

Care Services Portfolio Plan Half Year Update 2016/17 (November 2016)

**Priority Outcome 1**

With Health partners, focus on wellbeing and prevention to improve health outcomes for the residents of Bromley. As at the end of November, five out of eight actions being progressed during the first half of the year are on track with three actions requiring more work in the next half year.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
1.1	Earlier diagnosis and intervention means that people are less dependent on intensive services	Green	Improve prevention of cardiovascular disease through monitoring and review of the NHS Health Checks programme and evaluation of outcomes	<p>Between April and September 2016, 8,271 people were offered a NHS Health Check, with 3,343 (40%) uptake.</p> <p>Monitoring of the programme, through assessment and validation of performance each quarter, is ongoing.</p> <p>An audit programme is in progress to measure the clinical outcomes of participants identified at increased risk. Data collection from all GP Practices has been completed and is being prepared for analysis.</p>	<p>Supporting areas with low performance, to improve equity of access in the borough.</p> <p>Continued monitoring and evaluation of outcomes through performance data analysis and preparation of audit reports.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Green	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	Since the start of this initiative in January 2016, 263 individuals have been tested as a preventative measure. Eight people were found positive of sexually transmitted infections including HIV. Most of these were HIV early diagnoses which suggest that this programme is proving effective and meeting the outcome indicator of reducing late to very late diagnoses stipulated by Public Health England.	Evaluation will be carried out during the next quarter with findings available in February 2017. Focus of the next phase, depending on the outcomes of the evaluation, will be targeting those 'at risk' groups of individuals.
		Green	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	The Dementia Hub had an agreed 'phased in' approach between July and October 2016. The service is now fully operational and has received 308 referrals (176 service users and 132 carers).	<p>The Dementia Hub's performance will continue to be monitored quarterly with the providers being supported to ensure that they target staff training where needed.</p> <p>The impact of the hub is being measured together with the CCG and the first monitoring report will be produced at the end of March 2017.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Green	Work with Health partners to ensure service users are supported to regain their independence at home following a hospital stay (reablement, telecare, equipment)	<p>As at October 2016, 191 (90.5%) of the 211 people were still at home 91 days after discharge from hospital into the Reablement service. Additional reablement capacity is supported by a rolling recruitment programme for facilitators.</p> <p>As part of the integrated hospital discharge process, (Transfer of Care Bureau), the Local Authority and Bromley CCG are working together to manage effective, safe, appropriate and timely discharges and the transfer of care for patients who have ongoing needs, and to ensure that joint funding decisions are made as quickly as possible.</p> <p>Mental Health flexible support, when agreed as part of hospital discharge planning, is commissioned through Community Options, maximising opportunities for service users with mental health needs to regain independence, participate in community activities and integrate with their peers, family and local community.</p>	A full review of the Bureau will be carried out in April 2017.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
1.2	People are protected as far as possible from avoidable deaths, disease and injuries	<b>Amber</b>	Develop integrated care with Bromley Clinical Commissioning Group, focusing on self management of long term conditions and early intervention and prevention	<p>A joint commissioning strategy for primary and secondary intervention services was agreed with the CCG Governing Body and Council Executive in September.</p> <p><a href="#">Commissioning Strategy for Primary and Secondary Intervention Services</a></p> <p>The strategy, jointly worked on by commissioners from both the local authority and Bromley Clinical Commissioning Group (BCCG) sets out a framework through which to design a set of Third Sector services that support people in the community to maintain their independence and delay and prevent the need for high cost care packages and early admissions to care homes and/or hospital.</p> <p>The tender for this work was published on 21<sup>st</sup> November 2016 with new services due to be live from April/May 2017.</p>	Dialogue with a preferred provider will take place during January 2017 with a tender award being recommended in February/March 2017.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		<b>Amber</b>	Evaluate operation of the Transfer of Care Bureau, in partnership with the Bromley Clinical Commissioning Group, and agree future operating arrangements	Arrangements for operation of the bureau during the winter period have been agreed as part of the system wide Winter Plan which is supported by the Better Care fund. The plan involves all health providers as well as social care.  <a href="#">Better Care Fund 2016/17 Performance update</a>	Between December 2016 and March 2017, the focus will be on monitoring that the actions agreed in the plan are having a positive effect on hospital activity and discharges. Performance is monitored on a daily basis to ensure that issues are escalated in a timely manner. A full review of the bureau will be carried out post winter (April 2017), with recommendations for future management arrangements.
1.3	The health needs of the local population are understood, and people are encouraged to adopt healthy lifestyles	<b>Amber (Central Government Delay)</b>	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	Guidance from the Department of Health and Department for Local Communities and Local Government is still awaited. In the meantime, the Council continues to plan services locally in conjunction with the CCG where relevant.	Focus will be on progressing the joint projects agreed as part of the Better Care Fund programme. First monitoring report (second quarter) submitted to Health and Wellbeing Board 1 <sup>st</sup> December.  <a href="#">Better Care Fund 2016/17 Performance update</a>
		<b>Green</b>	Review the market position statement to ensure that it continues to reflect local need	The Market Position Statement will be reviewed in light of the new guidance issued by the Department of Health in November 2016.	Revised Market Position Statement to be published by the end of March 2017 ensuring that it addresses the priority areas for the Council and identifies key commissioning intentions.

