

## Care Services Portfolio Plan Half Year Update 2015/16 (end of September 2015)

### 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, 11 out of 13 actions being progressed during the first half of the year are on track, with 2 actions requiring more work in the next half year.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
1.1	Have a diverse market 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	Enable older people to access community life through independent and commissioned day opportunities	376 service users funded through personal budgets for 649 sessions of day opportunities. 60 people received support planning assistance to use their Personal Budget.	Continuing to promote 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.
		Green	Review the market position statement setting out the Council's commissioning intentions	Original Market Position Statement runs from 2014-2016 and is available on the Bromley Mylife website. No further action required at this point.	Implementing feedback to continue to improve the Market Position Statement, ensuring that it remains a valuable and informative document for providers.
		Green	Establish, through market testing, who is best placed to deliver the adult social care services currently delivered by the Council	Learning Disability Services successfully transferred to the Southside Partnership 1 October 2015. This includes: <ul style="list-style-type: none"> <li>• Day Opportunities</li> <li>• Respite/Short Breaks</li> <li>• Supported Living</li> </ul>	Transformation programme being developed with provider. Extra Care Housing specification is currently under development and due to be tendered in January 2016. CareLink gateway report to be presented to Members early 2016.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Support older people to regain independence following illness, loss of mobility or hospital admission, through reablement and rehabilitation services, and an effective hospital discharge service.	<p>As at November 2015, of the 3,423 people who have received reablement since the start of the programme in February 2010, 2,176 (64%) did not require an ongoing service.</p> <p>The integrated 'Transfer of Care Bureau', which went live in November 2015 works with patients who require support on discharge from hospital. The patient pathway is agreed and implemented to maximise the service user's independence.</p> <p>'Step down' apartment capacity has been increased to both prevent hospital and care home admissions and support hospital discharge.</p>	Evaluate success of the integrated 'Transfer of Care Bureau' after the conclusion of the winter period.
1.2	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>A range of new day time services has been commissioned, including a 'buddy' service and a 'sitting' service which has expanded the range of choice for service users.</p> <p>Nurse based training has been delivered to approximately 15 staff within short break provisions to ensure individual children's health needs are competently met.</p>	Joint consideration with BCCG as to whether children with Continuing Care needs and long term health conditions require better access to overnight short break provision.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Improve prevention of Cardio-vascular disease through the diabetes prevention project and NHS Health checks evaluation and review of the diabetes prevention project	<p>The NHS Health Check programme is a cardiovascular risk assessment and prevention programme for 40-74years olds. Eligible individuals are offered an NHS Health Check every five years.</p> <p>Following the evaluation of the NHS Health Check and the prevention of diabetes audit, improvements to the programme have been made as per the recommendations. Presentation of this was made to the Health and Scrutiny Sub Committee in Oct 2015. Reaudit planned.</p> <p>The Diabetes Prevention Programme (DPP) was launched on 9th September 2014. Patient recruitment took place until April 2015. GPs used the diabetes audit to identify and refer patients at high risk to a year long intensive lifestyle support programme.</p> <p>Programme evaluation has been reported to the Health Scrutiny Committee on the 4<sup>th</sup> November 2015 and Health and Wellbeing Board 8<sup>th</sup> October 2015.</p>	Collection of outcome data will continue, all patient results should be complete by summer 2016. A full qualitative and quantitative evaluation will be undertaken.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Ensure transfer of commissioning of Health Visitor services to the Local Authority is effectively fitted into existing Quality Assurance and Contract Monitoring systems	The commissioning of health services for 0-5 year olds transferred to LA on the 1 <sup>st</sup> October 2015. At transfer, performance was measured using activity measures; the block contract is for 18,850 units of activity with performance at 2014/15 with 18,711 units achieved. Future monitoring will include outcomes as well as activities data.	Developing closer links between Health Visiting and the Bromley Children Project Developing service specifications for the Early Years with the CCG and LBB partners

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Work with health partners to expand existing winter resilience systems to meet the needs of the local population throughout the whole year	<p>Existing capacity has been bolstered by providing additional community support through the Medical Response Team (MRT). The MRT was seeing around 15 people per day, this doubled to 30 people during the 2014/15 winter.* Many of these people would have been admitted to hospital if this type of home care was not available. Using the flexibility of current contractual arrangements, provisions are able to be adjusted to enable more GP referrals into the service with the aim of avoiding unnecessary admissions to the Emergency Department. In addition to extra community provision, Bromley Healthcare and Princess Royal University Hospital are involved in implementing an in-reach service with the aim of avoiding unnecessary admissions to the Emergency Department.</p> <p>Work is also being completed with the Urgent Care Centre and Emergency department to streamline process and protocol between the two organisations to ensure greater synergy is achieved.</p> <p>This will include;</p> <ul style="list-style-type: none"> <li>• More robust escalation processes</li> <li>• The sharing of resource at critical or high escalation points</li> </ul> <p>NB: * Last year's figures on winter resilience are the latest available.</p>	<p>The planned arrangements will be implemented to counter the anticipated increase in demand for health services during the winter period.</p> <p>Once activity has returned to normal levels, the strategies will be reviewed to identify any potential improvements for the next winter period.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
