

CARE SERVICES PDS COMMITTEE
10th March 2016

WRITTEN QUESTIONS TO THE CARE SERVICES PORTFOLIO HOLDER

Written Questions to the Care Services Portfolio Holder received from Mrs Susan Sulis, Secretary, Community Care Protection Group

1. With regard to Item 7o: Draft Joint Strategy for Carers, Appendix 1: National and Bromley Contexts (paragraph 27, Page 169)
- a) How many:
 - i) adult carers are in poor health?
 - ii) hours of care a week do they provide?

 - b) How many:
 - i) carers over 64 are in poor health?
 - ii) hours of care a week do they provide?

 - c) How many:
 - i) adult carers rely on state benefits (excluding state pension)?
 - ii) are exempt from carers support charges?

Reply:

- a)
- i) 5% of the respondents to the 2011 Census who identified themselves as unpaid carers also identified themselves as being in bad or very bad health. This includes under 18s. It is not possible to extract the number of over 18s within the timescale for responding to the question.

 - ii) The 2011 Census data shows:
- | Provision of care | Number of carers |
|--|-------------------------|
| Provides 1 to 19 hours unpaid care a week | 662 |
| Provides 20 to 49 hours unpaid care a week | 246 |
| Provides 50 or more hours unpaid care a week | 675 |
- b)
- i) 2% of respondents to the 2011 Census aged over 65 who identified themselves as unpaid carers also identified themselves as being in bad or very bad health. It is not possible to extract the number over 64 within the timescale for responding to the question.

- ii) The 2011 Census data shows:

Provision of care	Number of carers
Provides 1 to 19 hours unpaid care a week	204
Provides 20 to 49 hours unpaid care a week	96
Provides 50 or more hours unpaid care a week	344

- c)
- i) Not known.
 - ii) Not known.
2. With regard to Item 7p: Changes to the Non Residential Contributions Policy: Consultation Response to Introduction of £15 return journey transport charge (paragraph 8, Page 189).

Together with Daycentre charges, this will bring the total costs for some users to nearly £50 per visit, or approx. £2,500 per annum for one visit a week.

How many users currently pay the full cost of Daycentre charges, although they have savings below:

- i) the £23,250 lowest statutory threshold?
- ii) £10,000?

Reply:

- i) There are 8 users with capital between £23,175 and £10,000 who currently pay for the full cost of their day care, some of which may also have to pay the full cost of the transport charges.

There are users who may have below £23,250 and have agreed to pay the full cost however we would not know how many there are of these as they do not provide their financial details.

- ii) There are 43 users with capital below £10,000 currently paying the full cost of their day care. Approximately 32 of which may also have to pay the full cost of the transport charges.

3. 82% of respondents to the survey said that this charge was unfair and may prevent them from using transport (paragraph 4.3)

- a) How many current users are expected to withdraw from the service?
- b) What will be the outcomes for users and carers?
- c) Why is the 'Equalities Impact Assessment' not on the Council's website?

Reply:

- a) We are unable to answer this question at this stage as the proposed policy change has yet to be agreed or implemented.
- b) We are unable to answer this question at this stage as the proposed policy change has yet to be agreed or implemented. However, anyone who is identified as having unmet needs will be reviewed.
- c) The final equalities impact assessment on the revised policy is now published on the Council's website.

ORAL QUESTIONS TO THE CARE SERVICES PORTFOLIO HOLDER

Oral Questions to the Care Services Portfolio Holder received from Mr Bill Miller

1. How many of the Committee live within ¼ mile and ½ mile radius of Manorfields as the local residents wish to understand the extent if at all the Committee members will be personally affected by the Hostel?

Reply:

No Members of the Care Services PDS Committee live within ¼ mile or ½ mile radius of Manorfields

Supplementary question:

No supplementary question was asked.

2. Orchard and Shipman. FOI Response 15/1/16 suggested that a gateway review was underway and no decision made. Invite 25/2/16 from Cllr Evans says they have been appointed as managing agents. Was the service issued out to tender, and if not, why not?