We will measure this achievement by:		Target 2016/17	Outturn
1.	<b>ASCOF 1b:</b> The proportion of people who use services who have control over their daily lives (%)  (Collected via annual user survey)	72	Annual Indicator Outturn available Quarter Two 2017/18
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 (%)  (Collected via annual user survey)	45	Annual Indicator Outturn available Quarter Two 2017/18
3.	<b>ASCOF 1I(2):</b> The proportion of carers who reported that they had as much social contact as they would like (%)  (Collected via biennial user survey)	40	Biennial Indicator Outturn available Quarter Two 2017/18
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 (%)	90	90.5% (191/211) October
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 (%)	70	50.5% (92/181) October

## **Priority Outcome 2**

**Fulfilling our duty of care to ensure the health, wellbeing and achievements of our vulnerable children. As at the end of November, one of six actions being progressed during the first half of the year is on track with five actions requiring more work in the next half year.**

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
2.1	Vulnerable children and families are identified and supported at the earliest opportunity	<b>Amber</b>	Deliver the required improvements as set out in the agreed Children's Service Improvement Plan	<p>Progress made during May to September 2016 was reported to Care Services PDS on 6<sup>th</sup> December 2016.</p> <p><a href="#">Children's Services Improvement Plan Update Covering Report (6th Dec)</a></p> <p><a href="#">Children's Services Improvement Plan Monitoring Report (6th Dec)</a></p> <p>Of the 69 actions which were to be started or completed during the period, 28 have been completed on time, 35 are being progressed and six have not progressed.</p> <p>The focus for early actions has been to improve standards related to immediate safeguarding risks. This has included recruitment of additional staff and recruitment to key positions, the introduction of new tools, training and support for front line staff.</p>	<p>Improving governance and monitoring arrangements to provide sharper focus on action delivery and quality including regular reports to Care Services PDS.</p> <p>Refinement of the dataset underpinning the Children's Services Improvement Plan to enable reporting of key indicators to Members. This will be supported by a series of sessions for Members (commencing 12<sup>th</sup> January)</p> <p>The service will continue to progress changes to practice and performance as outlined in the Children's Services Improvement Plan 2016/17. The focus remains on improving practice standards in early help, Legal, Children Looked After and Care Leavers.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Amber	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	<p>The service has introduced a new schedule of auditing and practice improvement activity which includes a monthly auditing programme to inform senior management about the quality of practice, including assessments. Case auditing commenced in October 2016 with a cohort of 51 cases.</p> <p>Staff have attended a range of training courses including core principles of good practice. Further training is scheduled to take place between January and March 2017.</p> <p>Line managers have introduced a number of tracking and monitoring arrangements reviewing standards of practice.</p> <p>Support for Members in their role as Corporate Parents has been provided through an updated training programme with 'Early Intervention and Family Support' essential training for the Lead Member and Care Services PDS Members delivered on 13<sup>th</sup> October.</p>	<p>Recruitment to key posts as identified in Care Services PDS Report CS 17089 on this agenda.</p> <p>Continued reduction in caseload size.</p> <p>Continued focus on improving practice through</p> <ul style="list-style-type: none"> <li>- Practice standards</li> <li>- Training</li> <li>- Real time practice audits</li> <li>- Increased management oversight</li> </ul>