1.3	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>249 early starters plus 232 of the 282 Year 1(Phase 2) cohort have been attached to the programme.</p> <p>Working with the families is ongoing and more challenging than the previous Phase 1 Tackling Troubled Families programme. A comprehensive Outcome Plan has been developed to enable staff /partners to be very clear how to attach families and what significant and sustained change looks like.</p> <p>Governance Board membership has been reviewed, revised and is now fully operational. The focus on improved multi-agency cooperation and working is embedded.</p> <p>The evaluation of Phase 1 has been completed and will be published in January 2016, after Governance Board sign off.</p>	<p>Achieve our target of 282 attached families.</p> <p>Embedding the Outcome Plan across the Bromley Children Project and partners working with families to achieve sustained significant improvements to improve the families lives and allow Bromley to submit claims for reward payments.</p> <p>The Early Intervention Family Support Service's 'Assessment Wheel' is being reviewed and developed to enable a clearer focus on new criteria for Phase 2, to streamline processes and make progression easier to evidence.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Increase employment opportunities for young people aged 17-24 through the Bromley Youth Employment Project (phase 2)	<p>The Progress for the Youth Employment Project during Q3 (July- September 2015):</p> <ul style="list-style-type: none"> <li>• 30 Contracted employment opportunities created (apprenticeships/internships/jobs), which contributes to a total of 107 since the start of the project.</li> <li>• 16 monthly employability workshops delivered, which contributes to a total of 40 since the start of the project.</li> <li>• 6 employer awareness events delivered, which contributes to a total of 18 since the start of the project.</li> </ul>	<p>Work is now underway to identify relevant Looked After Children and young people to participate in work experience opportunities in Summer 2016.</p> <p>6 Next Step Conferences have now been scheduled for the 2015-2016 academic year. High demand for these Conferences from the schools has resulted in 2 more conferences being scheduled for 2015 -2016 than last year. It is anticipated that in excess of 400 sixth form students will be attending. Running these events has improved communication links with Heads of 6th Forms enabling more effective support to be offered to students who drop out of sixth form studies. These conferences have also proved very popular with local and national employers, enabling them to promote their career and apprenticeship opportunities directly to young people.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Amber	Reduce levels of reoffending and entry into the Youth and Adult Justice Systems through effective partnership working with young people	The reintroduction of the live tracker tool which enables the service to monitor and update data on young people who have reoffended. This data will be used to explore themes to ensure interventions that are introduced by the service are aimed at the appropriate cohorts to drive down reoffending. Currently reviewing what interventions we provide to young people and will be looking at ways we can work in partnership with other agencies to provide solutions that are effective.	<p>A gap Analysis of the Management Board took place in July and it was agreed that this exercise should be reviewed again in June 2016.</p> <p>The service will continue to participate in Her Majesty's Inspectorate of Prisons HMIP request to complete 27 questionnaires from young people by 14 February 2016</p>
		Amber	Plan and implement step down arrangements for young people, particularly Looked After Children, on leaving custody	The service is working alongside LBB partners (Targeted Youth Support and Children's Social Care) to explore effective ways of working with our young people and investigating how these services can work alongside one another to provide step down arrangements. The service has recruited a case worker to fulfil the function for a ROLAC (Responsible Officer Looked After Children). The remit of this officer is to ensure that offending and reoffending is reduced amongst the looked after children population of Bromley. The ROLAC officer will work in partnership with the Children Looked After (CLA) team in Bromley to reduce reoffending.	Regular monitoring of the numbers of Children Looked After (CLA) on the YOS caseload by offence type and outcomes.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Evaluate the effectiveness of the provision of information, advice and prevention methods including early testing and treatment of sexually transmitted infection that support vulnerable young people and individuals to take responsibility of their sexual wellbeing	Evidence is being gathered by service providers for evaluation at year end. Reduction in teenage pregnancy is a Public Health Outcome Indicator that suggests successful provision of prevention methods, and the latest under-18 conception rates published by the Office for National Statistics show Bromley's figures of 12.1 per 1,000 is lower than the average for England and is the 6th lowest in the whole of inner and outer London.	Gather evidence for evaluation of prevention methods commissioned for year end evaluation.
