

# DRAFT Care Services Portfolio Plan for 2016/17

(Appendix A)

➤ Promoting healthy lives



➤ Ambitious for all our children and young people



➤ Maximising Independence



➤ Protecting the most vulnerable



## Building a Better Bromley Priority:

Work with Health partners and focus on areas identified within the Health and Wellbeing Strategy in improving health and delivering health outcomes

### Priority Outcome 1

With Health partners, focus on wellbeing and prevention to improve health outcomes for the residents of Bromley

#### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
1.1	Earlier diagnosis and intervention means that people are less dependent on intensive services	Improve prevention of cardiovascular disease through monitoring and review of the NHS Health Checks programme and evaluation of outcomes	Spring 2017	Director of Public Health
		Improve access and promote self management by expanding the on line self sampling home testing service for sexually transmitted infections including HIV, for adults aged over 25	Spring 2017	Director of Public Health
		Launch a new 'Dementia Hub' in partnership with Bromley Clinical Commissioning Group, offering a single point of access to information, advice and personalised support planning	July 2016	Strategic Commissioner, Health Integration Programme
		Work with Health partners to ensure service users are supported to regain their independence at home following a hospital stay (reablement, telecare, equipment)	Autumn 2016	Head of Assessment and Care Management
1.2	People are protected as far as possible from avoidable deaths, disease and injuries	Develop integrated care with Bromley Clinical Commissioning Group, focusing on self management of long term conditions and early intervention and prevention	March 2017	Strategic Commissioner, Health Integration Programme
		Evaluate operation of the Transfer of Care Bureau, in partnership with the Bromley Clinical Commissioning Group, and agree future operating arrangements	March 2017	Director, Health Integration Programme
1.3	The health needs of the local population are understood, and people are encouraged to adopt healthy lifestyles	Produce a plan for the integration of local health and social care services, in accordance with Department of Health (DoH) and Department for Communities and Local Government (DCLG) guidance, by 2017	2017	Director, Health Integration Programme
		Review the market position statement to ensure that it continues to reflect local need	December 2016	Commissioning Development Officer, Health Integration Programme

## Priority Outcome 1 (continued)

With Health partners, focus on wellbeing and prevention to improve health outcomes for the residents of Bromley

### Performance Measures

We will measure achievement by.....	2015/16 Outturn	2016/17 Target
1. <b>ASCOF 1b</b> : The proportion of people who use services who have control over their daily lives (%)	72	TBC
2. <b>ASCOF 1I(1)</b> : The proportion of people who use services who reported that they had as much social contact as they would like (%)	40	TBC
3. <b>ASCOF 1I(2)</b> : The proportion of carers who reported that they had as much social contact as they would like (%)	40 (2014-15 biennial survey)	TBC
4. <b>ASCOF 2b(1)</b> : The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (%)	91.6 (424/463)	90
5. <b>ASCOF 2d(1)</b> : Proportion of those that received a short term service during the year where the sequel to the service was either no ongoing support or support at a lower level (%)	39.3 (88/224)	70

## Building a Better Bromley Priority:

**Ambitious for all our children and young people through:**

### Priority Outcome 2

**Fulfilling our duty of care to ensure the health, wellbeing and achievements of our vulnerable children**

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
2.1	Vulnerable children and families are identified and supported at the earliest opportunity	Deliver the required improvements as set out in the agreed Children's Service Improvement Plan	June 16—March 17 April 17—Oct 17 tranches	Director, Children's Services
		Ensure that at all stages of the identification, support and protection of children in need, intervention is timely, and clear assessments of needs are in place	Ongoing	Head of Service, Safeguarding and Care Planning  Head of Service, Care and Resources
		Explore opportunities for more integrated working between Health Visiting, and Early Intervention and Family Support, to strengthen early help intervention for vulnerable families	Spring 2017	Director of Public Health  Head of Service, Early Interventions and Family Support
		Through provision of early intervention and family support (including the Tackling Troubled Families Phase 2 initiative), work with families, including those with a range of health problems and affected by domestic violence and abuse, to improve employment and school attendance outcomes, and reduce antisocial behaviour	Summer 2017	Head of Service Early Interventions and Family Support
		Through effective use of the Common Assessment Framework and 'Signs of Safety' model, improve support to children and families at an early stage, thereby reducing the need for statutory services	Ongoing	Head of Service, Early Interventions and Family Support