Reply:

This was not a new tender. There was a variation to the existing management contract at Bellegrove to cover the units across both sites.

Details of this decision were discussed at Executive on Wednesday 13th January 2016. The outcome was issued to Orchard and Shipman shortly after but may not have got to them prior to the FOI response.

Details have been published and are available online at www.bromley.gov.uk

Direct link (item No 334):

<http://cds.bromley.gov.uk/ieListDocuments.aspx?CId=121&MIId=5453>

Supplementary question:

The Local Authority has been in negotiations with Orchard and Shipman since last April. Will you admit to residents that this was a 'done deal' and that the Local Authority never intended to get a competitive tender for this contract?

Reply:

There was a joint tender for the management of the units on the Bellegrove and Manorfields sites. Orchard and Shipman were granted the management contract for the unit at Bellegrove and accepted a variation to extend this contract to cover the unit at Manorfields.

3. Please advise who has certified that Manorfields has met the Secure by Design requirements imposed by the Planning Committee approval and can a copy be provided, please

Reply:

Secure by Design visited Manorfields this week. Amendments were required to the window fasteners which have now been completed.

Verbal approval has been given and a written copy of the approval is being issued on Friday. Occupation of Manorfields will not commence until that has been received and viewed by the Council.

Supplementary question:

It is possible for a copy of the Secure by Design approval to be provided to local residents when it has been received by the Council?

Reply:

Yes. This will be provided.

Oral Questions to the Care Services Portfolio Holder received from Mrs Kay Miller

1. The residents of Leeds Close are expecting an 8ft fence to be built along the perimeter between Manorfields and Leeds Close. Is this scheduled, please, and if so, when? Or what needs to be done to get this agreed?

Reply:

This was not included in the original application or contained within the current plans. Some fencing is being erected on the road leading to Leeds Close in order to create one designated parking space for the self-contained flat to ensure no spaces are taken up within the Leeds Close carpark. Usage will be closely monitored by Orchard and Shipman.

Supplementary question:

Residents have requested that CCTV be installed to enable the police to monitor the outside of Manorfields. Is this something the Local Authority has planned or will support?

Reply:

CCTV will be installed in and around Manorfields for the benefit of Manorfields' residents, but it is unlikely that any CCTV will be installed to monitor the outside of Manorfields.

2. The residents of Leeds Close are expecting the roadway between Manorfields and Burwood to be cleared of vegetation which is restricting access to Leeds Close. Is it in hand or who should be contacted, please?

Reply:

This is the responsibility of the Council and we will ensure it is maintained appropriately.

Visit planned for the 11th March 2016 – Mr Miller is attending please could he outline the areas of concern as we are not currently aware of an issue regarding restricted access. This will be fed back and reviewed by the Council following the visit and any necessary action taken.

Supplementary question:

No supplementary question was asked.

3. Do the Committee have any concerns in having Manorfields Hostel and Bromley Beacon Academy (Burwood School addressing behavioural, emotion and social problems virtually adjacent to each other and in particular have the Committee considered the negative impact of the hostel on the school and vice versa?

Reply:

This is for the Committee to answer however we can confirm that liaison has already taken place between the Head of Burwood School and Orchard and Shipman's Area Director (South). The Head has also met with the Assistant Director of Housing Needs and there is open communication in place between all parties.

Supplementary question:

No supplementary question was asked.

Oral Questions to the Care Services Portfolio Holder received from Mr Bob Thatcher

1. Please confirm when residents will start to be accommodated with Manorfields and the date by which it is expected to be fully occupied?

Reply:

The week beginning 14th March 2016, subject to receipt of the approved Secure by Design report. Full occupancy expected on or before 14th April 2016.

Supplementary question:

No supplementary question was asked.

2. Is any additional criteria being applied for the screening of the first occupants of Manorfields?

Reply:

All applicants considered for and offered temporary accommodation by the Council are subject to the same assessment process. This takes into account the household composition, their reason for requiring temporary accommodation and whether or not they have any specific requirements or require access to any specialist services in order to ensure that the most appropriate placements are made. The Council has access to a number of different temporary accommodation units in order to ensure that suitable placements are found to meet the needs of each household and ensure that placements are successful and sustainable.