<b>We will measure this achievement by:</b>					
	The number of people remaining in their own homes 91 days after hospital discharge with a reablement/rehabilitation service			Annual Indicator	
	Number of people receiving an NHS Health Check			Of the 93,215 people eligible for the programme, 54,804 were offered a health Check between April 2013 and September 2015. Of these, 21,465 (39.2%) have received a Health Check.	
	Employment opportunities created through Bromley Youth Employment Programme			107 as at Sept 2015	

## **Priority Outcome 2**

**Maximising Independence and reducing the need for care and support. As at the end of September, 11 out of 16 actions being progressed during the first half of the year are on track with 5 actions requiring more work in the next half year.**

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
2.1	Provide locally relevant information and advice about care and support need to enable choice and control	Green	Support vulnerable adults and carers to make more informed choices about their care and support options through:- <ul style="list-style-type: none"> <li>- an online assessment form</li> <li>- an online 'Care Account' through the Bromley MyLife website</li> </ul>	In July 2015 the Government delayed the introduction of Care Accounts until April 2020. This has postponed the need to develop the Care Account within the Bromley MyLife website.  Developed an online (supported) assessment through the provision of a PDF version of Initial Information is due to go live by Early 2016.	To use the intelligence from the use of the new form to develop an online form built into the Bromley MyLife website.
		Green	Provide clearer information and advice to the carers of people with dementia by developing and extending the Bromley MyLife website to support people to 'live well with dementia'	New Bromley MyLife Dementia section 'hub' launched during Dementia Awareness week (May 2015) - with the input of local dementia organisations.  Dementia Conference held to encourage contribution from the community. Feedback from the conference demonstrated that activities could be better spread throughout the community and that many local businesses had ambitions to support those with Dementia.  During the past 6 months, the Local Offer pages have had over 3,267 page views by more than 1,928 unique visitors to the Bromley MyLife website.	Expand and enhance the section on Mylife, and increase awareness of dementia through targeted publicity and learning from the information gathered at the previous conferences.  Undertake engagement activities to help shape the future direction of the dementia 'hub'.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Support people to self manage their own health needs by working with GPs to provide access to the Bromley MyLife website for patients in each GP surgery	This workstream will no longer be progressed during 2015/16, as anticipated Better Care Fund resources were not available.	N/A

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
2.2	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 Looked After Children and care leavers in apprenticeships and work based training	<p>Bromley Youth Employment project aims to offer targeted work experience placements to Looked After Children. The project team has worked closely with LBB Human Resources (HR) and the Bromley Virtual School (which oversees the education of looked after children in the borough) to create a range of meaningful work experience opportunities for this group of young people. Over the summer period 11 young people who are Looked After Children successfully completed a work experience placement. Of these 5 were placed within LBB departments and 6 were placed with the following local employers including: a veterinary centre, a voluntary provider, a nursery, a theatre and two engineering firms.</p> <p>One work experience placement has directly led to a full time trainee position for the young person.</p> <p>In addition, the restructure of Bromley Youth Support Programme has now placed a half time Vulnerable NEET Coordinator with the Looked After Child and Leaving Care Team. This role will build on the initial work undertaken by the 2 year City Bridge Trust project, which has now ceased.</p>	<p>Work is now underway to identify relevant LAC young people to participate in work experience opportunities in Summer 2016 via the Youth Employment Project.</p> <p>Meetings have taken place with the LAC team to start the process of identifying young people who might be suitable/interested in Work Experience during summer 2016. This work is being supported by the Youth Support Programme NEET Vulnerable Coordinator.</p> <p>We will continue to develop the relationship between targeted youth support and Looked After Children, aiming to offer young people increased support and opportunity.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Support young disabled adults to travel independently through the continuation of a travel training programme	The scheme has been in place since 2013. In the last academic year (to July 2015) 43 pupils were travel trained and a further 27 pupils have been identified for travel training in the 2015/16 academic year. The independence that pupils gain from training will allow them to access education and employment opportunities with greater ease and confidence.	Continuation of training for cohort of pupils identified for 15/16 academic year.