## Priority Outcome 2 (continued)

### Fulfilling our duty of care to ensure the health, wellbeing and achievements of our vulnerable children

#### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
2.2	Children and young people are safeguarded and protected from harm, and are kept safe from bullying or crime	<p>Improve the arrangements to reduce the risk to children of sexual exploitation and episodes of missing from care by:-</p> <ul style="list-style-type: none"> <li>- ensuring that risks to sexually exploited children and young people, and those who go missing, are routinely assessed and understood, and that timely action is taken to address concerns</li> <li>- developing suitable arrangements to share and analyse information from child sexual exploitation risk assessments and 'return' interviews to reduce future risks for individual children and young people, and to inform partnership prevention and disruption activity</li> </ul>	October 2016	Director, Children's Services

#### Performance Measures

We will measure achievement by.....	2015/16 Outturn	2016/17 Target
1. Number of families attached to the Tackling Troubled Families Programme in Year Two of Phase Two (Five Year Phase)	TBC	388
2. Number of children supported through an early help Common Assessment Framework (CAF) Assessment	800	>800
3. Percentage of Social Work assessments completed within 45 days	81%	81%
4. Percentage of Child Protection reviews held within timescale	96%	100%

A full dataset is being developed as part of the 'Child Sexual Exploitation and Missing' task and finish group. An update will be provided to the November PDS

**Building a Better Bromley Priority:  
Ambitious for all our children and young people through:**

**Priority Outcome 3**

**Provide the best possible service to deliver appropriate support to all children and young people**

**Action Plan**

No.	In Bromley...	Actions	Deadline	Lead Officer
3.1	Vulnerable children and young people are encouraged to have high aspirations for their future	During 2017, the London Borough of Bromley and its partners will develop an overarching Children and Young People plan which sets out a shared vision, key priorities and how these will be delivered	April 2017	Director, Children's Services
		Through direct work with Children Looked After, ensure that their voice is heard in assessments which focus on their needs, leading to clear outcomes and timescales for change	Ongoing	Head of Service, Care and Resources
		Improve the participation of Children Looked After and care leavers in apprenticeships and work based training and ensure that Children Looked After are encouraged and supported to remain in education	April 2017	Head of Service, Care and Resources  Bromley Education Business Partnership
		Through the work of the Virtual School, secure good educational outcomes for Children Looked After, enabling them to live successful, fulfilling and economically independent lives	April 2017	Head of Service, Care and Resources
		Evaluate services that support children and families living with domestic violence, drug and alcohol misuse, and parental mental ill health, to ensure that these are making a difference and improving circumstances for children and young people	March 2017	Director, Children's Services  Strategic Commissioner

## Priority Outcome 3 (continued)

**Provide the best possible service to deliver appropriate support to all children and young people**

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
3.2	Children and young people are supported to achieve their maximum potential	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	March 2017	Joint Commissioner for Disabled Children Service
		Support young disabled adults to travel independently through the continuation of a travel training programme	August 2017	Business and Planning Manager
		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	Ongoing	Head of Service, Safeguarding and Care Planning
3.3	Children and young people are supported to access opportunities for positive activities and encouraged to have happy and healthy lifestyles	Ensure consideration is given to achieving permanency, including adoption, at the earliest possible point. Strengthen placement planning arrangements and improve sufficiency and choice of placements within the borough to meet current needs	Ongoing	Head of Service, Care and Resources
		Ensure adequate provision of foster placements for older children, children and young people from an ethnic minority background, and ensure a sufficient level of support for foster carers	December 2016	Head of Service, Care and Resources
		Establish how fostering services are best delivered	September 2017	Strategic Commissioner, Resources
		Ensure quality of care and value for money of commissioned Children Looked After placements through a programme of continual review	April 2017	Strategic Commissioner, Resources