No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Amber	Explore opportunities for more integrated working between Health Visiting, and Early Intervention and Family Support, to strengthen early help intervention for vulnerable families	<p>Information sharing agreement set up and signed between Bromley Healthcare and the London Borough of Bromley. Meeting scheduled for January 2017 to progress.</p> <p>Reporting set up to inform Health Visiting service of referrals into Early Intervention and Family Support.</p> <p>Awareness raising presentations delivered at all five 'Safeguarding Practice Leads for GPs' training days between April and October 2016.</p> <p>Referrals from Health Visitors increased between April and November 2016 when compared with the same time period last year (56 referrals April to November 2016 compared with 37 referrals in April to November 2015).</p>	<p>Establishing data to be shared, the process to automate this and to commence data sharing.</p> <p>Using the shared data to increase and improve 'targeting' vulnerable families.</p> <p>Continuing to increase referrals into Early Intervention and Family Support from Health Visitors and other health professionals.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Amber	<p>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</p>	<p>‘Signs of Safety’ model incorporated into a new assessment process within Early Intervention and Family Support that is tailored to the Tackling Troubled Families programme.</p> <p>650 families have had direct family support (Family Support Parenting Practitioner team) between April and November 2016 (604 between April and November 2015).</p> <p>On average, 90% of cases meet the Tackling Troubled Families criteria and are counted as Tackling Troubled Families cases.</p> <p>88 Troubled Family claims were made in September 2016 equating to £158,400, including an attachment fee of £1,000 per family.</p> <p>Purchased and introduced ‘Experian Mosaic’ to support identification and proactively ‘target groups’ in order to intervene earlier.</p>	<p>Redefining ‘reach areas’ for the Children and Family Centres, identifying who the current target groups should be, based on published data and using Mosaic, to focus resources and intervene earlier.</p> <p>Building a new reporting model following the introduction of the new database in June 2016.</p> <p>Publishing a new Performance Digest for Early Intervention including both performance and intelligence reporting.</p> <p>Working with Probation Services (CRC – Community Rehabilitation Company) once they have completed their configuration in Spring 2017 to target families with lower levels of offending behaviour.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Green	Through effective use of the Common Assessment Framework (CAF) and 'Signs of Safety' model, improve support to children and families at an early stage, thereby reducing the need for statutory services	<p>Signs of Safety model incorporated into the Common Assessment Framework (CAF).</p> <p>Between April and November 2016, 13 delegates were trained in 'Early Help: Understanding and Using the Common Assessment Framework' enabling them to understand local CAF arrangements and how agencies will work together at an early preventative stage of intervention.</p> <p>Signs of Safety training sessions have been held for some partner agencies with further work being scheduled to train those who have not attended.</p> <p>Introduced a new Signs of Safety Team Around the Child meeting minutes template.</p> <p>Created a new 'Frequently Asked Questions' section on Bromley.gov.uk to support agencies to complete the Common Assessment Framework.</p> <p>634 children have had a Common Assessment Framework opened between April and November 2016 compared with 474 between April and November 2015.</p>	<p>Two further courses are planned (December 2016 and January 2017) training up to 36 delegates.</p> <p>Embedding the Troubled Families framework with the Common Assessment Framework.</p> <p>Continuing to increase the submission of Common Assessment Frameworks by Health Visitors and other health professionals.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
2.2	Children and young people are safeguarded and protected from harm, and are kept safe from bullying or crime	Amber	<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>	<p>Children's Social Care has been working alongside other departments and partner agencies to progress joint initiatives and actions. This has included a joint agency working partnership, which has met four times and is led by the Police, to focus on children at risk of sexual exploitation/missing, and gangs. Interim arrangements include resourcing an administrator to co-ordinate a centralised intelligence data list of children at risk. The service will be recruiting a qualified practitioner to work as a Child Sexual Exploitation (CSE) Missing Co-ordinator to progress this work area. Intelligence is being shared between Children's Social Care and Education to ensure that children and young people at risk are flagged up.</p>	<p>Child Sexual Exploitation (CSE)/ Missing unit will be set up from January including</p> <ul style="list-style-type: none"> <li>- Children's Social Care,</li> <li>- Police,</li> <li>- Targeted commissioned services.</li> </ul> <p>Child Sexual Exploitation (CSE) Missing Co-ordinator to be recruited.</p> <p>New Missing referral pathway to be launched.</p> <p>Child Sexual Exploitation Risk Assessment Tool and Multi Agency Protocol/Multi Agency Sexual Exploitation Terms of Reference to be refreshed</p>

We will measure this achievement by:		Target 2016/17	Outturn (November 2016)
1.	Number of families attached to the Tackling Troubled Families Programme in Year Two of Phase Two (Five Year Phase)	388	234 (60%)
2.	Number of children supported through an early help Common Assessment Framework (CAF) Assessment	>800	457 cases closed to CAF excluding those closed due to the case already being open to Children's Social Care
3.	Percentage of Social Work assessments completed within 45 days	81%	67.5%
4.	Percentage of Child Protection reviews held within timescale	100%	99.7%
A full dataset is being developed as part of the 'Child Sexual Exploitation and Missing' task and finish group.			

**Priority Outcome 3**

Provide the best possible service to deliver appropriate support to all children and young people. As at the end of November, eight out of ten actions being progressed during the first half of the year are on track with two actions requiring more work in the next half year.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
3.1	Vulnerable children and young people are encouraged to have high aspirations for their future	<b>N/A</b>	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	This action is to be progressed during 2017.	Review of partnership arrangements will commence in April 2017. This review will inform further workstreams and include timescales to develop the plan.
		<b>Amber</b>	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	<p>The service has introduced a new schedule of auditing and practice improvement activity which includes a monthly auditing programme to inform senior management about the quality of practice, including assessments. Case auditing commenced in October 2016 with a cohort of 51 cases.</p> <p>Staff have attended a range of training courses including core principles of gapped practice. Further training is scheduled to take place between January and March 2017.</p> <p>Line managers have introduced a number of tracking and monitoring arrangements reviewing standards of practice.</p>	A range of practice standards briefing notes are being produced and will be circulated to staff to facilitate minimum working standards.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Green	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	A cross departmental working group (Education, Children’s Social Care, Virtual School, Leaving Care, Youth Offending, Bromley Youth Support Service and Education Welfare and Business Partnership) has been established to produce an overarching young person’s participation strategy and action plan, which will identify support required for young people to participate in education, employment or training.	Through the Bromley Education Partnership, Youth Employment Scheme (Phase 3 – two year period), deliver 100 work related learning opportunities (to be prioritised for vulnerable groups including Children Looked After), including:- <ul style="list-style-type: none"> <li>- Work place visits/work experience</li> <li>- Employability workshops (CV, research and Interviews)</li> <li>- Volunteering opportunities</li> <li>- Vocational taster sessions</li> <li>- Employer talks/career ideas</li> <li>- 1:1 mentoring</li> </ul>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Green	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	<p>Work continues to ensure that children and young people looked after by the London Borough of Bromley have access to appropriate high quality education provision.</p> <p>Working with social workers, carers, designated teachers and Head Teachers, high academic expectations are championed through ambitious and challenging personal education plans.</p> <p>Academic progress of children and young people in care is monitored and recorded to ensure progress in line with National expectations.</p> <p>Education provision and expectations for children, especially those with disabilities, who are working below the level of assessment and/or age related expectation, are monitored closely.</p> <p>Training is delivered to raise awareness of the importance of education for children in care, inform of changes to statutory guidance, provide clarity of roles and responsibilities for key professionals and share good practice.</p>	Monitoring that the actions agreed in the Virtual School Development Plan are having a positive effect on the educational outcomes for children in care.



