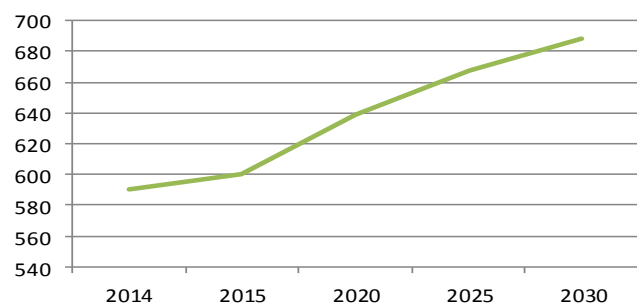
Health interventions have become focused on preventing people from becoming ill by adapting their behaviour long before it affects their health. This can be stopping smoking, eating healthier or doing more exercise. In order to keep track of this, it is important to monitor the health of as many people as possible, promoting NHS health checks has made it possible to estimate what the most prevalent health issues are.



Predicted to have a longstanding health condition caused by a heart attack



Aged 18-64 predicted to have a longstanding health condition caused by a stroke

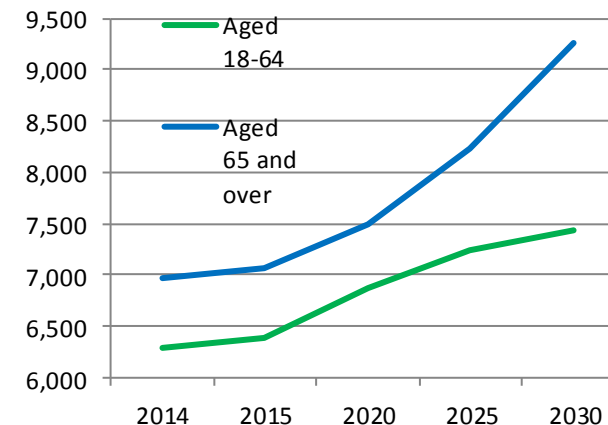


Smoking In Bromley, the current adult smoker population (18+ years) is 43,192 (17.84%) compared with 19.53% smoking prevalence for England (2012). Smoking prevalence has been rising since 2010.

Smoking Prevalence

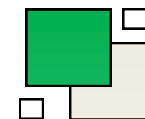
Year	Prevalence
2010	17.01
2011	17.54
2012	17.84

Predicted Levels of Diabetes by Age Group



Being overweight or obese in adulthood is largely a consequence of poor lifestyle choices in childhood. Overweight and obese children are more likely to become obese adults, and these adults have a higher risk of morbidity, heart conditions, disability and premature mortality. Obesity occurs when people take in far more energy in food than they expend through physical activity, increasing obesity is due to people eating more energy dense and processed food whilst undertaking less physical activity. This in turn Leads to an increase in long-term health conditions and increased reliance on adult social care provision; severely obese people are 3 times more likely to need social care than those who are a healthy weight.

65% of Bromley's Population are overweight or obese, this is less than 2% more than the National average. In order to reduce this figure Bromley has been promoting healthy eating and more exercise for its residents through the Healthy Weight Forum. The key causes of death in Bromley remain circulatory disease, cancer and respiratory disease, with smoking being a major risk factor in all three. The prevalence of heart disease has been stable for the last four years and mortality rates continue to decrease.



Getting it Right!

We provided more than 4000 adults with social care services last year. In addition, we also dealt with many thousands of people who were requesting information or advice. Last year, some people highlighted that they were waiting too long on the telephone when trying to get advice about their own or a family member's care. In response, we developed a new 'front door' system. The new Early Intervention Service directs people more quickly to relevant information and advice via a bespoke telephone system. This means that people can make informed choices earlier about their support, which helps them to live independently at home for longer.

We also received a number of complaints last year, that challenged the assessment decisions by care managers. Although these concerns were mostly not upheld, it has highlighted for us that residents' knowledge about our services is patchy and expectations about what can be provided is sometimes unrealistic. This has helped us understand how important it is for us to provide good quality information about our services. Therefore we are continuing to improve the information guidance and advice offered.

The learning disability service supports many adults and young people with complex needs by assisting them to make decisions. Last year we received very few formal complaints (5), none of which were upheld. Our Reablement assists our residents to regain their independence, often following a stay in hospital. We continue to receive many compliments from people and their families who use this popular service. We are looking at increasing the scope of this service so that more people could benefit from Reablement. Mental health services are provided by Oxleas NHS Foundation Trust. Last year we received a few disputes in relation to funding and these resulted in a small number (6) of formal



complaints, with none upheld. We commission services from other organisations for more than 9000 residents. Most of the time, our providers demonstrate their commitment to resolving complaints by addressing any concerns very quickly. More details of these issues are available from the quality monitoring report, which is produced by Education, Care and Health Services.

26

Compliments about services provided to adults were received

186

Complaints about services provided to adults were received

23

Enquires about services provided to adults were received from Members of Parliament

26

Enquires about services provided to adults were received from the Ombudsman

71%

Of complaints were responded to in 20 working days

Safeguarding

The Care Act 2014 names the Local Authority as the lead safeguarding agency for each borough and its safeguarding adults board. London Borough Bromley is responsible for receiving all safeguarding alerts and either investigating them or asking another agency to investigate, depending on who is best placed to conduct enquiries.

Our care management and housing divisions work tirelessly to protect vulnerable people and to ensure that people's needs are met as far as possible. This includes attending the local Multi-Agency Risk Assessment Conferences (MARAC), to support the people who are most at risk of harm of domestic violence.