## Priority Outcome 3 (continued)

**Provide the best possible service to deliver appropriate support to all children and young people**

### Performance Measures

We will measure achievement by.....	2015/16 Outturn	2016/17 Target
1. Percentage of Care Leavers (age 17-21), in Education, Employment or Training	44%	50%
2. Percentage of Care Leavers (age 18-21) in Higher Education	5% (2014/15)	8%
3. Number of children currently in care proceedings	87	N/A
4. Average number of weeks in care proceedings (per family)	36	26
5. Number of newly approved foster carer households	4	22
6. Number of newly approved adopters	11	15
7. Number and percentage of children ceasing to be Looked After who are adopted	15 10.9%	TBC
8. The average time (days) between a child entering care and moving in with its adoptive family, for children who have been adopted (3 year average)	686	426
9. The average time (days) between a Local Authority receiving court authority to place a child and the Local Authority deciding on a match to an adoptive family (3 year average)	260	121
10. Percentage of children who wait less than 15 months between entering care and moving in with their adoptive family (3 year average)	35.4% (15 months)	50%



## Building a Better Bromley Priority:

**Through working with partners, ensure the provision of high quality locally relevant information and advice about care and support need to enable choice and control**

### Priority Outcome 4

**Ensure the provision of high quality locally relevant information and advice about care and support need to enable choice and control**

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
4.1	People manage their own support so that it is delivered to meet their needs, and are able to engage socially as much as they wish to avoid loneliness and isolation	Enable residents to manage their care and support needs through the provision of a good quality co-ordinated information and advice service	March 2017	Head of Service, Planning and Development
		In partnership with the voluntary sector:- – raise awareness of social isolation, specifically the link with the increased risk of abuse – share good practice on identifying groups of people who may be socially isolated and also particularly vulnerable to abuse, through the adult stakeholder conference (November 2016) and awareness campaign	November 2016 (conference)  Winter 2017 (awareness campaign)	Head of Service, Planning and Development
		Maximise access to services supporting social engagement, through an enhanced Bromley MyLife website detailing services and activities identified at the November 2016 adult stakeholder conference	March 2017	Head of Service, Planning and Development

## Priority Outcome 4 (continued)

### Ensure the provision of high quality locally relevant information and advice about care and support need to enable choice and control

4.2	People know the choices available locally to support them to maintain independence and who to contact when they need help	<p>Create on line information to:-</p> <ul style="list-style-type: none"> <li>- support people to identify whether their care and support needs would be considered eligible under the Care and Support (Eligibility Criteria) regulations</li> <li>- provide targeted information based on individual needs</li> </ul>	December 2016	Head of Service, Planning and Development Assessment and Care Management
		<p>Create on line referral forms for adult social care to:-</p> <ul style="list-style-type: none"> <li>- give people more control as to how they contact the council</li> <li>- enable professionals to make referrals to adult social services</li> <li>- enable people to inform the Council if they have concerns that an adult may be at risk of abuse</li> </ul>	December 2016 December 2016 October 2016	Head of Service, Planning and Development Assessment and Care Management
		<p>Through the provision of clear eligibility criteria and entitlement statements, ensure that residents are informed at an early stage of any identified needs eligible for support, and how that support will be provided</p>	Ongoing	Head of Assessment and Care Management
		<p>Establish, through market testing, who is best placed to deliver Extra Care Housing services and Carelink</p>	December 2016	Strategic Commissioner, Health Integration Programme
4.3	People seeking help from Care Services receive advice, guidance and services swiftly	<p>In partnership with the voluntary sector, seek to improve the wellbeing of individuals:-</p> <ul style="list-style-type: none"> <li>- at all stages of the care and support process</li> <li>- whose circumstances make them vulnerable to harm,</li> </ul> <p>through the continued development of high quality, skilled and responsive workforce</p>	Ongoing	Head of Assessment and Care Management