Supplementary question:

Can you confirm that only people local to Bromley will be offered temporary accommodation in Manorfields?

Reply:

I can confirm that Manorfields will provide temporary accommodation for homeless people who are originally resident in the Borough.

3. The investment of £145,000 in the boiler equates to £3,500 per unit which seems excessive. Can the Committee please provide the detailed requirements and the comparable tenders received for this work?

Reply:

Initially quotes in respect of the boiler work came in at over £100k which was reduced to £95k through negotiation. There has to be two boilers on the premises. Upon review, one was operational and one required repair/replacement. In the first instance consideration was given to repair. This was the cheaper option by £16k but it was ultimately decided that the additional cost of a new boiler was justified as it would provide a more energy efficient unit and the risk of future repairs (cost) would be reduced. It would also ensure that it was operational for the lifetime of the contract at Manorfields.

The £145k is likely to refer to the boiler works plus the additional Planning and Environmental Service requirements which came to £54,722 (and included work to bathrooms, storerooms, led fittings, safety film on windows and infrared light sensors). Total for both projects: £149,537.

Boiler and flue work undertaken:

Provide and install new boiler and overhaul/service existing boiler: **£40,575**

Overhaul, rectify leaking flue to allow recommissioning **£14,715**

Provide automatic control panel to boiler room **£18,920**

Supply and install new thermometers and gauges **£6,085**

Remove calorifiers manholes clean inside, replace manholes and chlorinate complete building **£4,885**

New automatic gas shut off valve to boiler room and running of new main to laundry

incl. shut off valve. **£9,635**

Total: **£94,815**

The cost of the boiler was based on a minimum of 2 formal quotes through our contractors. Details of the quotes are commercially sensitive and cannot be disclosed.

It should be noted that these are industrial boilers which service not only the 45 units but also all of the communal areas including bathrooms and kitchens.

NB £450k grant funding also received.

Supplementary question:

No supplementary question was asked.

Oral Questions to the Care Services Portfolio Holder received from Ms Chris Pecover

1. In the light of the decision to allow the development of the Care Home at Grays Farm, do the Committee now accept that there is an increasing demand for these facilities in the Borough?

Reply:

Education, Care and Health Services still do not consider that there is a need for residential care home developments in the borough but this is not taken into account in considering planning applications.

Supplementary question:

No supplementary question was asked.

2. Please confirm the communication plans to engage with local residents on the opening of the hostel and the provision of emergency telephone numbers in the event of any problems?

Reply:

The Portfolio Holder has invited two groups of residents to visit Manorfields on Friday 11th March 2016. He will be attending, as will Ward Councillors and Senior/Operational staff at Orchard and Shipman.

The Area Director (South) for Orchard and Shipman has advised that, prior to the first resident taking up occupation, they will be hand delivering a notice to residents whose homes overlook/are adjacent to Manorfields confirming the opening and providing contact details for operational staff and senior management. A copy of this will also be provided electronically to the AAAG so that it can be circulated amongst their members as they see fit.

Orchard and Shipman will confirm to the Council details of all residences where the letter is posted.

Supplementary question:

Please can you confirm where Orchard and Shipman distributed the letter?

Reply:

Orchard and Shipman is to provide the Local Authority with details of where the letter was delivered. An electronic copy of this letter will also be provided to the AAAG for further distribution.

3. Will the Committee please commit to survey all residents within a 250 meter radius of Manorfields 2 months after its opening to confirm the impact and address any immediate issues?

Reply:

Any problems should be reported in order that they can be dealt with immediately. Orchard and Shipman will act swiftly to resolve all issues and keep a record of what is logged and what action is taken. We agree to survey residents and include their comments and observations as part of the post works completion report which will be submitted to PDS after Manorfields has been operational for 6 months.

Supplementary question:

No supplementary question was asked.