2.3	Support service users to stay independent for as long as possible	Green	Adopt an adult transport policy which focuses on what people are able to do and the resources they have available	The Adult Transport Policy was implemented on 1 September 2015 following a consultation process and Care Services Portfolio Agreement. The assessment process undertaken by Care Managers has been streamlined to provide a more responsive process to service users.	Action complete. Ongoing assessment in accordance with the transport policy.
		Green	Develop integrated care with Bromley Clinical Commissioning Group, focusing on self management of long term conditions and support for carers	Development of plans for universal post diagnosis Dementia services; these will include: <ul style="list-style-type: none"> <li>• Advice Service</li> <li>• Expanded coping with caring project</li> <li>• Information Coordination</li> <li>• Support Group Provision</li> </ul>	Constructing and advertising tender for jointly commissioned post diagnosis dementia support service. Anticipated timescale to award contract for Post Dementia services is March 2016.
		Green	Evaluate, to ensure value for money, the provision of support to people living with HIV to stay as independent as possible through peer support and mentoring	Early signs suggest that peer support and mentoring has enabled people living with HIV to maintain their independence. The latest figures show that 10 volunteer mentors have been recruited and 26 mentoring buddies paired.	Focus on gathering evidence for evaluation that the peer support and mentoring scheme is value for money.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
2.4	Focus on preventing homelessness by working in partnership to maximise and make best use of the supply of affordable housing	Amber	Maximise the level of prevention work seeking to minimise the potential for increased homelessness, with focus on minimising the social care needs of vulnerable families	Homelessness has been directly prevented for just under 700 households who would otherwise have had to be placed into temporary accommodation and accepted as homeless. Further advice and signposting have been given to around 1500 households. Prevention work however is becoming increasingly difficult due to the increase in private rental evictions.	Focus on prevention around private rented sector evictions and next tranche of welfare reform.
		Green	With Housing Benefit, the DWP, partner landlords and social care, implement the Universal Credit element of the Welfare Reform Act, and minimise the impact of the Under Occupier and Benefit Cap reforms	Worked with 120 cases, relieving debt associated with welfare reform for 93 households.	Universal credit roll out: training and awareness raising. Agreeing joint working practices and information sharing mechanisms with housing associations/DWP.
		Amber	Through information technology, enhance communication with service users to promote self help	New online housing advice form has been designed. Procurement process for new IT system is underway.  Report is available on this agenda under report no CS16014	Roll out of the new housing advice form and letters. Evaluation of IT tenders.
		Green	Launch the revised allocations scheme, maximising availability of stock to those most in need	The revised allocations scheme was launched in September 2015. This removed 867 households from the register raising the threshold for inclusion to better reflect the reducing number of properties available.	Conclude the reviews arising from the revised scheme.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Amber	Work with a range of providers to increase access to a supply of affordable accommodation	2 schemes started on site. Review of nomination agreement to ensure lettings area is maximised.	Reviewing anticipated new supply with housing associations in light of spending review announcements. Continue to promote on site affordable housing provision.