## Priority Outcome 4 (continued)

Ensure the provision of high quality locally relevant information and advice about care and support need to enable choice and control

### Performance Measures

We will measure achievement by.....	2015/16 Outturn	2016/17 Target
1. <b>ASCOF 3d(1)</b> : Proportion of people who use services who find it easy to find information about support (%)	73	75
2. <b>ASCOF 3d(2)</b> : Proportion of carers who use services who find it easy to find information about support (%)	70 (2014-15 biennial survey)	70
3. Number of unique visitors to the MyLife Portal	38,238	36,000
4. Total Number of MyLife Portal pages viewed	189,203	200,000
5. Average number of MyLife pages viewed per visit	3.5	<5.0

## Building a Better Bromley Priority:

**Enhance the quality of life for people with care and support needs and ensure that those whose circumstances make them vulnerable are protected from avoidable harm**

### Priority Outcome 5

**Ensure that people with care and support needs, and those whose circumstances make them vulnerable, can live their lives to the full and are protected from avoidable harm**

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
5.1	Carers can balance their caring roles with their desired quality of life and feel that they are respected as equal partners throughout the care process	Implement a new commissioning strategy for carers in conjunction with Bromley Clinical Commissioning Group	March 2017	Strategic Commissioner, Health Integration Programme
		Introduce a revised respite offer for older people and their carers in consideration of usage over the last two years	October 2016	Business and Planning Manager
5.2	Service user and carer views and experiences are gathered to help inform service developments, and concerns are responded to quickly and efficiently	Ensure that the voice of service users and carers is routinely sought (developing/changing services) and that when we receive feedback, it is reviewed and integrated into plans where appropriate	Ongoing	Strategic Manager, Procurement and Contracts  Head of Service, Planning and Development
5.3	Care service standards are regularly reviewed to ensure delivery of quality services	Encourage customers to share their experiences of our services through compliments and complaints, using the lessons learnt to improve service delivery	Ongoing	Quality Assurance Manager
		Review the provider training programme to ensure that it reflects the priorities identified through contract compliance activity	October 2016	Strategic Manager, Procurement and Contracts
		Work with the Bromley Clinical Commissioning Group to introduce a programme of health support for care homes and extra care housing	March 2017	Director, Health Integration Programme

## Priority Outcome 5 (continued)

**Ensure that people with care and support needs, and those whose circumstances make them vulnerable, can live their lives to the full and are protected from avoidable harm**

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
5.4	Everyone enjoys physical safety and feels secure	<p>Focus on improving outcomes for vulnerable people in need of care and protection through:-</p> <ul style="list-style-type: none"> <li>- raising awareness of financial scamming and doorstep crime with groups of people with learning disabilities</li> <li>- ensuring that the workforce continues to have the skills and expertise in safeguarding to deliver modernised services through an expanded training programme, including courses in understanding how to recognise and prevent hoarding and self neglect, and modern day slavery</li> </ul>	March 2017	<p>Trading Standards</p> <p>Learning and Development</p>

### Performance Measures

We will measure achievement by.....	2015/16 Outturn	2016/17 Target
<b>1. ASCOF 4a:</b> Proportion of people who use services who feel safe (%)	67	68
<b>2. ASCOF 3b:</b> Overall satisfaction of carers with social services (%)	34 (2014-15 biennial survey)	37
<b>3. ASCOF 3c:</b> Proportion of carers who report that they have been included or consulted in discussion about the person they care for (%)	62 (2014-15 biennial survey)	67
<b>4.</b> 100% of LBB social care staff have the required competency based training to conduct safeguarding duties	84%	100%
<b>5.</b> Number of groups of people with learning disabilities engaged with to raise awareness of financial scamming and doorstep crime	N/A	TBC
<b>6.</b> Number of people trained to identify and prevent hoarding and self neglect, and modern day slavery	N/A	TBC