No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
				<p>Work with partner agencies ensures continuity of schooling for children in care. Support and challenge is provided to schools and other education providers to promote stability and success for children. Additional, personalised support is delivered through access to advice and guidance, 1:1 tuition and additional resources whenever need is identified.</p>	

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
3.2	Children and young people are supported to achieve their maximum potential	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>The Social Care Innovation project (SCIF) has continued to develop an easy access model for the purpose of short break assessment. A significant focus of the project is to promote family resilience and to signpost to local services.</p> <p>The range of short breaks has improved as a result of work undertaken to expand the Local Offer area of Bromley MyLife with a range of previously unused short break providers now included.</p> <p>Bromley Mencap has enhanced their sitting service to include opportunity for overnight provision within childminders' homes.</p>	<p>The short break providers in boroughs bordering Bromley will be added to the Local Offer information on Bromley MyLife which will better serve the population living on the borough periphery.</p> <p>The Social Care Innovation project by way of short breaks, information, advice and guidance, will result in support being provided in a more timely and outcome focused way.</p> <p>A framework agreement of short break providers will be tendered in December 2016 which will give greater choice to parents and carers.</p> <p>A second wave of innovation funding has been applied for which, if successful, should enable a focused project to commence in January 2017 aimed at improving life chances for disabled young people aged 14 and over.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Green	Support young disabled adults to travel independently through the continuation of a travel training programme	<p>The travel training programme is planned to work with 40 pupils during the 2016/17 academic year who are currently in receipt of travel assistance.</p> <p>The independence which pupils gain from the training will allow them to access education, employment and social opportunities with greater confidence.</p>	Continuation of training for cohort of pupils identified for 2016/17 academic year.
		Green	Provide an integrated pathway for children and young people, and their families, ensuring a smooth transition to the new Special Educational Needs and Disabilities framework	<p>Local Offer refreshed September 2016 and published on Bromley MyLife <a href="https://bromley.mylifeportal.co.uk/localoffer/">https://bromley.mylifeportal.co.uk/localoffer/</a></p> <p>Over 50% of Special Educational Needs statements in the statutory specified groups converted to Education, Health and Care Plans.</p>	

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
3.3	Children and young people are supported to access opportunities for positive activities and encouraged to have happy and healthy lifestyles	Green	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	The Early Permanency Panel, a forum for senior managers to review and monitor the quality of work and decision making being made by social workers has met six times since July 2016. Between July and October 2016, the panel has considered plans for 36 children, representing 12.5% of the Children Looked After population for that period. In one third (12) of these cases, recommended actions were completed within two weeks of the meeting. A further 41% (15) of cases completed actions within four weeks.	

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Amber	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	<p>As at November 2016, 6 new foster carer units have been approved.</p> <p>Recruitment of foster carers, particularly carers for adolescents, siblings and BME children remains challenging.</p> <p>The 'Foster for Bromley' section of Bromley MyLife has been redesigned and enhanced  <a href="https://bromley.mylifeportal.co.uk/fosterforbromley/">https://bromley.mylifeportal.co.uk/fosterforbromley/</a></p> <p>Online form launched for members of the public to initiate contact should they be interested in becoming a foster carer so that a time can be arranged for a member of the fostering team to call them back.</p>	Fostering 'Meet the Team' events are scheduled for 14 <sup>th</sup> December, 11 <sup>th</sup> January, 15 <sup>th</sup> February and 15 <sup>th</sup> March.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Green	Establish how fostering services are best delivered	<p>A review of the Fostering service was undertaken in Spring/Summer 2016 to ensure that it provided best value and to consider the best delivery options of an in house service.</p> <p>The recommendations from the report were for the sustainability and growth of the in house Fostering service, which provides the most cost effective placement options for children needing foster care.</p>	A review of the process for recruiting new carers has been undertaken and a proposal to externalise the recruitment process will be market tested in early 2017.
		Green	Ensure quality of care and value for money of commissioned Children Looked After placements through a programme of continual review	<p>All placements made with Independent Fostering Agencies (IFA) and children's homes are kept under review at quarterly meetings to ensure that the needs of the child continue to be met and that any outcomes identified at the start of the placement are achieved or on track and to agree any exit strategies.</p> <p>A review of all externally commissioned placements has been undertaken to ensure that joint funding arrangements are in place wherever appropriate.</p>	Following a review of emergency and 'placement to assess' arrangements, a contract for a number of residential placements is being proposed to the Commissioning Board with a view to implementing a block contracting arrangement by the Summer of 2017. It is considered that this will provide the opportunity to keep young people in Borough or closer to home and facilitate potential rehabilitation home where appropriate.