During this year, London Borough Bromley completely redesigned the policies, procedures and the structure of its front line services. The acceptance and processing of safeguarding referrals has changed and now all referrals go through the Initial Response Team (formerly Bromley Social Services Direct).

London Borough Bromley has continued to facilitate the Commissioned Services Intelligence Group (CSIG), which brings agencies together to share and discuss concerns about direct care providers in the Borough. The impact of this work has led to situations of potential abuse being identified and acted upon quickly.

The Safeguarding Adults Practice Standards group (SAPS) meets regularly to discuss operational concerns and undertake critical reflection of cases.

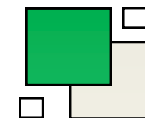
The Safer Bromley Partnership has put a lot of effort into preventing anti-social behaviour, including working with people at risk of radicalisation or getting involved in gangs. The partnership is a fully integrated service between London Borough Bromley, the police and other partners such as London Probation Service.



For information on how our Partners in Bromley work, including the BSAB, please visit:

[http://cdslbb/ieListDocuments.aspx?Cid=559&Mid=5568&Ver=4&\\$LO\\$=1](http://cdslbb/ieListDocuments.aspx?Cid=559&Mid=5568&Ver=4&LO=1)

Bromley MyLife: <http://bromley.mylifeportal.co.uk>



During 2015/16 we aim to....

- ◆ Provide locally relevant information and advice about care and support need to enable choice and control
- ◆ Support the transition of young people leaving care and moving into independent living, further/higher education and employment
- ◆ Support service users to stay independent for as long as possible
- ◆ Focus on preventing homelessness by working in partnership to maximise and make best use of the supply of affordable housing
- ◆ Better identify and support carers living in Bromley by Listening to and learning from users of services so that their needs can be met
- ◆ Continue to improve the delivery of services and reliability of contractors through Quality Assurance and Contract Monitoring
- ◆ Better identify and support carers living in Bromley by adopting A Carer's Strategy which takes into account the requirements of the Care Act



These Aims are
Linked to...



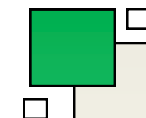
Building Better Bromley

In **Supporting Independence** we will:

- ◆ support the most disadvantaged and vulnerable people in our borough, promoting the integration of Health and Care services for both adults and children. We will support the voluntary sector as a means of achieving improved service provision, being free from unnecessary bureaucracy and delays
- ◆ support older people to regain independence following illness or loss of mobility through reablement, occupational therapy and intermediate care, working in partnership with Health seek to ensure that all disabled young adults have education, health and care plans that support them through the transition to adulthood

For a **Healthy Bromley** we will:

- ◆ work with health partners and focus on areas identified within the Health and Wellbeing Strategy in improving health and delivering Public Health outcomes
- ◆ ensure that health and wellbeing priorities are integrated within all areas of the Building a Better Bromley framework
- ◆ ensure effective community engagement to help shape local services through the establishment of Healthwatch



Care Act The Care Act came into effect in England on 1 April 2015. It aims to make care and support more consistent across the country. An important part of compliance with the Care Act is making sure that the right information is available to those who need it to maximise their independence. The Care Act gives us an opportunity to build on and improve the care and support that we deliver, by making it more focused on the individual, their needs and their wellbeing.

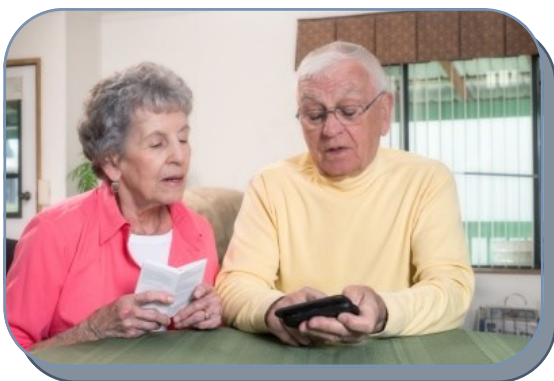
What has changed?

The Care Act has introduced:

- ◆ A new nationally set level of care and support needs that all councils will consider when we assess what help we can give to people
- ◆ New support for carers
- ◆ Deferred payment agreements for care costs

Further changes in 2020

- ◆ The second phase of the Care Act, is going to come into effect in April 2020. From then on a Care Cap will be introduced, which will mean that there will be a cap on the amount of money people spend on their Care Support, after the Cap is reached it will then be paid for by the local authority.



Residents of Bromley have told us....

From our recent engagement activities, the following themes have emerged:
Requirement for more up to date information, advice and guidance available through a central, easy to find location, both online and in paper format
Increasing need for providers of all shaped and sizes to come together to offer residents choice and flexibility to help maximise their independence for longer

- ◆ Review and redesign of Bromley MyLife 'Care and Support' web pages including bringing together information about adult social care and support options into a single page
- ◆ Introduction of a section on support for people with dementia and being a carer in Bromley
- ◆ Production of a new [Adult Care and Support Services Directory](#), available online and in paper format providing information about care or support both for people funding their own care and those receiving support from the Council or from health services.
- ◆ Emphasising to providers through the Market Position Statement gaps in service provision to support them in the development of their business models. This will support improvement in the 'social isolation' Public Health indicator as detailed below.

What Consultations have been conducted?

In 2014/15, Bromley has conducted survey in the areas of:

- ◆ **Your Future, Your Support, Your Say** to understand people's low level care and support needs now and in the future
- ◆ **Living Well with Dementia** to understand how people with this condition value and how their lives could be improved