		Amber	Work to acquire sufficient levels of decent quality, cost effective accommodation, minimising the use of shared accommodation for families	5 block bookings arrangements have been negotiated to reduce costs and increase the supply of self-contained nightly paid accommodation. Refurbishment work has commenced for Manorfields. Approval was given for the property acquisition programme.	Complete the temporary accommodation gateway review considering options for increases in the number of leasing and block booked arrangements. Complete the refurbishment work for Manorfields and also complete the agreements and progress to purchase of properties under the property acquisition programme with Mears.
		Green	Strengthen joint working with Children's Social Care to prevent homelessness and reduce the number of children in inappropriate accommodation	A review of working protocols has been completed with all protocols updated to promote increased joint working for homeless prevention and identification of suitable accommodation.	Completed tender for new supported housing contract. Joint training with Youth Offending Service and review of housing surgeries.
		Amber	Evaluate the Occupational Therapy pilot, developing the programme to meet the needs of service users requiring adapted housing stock	The role was evaluated identifying significant areas of cost savings and improved accommodation outcomes. During the first half of the year the housing OT worked with more than 113 households with 17 households successfully rehoused avoiding delayed discharges or the need for higher cost residential care. The role has also successfully negotiated provision of wheelchair standard housing on new site developments.	Complete the evaluation to consider future funding/options for this role.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
<b>We will measure this achievement by:</b>					
	Number of households approaching the Local Authority housing advice services for whom housing advice casework intervention resolved the situation			96.8% as at October 2015	
	Number of cases where positive action was successful in prevention or relieving homelessness			339 as at October 2015	
	Number of households in Nightly Paid Accommodation (NPA)			696 as at November 2015	
	Healthcheck of MyLife			There have been at 95,883 page views by more than 19,189 unique visitors, which is an increase from 75,791 and 12,933 respectively for the same period last year.	

### **Priority Outcome 3**

**Ensuring that people have a positive experience of care and support. As at the end of September, 12 out of 14 actions being progressed during the first half of the year are on track with 1 action requiring more work in the next half year and a further action unlikely to be achieved.**

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 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 Children and Family Centres are providing a range of services that support targeted families (i.e. Job Skills) alongside universal services such as baby clinics and birth registrations.</p> <p>Supporting the delivery of the Family Nurse Partnership (FNP) programme providing space and access to services, as well as a venue for the cross-borough FNP Board meetings.</p> <p>Supporting the take up of the 2 Year Old Funding.</p> <p>Footfall summary:</p> <ul style="list-style-type: none"> <li>• 2013: 75,944</li> <li>• 2014: 80,598</li> <li>• 2015: 70,402*</li> </ul> <p><i>*on target to exceed 2014</i></p> <p>Registrations summary:</p> <ul style="list-style-type: none"> <li>• 2013: 7,699</li> <li>• 2014: 8,100</li> <li>• 2015: 8,992*</li> </ul> <p><i>*already exceeded 2014</i></p>	<p>Rolling out Birth Registrations into a second Children and Family Centre (Community Vision in Penge)</p> <p>Increasing the number of targeted families accessing the Children and Family Centres.</p> <p>Increasing the 'local intelligence' for each of the centres and using this to improve targeting</p> <p>Improving data sharing with Health partners especially Health Visitors and Midwifery to increased targeting through the use of an opt-out letter</p> <p>Incorporating the Baby Car Seats service within the Children and Family Centres.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 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 (BYSP) continue to offer a comprehensive programme of informal personal, social and health education from their Hubs and youth projects.</p> <p>Work between BYSP and Youth Offending Service (YOS) has identified a step down process for young people to offer a level of continued support to those young people at the end of their YOS involvement.</p> <p>Bromley Mentoring Initiative continues to offer individual support to young people at an early stage. Mentors are currently supporting children and young people from Looked After Children (LAC), Leaving Care Team (LCT), YOS, Community Safety and Young Carers. New mentors have been recruited to widen the reach of the programme.</p>	<p>Embed the step down procedure between YSP and YOS.</p> <p>Work has begun with YOS, Tackling Troubled Families (TTF) and the Police to identify how we can increase support at an early stage for those young people who come into contact with the police but no further action is taken. This work will map a process to identify those people and their families and ensure an appropriate offer of early intervention.</p> <p>Bromley Mentoring Initiative will plan and undertake some qualitative assessment of the programme with all stakeholders.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
3.2	Ensure stable placements for children and young people where foster care is identified in the plan	Red	Actively recruit 22 new foster carers to meet the needs of older children, sibling groups and those with more complex needs	At mid December 2015, 4 Foster Carers successfully recruited.  9 potential Foster Carers currently working with Social Workers to receive approval, with their application concluding in the next 4 months. A further 12 potential Foster Carers have opened applications and have committed to the process to become Foster Carers.	Implement an active recruitment strategy in December, which will continue to focus targeted recruitment for Foster Carers to meet the needs of children and young people with complex and challenging behaviour which includes a number of innovative recruitment campaigns.