We will measure this achievement by:		Target 2016/17	Outturn (November 2016)
1.	Percentage of Care Leavers (age 17-21), in Education, Employment or Training	50%	41.5%
2.	Percentage of Care Leavers (age 18-21) in Higher Education	8%	2.2%
3.	Number of children currently in care proceedings	N/A	N/A
4.	Average number of weeks in care proceedings (per family)	26	N/A
5.	Number of newly approved foster carer households	22	6
6.	Number of newly approved adopters	15	5
7.	Number and percentage of children ceasing to be Looked After who are adopted	N/A	16 (13.4%)
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)	426	632.7
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)	121	237.6
10.	Percentage of children who wait less than 15 months between entering care and moving in with their adoptive family (3 year average)	50%	44.3%

#### **Priority Outcome 4**

**Ensure the provision of high quality locally relevant information and advice about care and support need to enable choice and control. As at the end of November, seven out of eight actions being progressed during the first half of the year are on track with one action requiring more work in the next half year.**

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
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	Green	Enable residents to manage their care and support needs through the provision of a good quality co-ordinated information and advice service	<p>The Bromley MyLife website <a href="https://bromley.mylifeportal.co.uk">https://bromley.mylifeportal.co.uk</a> supports people to make informed choices about their life by providing trusted advice across social care, health, learning and community support. It details services available in the local area and how to access them.</p> <p>Enhancements made during 2016 include the addition of an Adult Learning section, <a href="https://bromley.mylifeportal.co.uk/adultlearning/">https://bromley.mylifeportal.co.uk/adultlearning/</a></p> <p>and the redesign and relaunch of the 'Caring for someone' section which includes information on having a break from caring, <a href="https://bromley.mylifeportal.co.uk/carers/">https://bromley.mylifeportal.co.uk/carers/</a></p> <p>The Bromley Care and Support Directory 2016/17 <a href="https://bromley.mylifeportal.co.uk/careandsupportdirectory/">https://bromley.mylifeportal.co.uk/careandsupportdirectory/</a> is the comprehensive guide to choosing and paying for care, providing information about community support, residential and nursing care options that are available in Bromley.</p>	<p>Drafting the Bromley Care and Support Directory for 2017/18 ensuring it meets the needs of service users, carers and professionals.</p> <p>Through the Primary and Secondary Intervention joint Commissioning Strategy, support vulnerable residents in the community to maintain their independence and delay or prevent the need for high cost care packages and early admissions to care homes or hospital.</p>



No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Green	<p>In partnership with the voluntary sector:-</p> <ul style="list-style-type: none"> <li>-raise awareness of social isolation, specifically the link with the increased risk of abuse</li> <li>-share good practice on identifying groups of people who may be socially isolated and also particularly vulnerable to abuse,</li> </ul> <p>through the adult stakeholder conference (November 2016) and awareness campaign</p>	<p>The Adult Services Stakeholder conference held on 23<sup>rd</sup> November 2016 addressed the theme of ‘Tackling Social Isolation’. The half day conference was attended by over 90 service users, carers and professionals who took part in workshops and received presentations on areas such as ‘Social Isolation and Doorstep Fraud’ and ‘Tackling Social Isolation in Bromley’s Housing Developments’.</p>	<p>Creation of post conference action plan.</p> <p>Working with conference delegates to support instigation of their identified promises and commitments to tackle social isolation.</p> <p>Working with the Health and Wellbeing Board to develop a co-ordinated campaign for Bromley.</p>
		Green	<p>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</p>	<p>The action plan developed from the output of the Adult Stakeholder conference ‘Tackling Social Isolation’, will form the basis of enhancements made to the content of the Bromley MyLife website prior to the end of the 2016/17 financial year.</p>	