## Building a Better Bromley Priority:

**Assist people experiencing housing difficulties with advice and support aimed at maintaining or securing a home and avoiding crisis**

### Priority Outcome 6

**People experiencing housing difficulties are assisted with advice and support aimed at maintaining or securing a home and avoiding crisis**

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
6.1	Focus on preventing homelessness by working in partnership with Registered Social Landlords, the Private Rented Sector and a range of advice and support agencies	Maximise the level of homeless prevention through increased targeted early intervention and support	Ongoing	Assistant Director, Housing Needs
		Work in partnership with Housing Benefit, the Department for Work and Pensions (DWP), Partner Landlords and Social Care to minimise the impact of the Welfare Reform Act	Ongoing	Assistant Director, Housing Needs
		Strengthen the level of money advice and work with the credit unit to reduce the level of homelessness occurring as a result of debt	Ongoing	Assistant Director, Housing Needs
		Continue to review and strengthen joint working with Children's Social Care to prevent homelessness and reduce the number of children in inappropriate/insecure accommodation	Ongoing	Assistant Director, Housing Needs
		Increase the range of accommodation pathway options and support available for homeless 16/17 year olds and care leavers to prevent homelessness and ensure that young people are accommodated in suitable accommodation which supports their journey to independence	Ongoing	Assistant Director, Housing Needs
		Produce and maintain the new London Borough of Bromley Homelessness strategy ensuring that the strategy promotes partnership working to reduce and prevent homelessness	December 2016	Assistant Director, Housing Needs

## Priority Outcome 6 (continued)

**People experiencing housing difficulties are assisted with advice and support aimed at maintaining or securing a home and avoiding crisis**

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
6.2	People are able to access accommodation that is affordable	Continue to develop partnership working with private sector landlords to:- - assist households to remain in private sector accommodation - maximise access to private sector accommodation	Ongoing	Assistant Director, Housing Needs
		Work to acquire sufficient levels of decent quality, cost effective accommodation, minimising the use of nightly paid shared accommodation	Ongoing	Assistant Director, Housing Needs
		Work innovatively with a range of providers to increase access to a supply of affordable accommodation	Ongoing	Assistant Director, Housing Needs
		Monitor the use and impact of the new Manorfields scheme to ensure that it contributes to reducing the use of Nightly Paid Accommodation	January 2017	Assistant Director, Housing Needs
		Ensure that Bed and Breakfast is only used as an emergency measure, following a risk assessment, for families with dependent children, and young homeless/care leavers	Ongoing	Assistant Director, Housing Needs
		Lead negotiations on the affordable housing provision on section 106 applications, ensuring that the affordable housing planning obligation reflects local adopted planning policy and local statutory and high priority housing need	Ongoing	Assistant Director, Housing Needs
		Ensure the successful implementation of the More Homes Bromley initiative to monitor that the supply meets housing need requirements and makes best use of accommodation acquired to reduce the reliance on nightly paid accommodation	Ongoing (three year programme)	Assistant Director, Housing Needs

## Priority Outcome 6 (continued)

**People experiencing housing difficulties are assisted with advice and support aimed at maintaining or securing a home and avoiding crisis**

### Performance Measures

We will measure achievement by.....	2015/16 Outturn	2016/17 Target
1. Number of households approaching the Local Authority housing advice services for whom housing advice casework intervention resolved the situation. Measured in a percentage of successful preventions against number of applicants actually approaching the service	87.9% (1,473/1,674)	65%
2. Number of homeless acceptances recorded within the quarter	61%	50%
3. Proportion of Homeless Reviews completed within 56 working days	48.87%	100%
4. Number of households living in temporary accommodation on the last day of the quarter	1,219	-
5. Number of households in nightly paid accommodation	744	500
6. Number of families with dependent children in shared B&B for over 6 weeks	0	0
7. Number of 16/17 year old in emergency shared nightly paid accommodation (age as at 31st March)	1	0