		Amber	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	Reviewed and made changes to Foster Carer's training strategy to include additional support for Carers with Complex needs or challenging needs.	A review of all support activity to be undertaken jointly with the Bromley Foster Care Association (BFCA) to agree additional support and training opportunities. To explore a formal 'buddying' system for carers and to review our emergency provision, including access to support out of hours.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Ensure value for money and the quality of commissioned Looked After Placements through a programme of continual review	Along with service managers from Children's Social Care (CSC) we are currently undertaking a case by case review of all children's placements in residential and Independent Fostering Agency provision to ensure that placements are meeting the needs of CYP, and developing timely exit strategies to the next stage of the care plan. Children's Placement Team continues to focus wherever possible on placing children with in house foster carers and reducing the number of IFA and residential placements. At this time last year LBB had 94 children in IFA and residential provision (excluding remand) and currently have only 69 within a similar overall Children Looked After population.	In the next 5 months we will be focusing on new ways of commissioning placements – including the possibility of a semi – independent placements framework and a framework of IFAs that will enable us to work more efficiently for individual placements but also to contract at reduced placement costs. Placements will remain under close review to ensure the implementation of the agreed exit strategies and value for money.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
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, it is review and integrated as a appropriate	<p>Information gathered during Adult Stakeholder engagement over previous 2 years has fed into development of the Joint Carers strategy.</p> <p>Between January 2015 and September 2015 11 Consultation and Engagement exercises were conducted. Over 1,900 people responded to these exercises, either through surveys provided online, through the post or being present at a conference. Reports on each consultation, ensure the views of the service user are heard and considered when commissioning services.</p>	Identifying service user cohorts in need of engagement as a result of changes in legislation or service.
		Green	Adopt a new carers strategy that recognises current legislation	A carers strategy engagement pack has been produced and an engagement half day has been held with stakeholders, carers, commissioners and providers.	Draft joint strategy is due to be published by the end of the financial year.
3.4	Listen to and learn from users of services so that services can better meet their needs	Green	Establish plans for integrated health and social care assessment services	Joint project under way with Oxleas NHS Foundation Trust to establish integrated assessment pathways for people with learning disabilities.	Completion of Oxleas integration project March 2016.