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
4.2	People know the choices available locally to support them to maintain independence and who to contact when they need help	Green	<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>	<p>Standardised information is currently provided through the eight sections on Bromley MyLife (adoption, adults, carers, disabled children, families, fostering, healthy lives and learning).</p> <p>Development of an online tool to enable members of the public to refine their searches still further will commence in quarter four, signposting people to the most appropriate place to meet their care and support needs should they not be eligible under the Care and Support (Eligibility Criteria) regulations.</p>	
		Green	<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>	<p>During October 2016, the online reporting forms went live on the Bromley MyLife web site for members of the public to inform the Local Authority should they be concerned about an adult being at risk of abuse <a href="https://bromley.mylifeportal.co.uk/reportabuse/">https://bromley.mylifeportal.co.uk/reportabuse/</a></p> <p>A test form has been developed as part of the Disabled Children’s Team Social Care Innovation fund for short breaks. This has been tested by 13 parents, carers and professionals.</p> <p>Work is under way to develop an online referral form to Adult Social Care for professionals and members of the public.</p>	<p>Implement the Adult Social Care referral form to Adult Social Care for professionals and members of the public.</p> <p>Develop a live form and business process for the Disabled Children’s Team Short Breaks assessment.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Amber	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>Core Assessment of Need form for Mental Health (Oxleas) revised and implemented August 2016 taking account of the requirements of the Care Act.</p> <p>Carers Assessment form revised February 2016 and tested with the voluntary sector. Feedback has led to further refinement and a requirement to test with a wider audience.</p>	Implementing revised Initial Assessment form.
		Green	Establish, through market testing, who is best placed to deliver Extra Care Housing services and Carelink	<p>Extra Care Housing is an active tender with outcomes to be presented to Members in March 2017.</p> <p>The outcome of the CareLink market testing was presented to the Executive on 15th November 2016.</p> <p><a href="#">Carelink (including Telecare) service update 15th November 2016</a></p>	<p>Work planned for Quarter Four will be dependent on the outcome of the tenders. If a contract award is proposed for Extra Care Housing, this will result in a staff consultation during January 2017.</p> <p>Subject to receiving Member agreement to the CareLink recommendation, the tender for the supply of equipment will be carried out between January and March 2017.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
4.3	People seeking help from Care Services receive advice, guidance and services swiftly	Green	<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>	<p>The adult safeguarding training strategy provides training at six levels, linked to building competence at each stage in the safeguarding process. The programme aims to equip lead agency care managers and staff of statutory health partner agencies with training which develops their knowledge of safeguarding procedures and provides them with the understanding and skills to demonstrate good practice in undertaking safeguarding investigations.</p> <p>Between April and November 2016, the following multi agency training has been undertaken.</p> <ul style="list-style-type: none"> <li>• 2,493 people from the London Borough of Bromley and partner agencies have completed a module of the Care Act training, building a workforce with the knowledge and skills to support wellbeing, meet the aspirations of those in need of services and ensure effective safeguarding for everyone who is vulnerable.</li> <li>• A pilot ‘Managing Adults at Risk Process for Service Managers’ two day course was held in September training 11 delegates.</li> <li>• Four half day courses ‘Safeguarding Adults Level 1 – Awareness and Reporting’ have been held training 97 delegates</li> <li>•</li> </ul>	<p>A further three courses are planned for between now and the end of March 2017 training up to sixty delegates.</p> <p>Two additional courses are scheduled for February 2017.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
				<ul style="list-style-type: none"> <li>Pilot 'Enquiry Skills Level 3' two day course was held in October with further courses held in October and November training 23 people.</li> </ul>	Three courses are planned for between now and the end of March 2017 training up to 60 delegates.

We will measure this achievement by:		Target 2016/17	Outturn
1.	<b>ASCOF 3d(1):</b> Proportion of people who use services who find it easy to find information about support (%) (Collected via biennial user survey)	75	Biennial Indicator Outturn available Quarter Two 2017/18
2.	<b>ASCOF 3d(2):</b> Proportion of carers who use services who find it easy to find information about support (%) (Collected via biennial user survey)	70	Biennial Indicator Outturn available Quarter Two 2017/18
3.	Number of unique visitors to the MyLife Portal	36,000	29,704 November Increased from 25,528 in the same period for 2015
4.	Total Number of MyLife Portal pages viewed	200,000	135,268 November Increased from 128,859 from the same period for 2015
5.	Average number of MyLife pages viewed per visit	<5.0	3.2 November Reduced from 3.6 in the same period for 2015

**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. As at the end of November, six out of seven actions being progressed during the first half of the year are on track with one action requiring more work in the next half year.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
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	Green	Implement a new commissioning strategy for carers in conjunction with Bromley Clinical Commissioning Group	Residential respite contracts ceased in September 2016 with needs now being met on a Spot purchase basis, widening customer choice and creating better value.	The new respite at home contract for people with dementia was tendered in October 2016. Implementation will take place following contract award sign off by Executive in January 2017 with a contract start date of 1 <sup>st</sup> April 2017.
		Amber	Introduce a revised respite offer for older people and their carers in consideration of usage over the last two years	A joint commissioning strategy for primary and secondary intervention services, including the revised respite offer for carers, was agreed with the CCG Governing Body and Council Executive in September.  The tender for this work was published on 21 <sup>st</sup> November 2016 with new services due to be live from April/May 2017.	Dialogue with a preferred provider will take place during January 2017 with a tender award being recommended in February/March 2017.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
5.2	Service user and carer views and experiences are gathered to help inform service developments, and concerns are responded to quickly and efficiently	Green	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	<p>New Quality Assurance and Performance Officer has taken up post eliciting feedback on service user experience. This enables Council Officers to challenge providers where poor practice is identified.</p> <p>Compliance officers review the results and actions from Providers Service User Questionnaires, ensuring that these are incorporated into plans where appropriate.</p> <p>Quality Checkers Team provides assistance with accessing views of service users with Learning Disabilities.</p>	Ensuring that feedback from all contracts is analysed and forwarded to Commissioners.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
5.3	Care service standards are regularly reviewed to ensure delivery of quality services	Green	Encourage customers to share their experiences of our services through compliments and complaints, using the lessons learnt to improve service delivery	<p>The Bromley MyLife 'Complaints, Comments and Feedback' page <a href="https://bromley.mylifeportal.co.uk/complaints-comments-feedback.aspx">https://bromley.mylifeportal.co.uk/complaints-comments-feedback.aspx</a></p> <p>enables service users to give feedback/comments about the service that they have received.</p> <p>Learning from detailed analysis of feedback forms the basis of training and is incorporated into plans where appropriate.</p>	<p>Working with service departments to establish lessons to 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>These are published on an annual basis in the <a href="#">Annual Compliments, Comments and Complaints Report 2015/16</a></p>
		Green	Review the provider training programme to ensure that it reflects the priorities identified through contract compliance activity	<p>The Provider Training Programme is subject to constant review, with courses quality assured to ensure that requirements are fully met.</p> <p>Provider training needs are a standing item at the Provider Forum.</p>	Review of medication and Deprivation of Liberty Safeguards (DoLS)/Mental Capacity Act training.
		Green	Work with the Bromley Clinical Commissioning Group to introduce a programme of health support for care homes and extra care housing	The London Borough of Bromley has been involved in the development of the new proposals for the Visiting Medical Officer (VMO) service which are currently being considered by the CCG.	Development of proposals for additional support to care homes in conjunction with the CCG. The project is currently being scoped by a joint commissioning officer. The project brief will be agreed by LBB and the CCG in January 2017.



No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
5.4	Everyone enjoys physical safety and feels secure	Green	<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>	<p>Trading Standards addressed approx. 50 delegates at the ‘Speaking up Group’ for adults with learning disabilities, providing information in an easy read format. The presentation looked at how to stay safe in the home, on the internet and how to spot scams. A similar presentation was given to a smaller group of adults living in sheltered accommodation in Penge and a training and awareness session has been delivered to the Kent Association of the Blind.</p> <p>Three sessions delivered in ‘Protecting the Elderly and Vulnerable from Scams and Doorstep crime’ (covering Hoarding) between June and September 2016 training 38 delegates including those who have care responsibilities for adults with learning difficulties. Additional bespoke training has been delivered to 25 teams across the safeguarding network.</p>	<p>Working with Mencap in the ‘Step Forward’ programme.</p> <p>Providing training to Age UK Care Navigators as part of the Age UK Integrated Care Model proactive and frailty pathways.</p> <p>A Trading Standards officer will be attending an Easy Read training course to help develop the presentations and literature handed out to ensure that it is accessible.</p> <p>Ten community talks planned although this number is likely to increase.</p> <p>Proactive targeting of care services providers, community groups and other partners to deliver awareness raising sessions on financial scamming against vulnerable adults.</p> <p>Three more sessions are planned before the end of the financial year.</p> <p>Modern Day Slavery E Learning on schedule to be rolled out in Quarter Four 2016/17.</p>

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
				<p>Stakeholder conference engagement has included a workshop on ‘financial abuse against older or vulnerable people’ at the Adult Safeguarding Conference in September 2016 and a Social Isolation presentation to the Adult Stakeholder conference in November 2016.</p> <p>80 training awareness/training sessions have been delivered by Trading Standards to partners and groups within the community attended by 1,944 people. Talks to all groups focus on the community responsibility for safeguarding vulnerable adults, and delegates are requested to share what they learn with colleagues, clients and family.</p> <p>Two ‘Home Fire Initiative Awareness’ courses delivered by the London Fire Brigade (recognising when service users are at increased risk in the event of a fire because of risk factors including hoarding) to 27 delegates.</p>	

We will measure this achievement by:		Target 2016/17	Outturn
1.	<b>ASCOF 4a:</b> Proportion of people who use services who feel safe (%) (Collected via annual user survey)	68	Annual Indicator Outturn available Quarter Two 2017/18
2.	<b>ASCOF 3b:</b> Overall satisfaction of carers with social services (%) (Collected via biennial user survey)	37	Biennial Indicator Outturn available Quarter Two 2017/18
3.	<b>ASCOF 3c:</b> Proportion of carers who report that they have been included or consulted in discussion about the person they care for (%) (Collected via biennial user survey)	67	Biennial Indicator Outturn available Quarter Two 2017/18
4.	100% of LBB social care staff have the required competency based training to conduct safeguarding duties	100%	93.5% (October)
5.	Number of groups of people with learning disabilities engaged with to raise awareness of financial scamming and doorstep crime	New	4 (November)
6.	Number of people trained to identify and prevent hoarding and self neglect, and modern day slavery	New	65 (November)