		Green	Ensure that effective community engagement takes place, utilising the outcomes from Bromley Healthwatch	Regular monitoring meetings held with Healthwatch Bromley to establish that the organisation's work plan reflects the Council's priorities.	Using feedback from Healthwatch Bromley to inform monitoring visits and provider improvement plans.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 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	<p>From April to September 2015, we received 265* formal complaints, which is an increase of 57% on the same period last year.</p> <p>Complaints delivered a training session to 19 staff who respond to complaints to familiarise them on how to respond as effectively as possible.</p> <p>As a result of a high volume of MP enquiries the service continues to receive, particularly regarding housing, a meeting took place between complaints and housing officers and a local MP in order to build strategies to support the MP to deal with housing related concerns as effectively as possible.</p> <p>79 feedback questionnaires sent out in order to gauge people's satisfaction with their experience of using the complaints process. Results to be published in the annual complaint report.</p> <p>NB: *This figure includes complaints for education, of which there were 24.</p>	<p>Working with assistant directors and heads of service in order to establish what lessons should be learnt from the complaints received during the current year and what improvements have been made as a result of lessons learnt from the previous year's complaints.</p> <p>Complaints will be delivering another training session in the New Year and will be focussing on improving the quality of responses and ensuring officers make clear in their written responses what lessons have been learnt if complaints have been upheld.</p> <p>Completion of an annual complaints report that will be available to Council members and the public that will report on numbers of complaints received, areas where improvements may need to be made in service provision, complaint trends and the lessons that have been learnt as a result of the complaints received across the financial year.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Seek to improve the wellbeing of individuals at all stages of the care and support process through the continued development of a high quality, responsive workforce	<p>A programme of strength based assessment approaches has been procured and is mandatory for staff.</p> <p>Staff are nearing the completion of their training regarding the implementation of the Care Act and we await further clarification of its implementation in January 2016.</p>	<p>The Adult Early Intervention Service (AEIS) is building up professional relationships with voluntary providers and the community by engaging with them and learning about the different services they offer.</p> <p>The AEIS will implement changes based on the feedback from the Voluntary Sector Awareness Event, which took place in October 2015.</p>
		Green	Work with health partners to develop high quality models of best practice to support effective integration, focusing on promoting wellbeing	The CCG and Bromley Urgent Care Network 'Transfer of Care Bureau' went live in November 2015. This model of care has been developed in response to a study carried out at Princess Royal University Hospital on behalf of the CCG and King's, to identify how to improve the planning and delivery of hospital discharge, thereby enhancing the patient's experience.	<p>The Transfer of Care Bureau's objectives are:</p> <ul style="list-style-type: none"> <li>• Identify patients who require support on discharge</li> <li>• Collate information to inform discharge plan</li> <li>• Determine likely patient pathway for discharge</li> <li>• Build initial contacts and liaison with family and carers</li> <li>• Establish as early as possible patient's discharge date and make necessary arrangements to achieve it.</li> </ul> <p>These objectives will be reviewed in the next period to see if they have been achieved.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Evaluate implementation of the Adults Early Intervention service with focus on improving the time taken to meet the needs of service users	Post implementation review of redesigned adult social care front door service carried out during quarter three.	Implementing recommendations from the report to further improve service delivery and ensure that service users have a positive experience of the care and support process.
		Green	Fully embed the emerging Children's Social Care 'User Voice Framework' into the Children's Social Care Services department	Two quarterly reports have provided feedback from 422 children, young people, parents and carers on their experience of using the Council's Children's Social Care division.  The recommendations have been incorporated as part of the Children's Social Care Business Plan.	Quarterly reports will be produced in December 2015 and March 2016.
<b>We will measure this achievement by:</b>					
	Number of new approved Foster Carers			4 as at December 2015	
	Overall satisfaction of adults in the Personal Social Services Survey			Annual Indicator	
	Service users and carers are able to access an assessment in a timely manner			94.3% as at November 2015	

#### 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, 8 out of 10 actions being progressed during the first half of the year are on track with 2 actions requiring more work in the next half year.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 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>The average time it takes to conclude court proceedings stands at an average of 30 weeks as at 30<sup>th</sup> September 2015.</p> <p>19 sets of proceedings concluded (32 children) during the course of the 6 months. Of these 6 cases (8 children) concluded on or within 26 weeks.</p> <p>Of the 13 cases which exceeded 26 weeks, a material change in circumstances was a major delay in 7 cases (10 children).</p>	Continue to work with our partner agencies to conclude court proceedings 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>At the end of October 2015, 11 children have been made subject to an adoption order and on target for 19 by the end of the 2015.</p> <p>6 children have been made Special Guardianship Orders by the end of October 2015, with 7 connected person foster carers.</p>	Identifying permanent placements for older children and adolescents remains challenging and we continue to focus on this area of work. We will undertake a review of services to support Special Guardian Orders (SGO) placements.