**Priority Outcome 6**

People experiencing housing difficulties are assisted with advice and support aimed at maintaining or securing a home and avoiding crisis. As at the end of November, nine out of thirteen actions being progressed during the first half of the year are on track with four actions requiring more work in the next half year.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
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	Green	Maximise the level of homeless prevention through increased targeted early intervention and support	<p>During the first half of 2016, 964 households were assisted to remain either in their own home or secure alternative privately rented accommodation.</p> <p>A new Early Intervention Team has been set up using the grant funding awarded earlier this year to pilot early intervention prevention options. This has focused on the main causes of homelessness and in particular eviction from the private rented sector.</p>	Developing the early intervention pilot focusing on parental/family/friends exclusions and eviction from the private rented sector.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Amber	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	<p>Close work has taken place between Housing and the DWP to prepare for the next tranche of welfare reform, in particular the commencement of Universal Credit roll out and the lowering of the benefit caps.</p> <p>Work has been undertaken to raise awareness and make contact to advise and support those affected by the Benefit Cap and identified as most at risk of homelessness. During the first half of 2016/17, the team worked with 191 households affected by Welfare Reform.</p> <p>Work is still ongoing with the DWP to embed the new procedures and ensure that Universal Credit housing element payments are received to prevent arrears.</p>	<p>Embedding the new procedures and ensuring managed payments are received for households in temporary accommodation receiving Universal Credit.</p> <p>Commence preparation for the wider roll out of Universal Credit.</p> <p>Continue to support those households now falling into or receiving larger Benefit Cap deductions.</p>
		Green	Strengthen the level of money advice and work with the credit unit to reduce the level of homelessness occurring as a result of debt	During the first half of the year, the debt advice service provided casework intervention to prevent homelessness for 79 households.	Continue to focus debt and money advice on those households at risk of homelessness due to rent and mortgage arrears.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		<b>Green</b>	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	<p>Zero use of shared Bed and Breakfast accommodation was achieved at the start of the year and continues to be maintained.</p> <p>A health check review of joint working arrangements, prevention services and young people's accommodation has been undertaken and an action plan developed from the recommendations arising.</p>	<p>Continue to ensure zero use of shared facility Bed and Breakfast accommodation.</p> <p>Implement the action plan including the review of the accommodation pathway.</p>
		<b>Amber</b>	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	The health check review undertaken includes young people's accommodation and recommendations arising have been included in the action plan.	<p>Complete the review of the accommodation pathway.</p> <p>Embed the contract with the new providers.</p>
		<b>Amber</b>	Produce and maintain the new London Borough of Bromley Homelessness strategy ensuring that the strategy promotes partnership working to reduce and prevent homelessness	Work has commenced on the housing strategy completing the review stage and gaining partner representation.	Undertaking focus groups and drafting the updated strategy.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
6.2	People are able to access accommodation that is affordable	Amber	Continue to develop partnership working with private sector landlords to:- - assist households to remain in private sector accommodation - maximise access to private sector accommodation	Work has continued with private landlords including a review of the incentives campaign.  During the first half of 2016/17, 87 households have been assisted with advice and support to secure privately rented accommodation. It is, however, becoming increasingly difficult to access the private rented sector due to the increasing affordability gap.	Launch the new publicity campaign and revised Landlords' incentives.
		Green	Work to acquire sufficient levels of decent quality, cost effective accommodation, minimising the use of nightly paid shared accommodation	The number of families in shared accommodation for over six weeks has been reduced by over 60% and progress is on target to achieve zero use by the end of 2016/17.  The refurbishment of Manorfields has been completed and is now fully operational.  More Homes Bromley has been launched with the first properties coming on line in November.	Monitor the progress of the More Homes Bromley initiative to ensure the supply meets the targets of at least 10 properties per month.  Continue to work with leasing scheme partners to increase the available supply of properties.

No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Green	Work innovatively with a range of providers to increase access to a supply of affordable accommodation	<p>Close working arrangements are in place with planners to ensure that housing representation takes place from the pre-application stage onwards to maximise the supply of affordable homes within new development schemes.</p> <p>Close work also continues with housing association partners to explore all potential site opportunities for development.</p>	Continue to work closely with planners to gain affordable housing provision on new build sites and meet the latest guidance.
		Green	Monitor the use and impact of the new Manorfields scheme to ensure that it contributes to reducing the use of Nightly Paid Accommodation	The initial post works completion report and audit confirm that Manorfields is meeting both the financial savings and avoidance of nightly paid accommodation for those households.	Continue to ensure that the scheme meets the business model.
		Green	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	<p>The use of shared facilities for families with dependent children has been reduced by 60%.</p> <p>Zero use was achieved at the start of the year for young people and has been maintained to date.</p>	Continue to reduce the use to achieve zero use by the year end.



No	We aimed to	RAG status	Actions	Half Year Update – end of November 2016	Between December 2016 and June 2017 we are focusing on...
		Green	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	Close working arrangements are in place with planners to ensure that housing representation takes place from the pre-application stage onwards to maximise the supply of affordable homes within new development schemes.	Continue to work closely with planners to gain affordable housing provision on new build sites and meet the latest guidance.
		Green	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	This scheme is now operational with the first properties coming on line in November.	Monitor the progress of the More Homes Bromley initiative to ensure the supply meets the targets of at least 10 properties per month.

We will measure this achievement by:		Target 2016/17	Outturn
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	65%	964 96.2% (481/500) (Q1) 85.9% (483/562) (Q2)
2.	Number of homeless acceptances recorded within the quarter	50%	220 (Q1) 246 (Q2)
3.	Proportion of Homeless Reviews completed within 56 working days	100%	71.4% (Q1) 70% (Q2)
4.	Number of households living in temporary accommodation on the last day of the quarter	-	1,359 (Q2)
5.	Number of households in nightly paid accommodation	500	824 (Q2)
6.	Number of families with dependent children in shared B&B for over 6 weeks	0	4 (Q2)
7.	Number of 16/17 year old in emergency shared nightly paid accommodation (age as at 31st March)	0	0 (Q1) 0 (Q2)