		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	Single integrated Pathway into SEND services currently being piloted. Release date: March 2016.	Review and Refine pathway. Embed the processes into current ways of working.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 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	Domestic abuse was the subject of November conference. Task and finish group has been created to focus on Female Genital Mutilation (FGM). Briefings are being run for staff on legislative changes, and work has also been undertaken to enhance sub groups for the Safeguarding board to make them more outcome focused.	<p>The Department of Education is funding a six week period of publicity in the Bromley area and plan to use places such as bus stops and radio advertising, as well as digital marketing to publicise messages. The focus of the campaign will be to encourage the public to report suspected and known instances of child abuse and neglect and will take place in 2016.</p> <p>In addition to this, the advice and guidance around the issues of ‘co-sleeping’ are also being updated and is being publicised in a number of different locations, including the Bromley Mylife website and in the regular publications. This will go live in February 2016.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Support adults who are unable to protect themselves from the risk of, or experience of, abuse and neglect; enhancing quality of life, wellbeing, and safety	<p>LBB Adult Care Services continues to offer a range professional development sessions to staff across health and social care to enable staff from a range of multi agencies to detect, report and investigate incidents of suspected and actual abuse.</p> <p>Staff from LBB have provided public awareness sessions regarding rogue trading and scams to residents of Bromley.</p> <p>The Quality Assurance team has Board member partner agencies to review and rewrite local guidance, as a result of the Care Act 2014 implementation.</p> <p>A multi-agency training strategy continues to be monitored and improved.</p>	BSAB updating communication strategy to raise the awareness and profile of safeguarding adults vulnerable to abuse and or neglect.
		Green	In Partnership with Public Health, promote emotional health and wellbeing in young people through the self harm prevention strategy	Emotional Health forum has been set up to encourage discussion and bring awareness.	Embark on shared learning with other Boroughs where there have been particularly serious cases.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Through the work of the Safeguarding Board, create strong multi agency partnerships that provide timely and effective prevention of, and responses to, abuse and neglect	<p>The Safeguarding Board has now appointed an Independent Chair and has significantly improved its governance arrangements. It has ensured the right people from key stakeholder agencies are represented on the Board and has a multi-agency coordinated strategy.</p> <p>The Adult Social Care Department continues to work in partnership with the Safeguarding Adults Board and key stakeholders, to oversee the development of a dedicated website which can be accessed by the general public as well as practitioners, to obtain information on how to safeguard vulnerable adults in order to learn and share information. The development of a website will also result in the better communication and dissemination of information to a wider audience.</p>	<p>Produce a three year multi-agency coordinated strategy by April 2016. The Safeguarding Adults Board will consider expanding its membership to include representation from Private Sector Care homes and voluntary sector providers and lay members All elected members and BSAB members will receive (half yearly) briefings on Safeguarding Adults</p> <p>The Safeguarding Adults Board will explore opportunities to work in conjunction with the Bromley Children's Safeguarding Board to develop a strategy and action plan, in regard to awareness raising, workforce development and safeguarding practice standards.</p>
		Amber	Ensure children at risk of missing from home or care, or sexual exploitation, continue to be identified and supported	Multi agency external exploitation panel identifies between 3 and 6 children every month, with a plan implemented to support them once identified.	Contractual arrangements for Specialist support to be reviewed.
4.3	Continue to improve the delivery of services and reliability of contractors through Quality Assurance and Contract Monitoring	Green	Improve standards of nursing care to reduce incidence and escalation of avoidable health conditions	4 pressure ulcer prevention training courses have been commissioned. 11 health professionals trained in the first half of the year.	20 delegates signed up for the second half of the year.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2015	Between December 2015 and June 2016 we are focusing on...
		Green	Improve, through partnership working, the quality of training delivered to care staff and managers	Training development forum took place on 17th November 2015 to support providers to develop their workforce with the right skills knowledge and behaviours to ensure that they provide compassionate and high quality care and support. Consortium programme training includes safe administration of medication for care home and domiciliary care providers and also infection control.	35 courses to be delivered in quarter 4 to care providers, including Understanding Dementia and Parkinson's awareness.
<b>We will measure this achievement by:</b>					
	Number of approved adopters			11	
	The average time taken between child entering care and moving in with its adoptive family(days)			610 days (October 2015)	