



Adult Social Care, Housing Services and Public Health

FINAL Local Account 2016/17

Encouraging
high
aspirations

Promoting
healthy lives

Protecting the
most
vulnerable

Maximising
independence

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Supporting Independence in Bromley, Our Journey to Excellence

Introduction

Welcome to the seventh edition of Bromley Council's 'Local Account' of Adult Social Care, Housing Services and Public Health, in which we reflect how Bromley is supporting an improved quality of life for people with social care needs.

Geographically, Bromley is the largest London Borough and whilst relatively prosperous, the communities within Bromley differ substantially. People living in the north of the borough contend with similar issues to those found in our neighbouring inner London boroughs such as higher levels of deprivation and disease prevalence, whilst in the South, the borough is comparable with rural Kent.

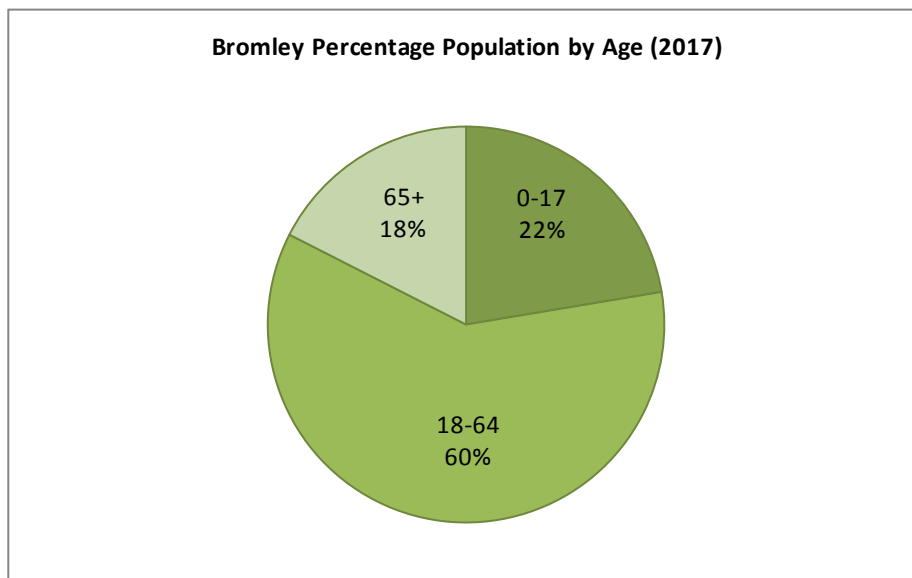
The Education, Care and Health department strives to support its residents to achieve their ambitions; to be safe, to have a decent home where they are well cared for, to thrive socially and emotionally, to live independently and to feel in control of their lives, and to be productive members of the community, all of which underpins the aim of 'Supporting Independence', one of the Council's priorities in Building a Better Bromley. By working with partners, we will ensure that every resident in Bromley needing our support has the right help at the right time to keep them safe and to meet their needs, so that they achieve, thrive and reach their full potential.

Bromley supports over 5,000 adults who have disabilities, mental health problems, learning difficulties, sensory loss or long term conditions, mostly in their own home. We do this through providing information, advice and guidance and, where people have care and support needs, ensuring that these are delivered so that service users can maximise their independence and feel in control of their lives, using Direct Payments as a model of service delivery where viable. Together with Health partners, we focus on wellbeing and prevention to improve health outcomes for the residents of Bromley and encourage residents to adopt healthier, more independent and self reliant lifestyles.

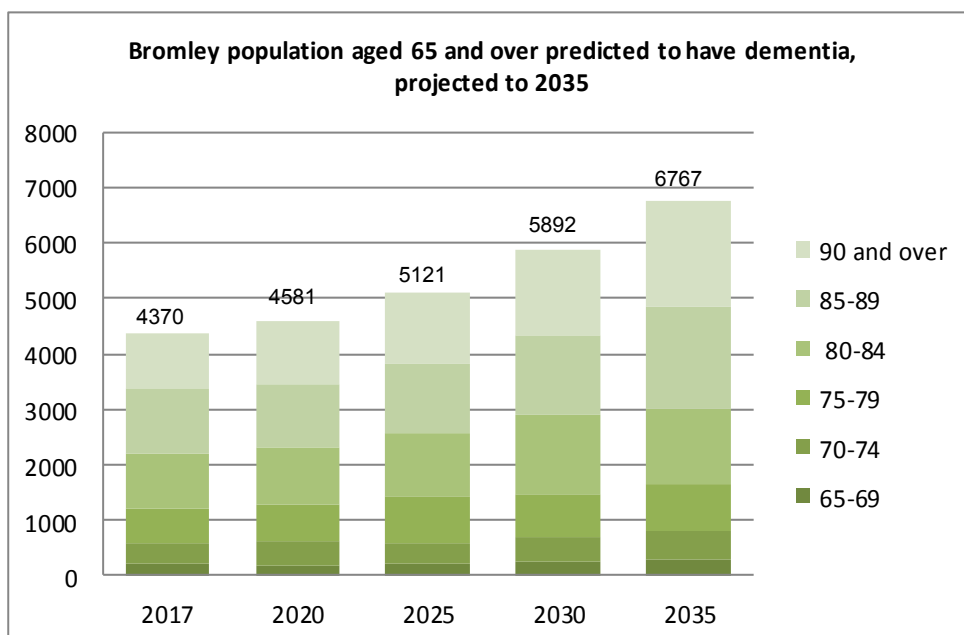
Bromley MyLife is an important online resource <https://bromley.mylifeportal.co.uk/home> which provides information and advice should someone need support or guidance, enabling them to retain their independence. This information is accessible 24 hours a day, 7 days a week. The Adult Social Care Directory for 2017/18 provides valuable information to support individuals and their carers to make informed choices about their life and can be found at <https://bromley.mylifeportal.co.uk/careandsupportdirectory/> or a printed copy can be ordered by calling 01223 207770.

More than 5,500 households approach the Council for housing advice each year. There are currently approx. 1,450 households in temporary accommodation, of which nearly 850 are in forms of nightly paid accommodation. Early impact analysis of extended duties contained within the forthcoming Homeless Reduction Act suggests a potential caseload increase in the region of 40%.

Ensuring excellent service delivery during times of financial uncertainty is key and we are committed to providing high quality services which meet people's individual needs on our Journey to Excellence.



Source: Projecting Older People Population Information System



'Between 2017 and 2025, a 17% increase in the population of older people with dementia is expected'

Source: Projecting Older People Population Information System

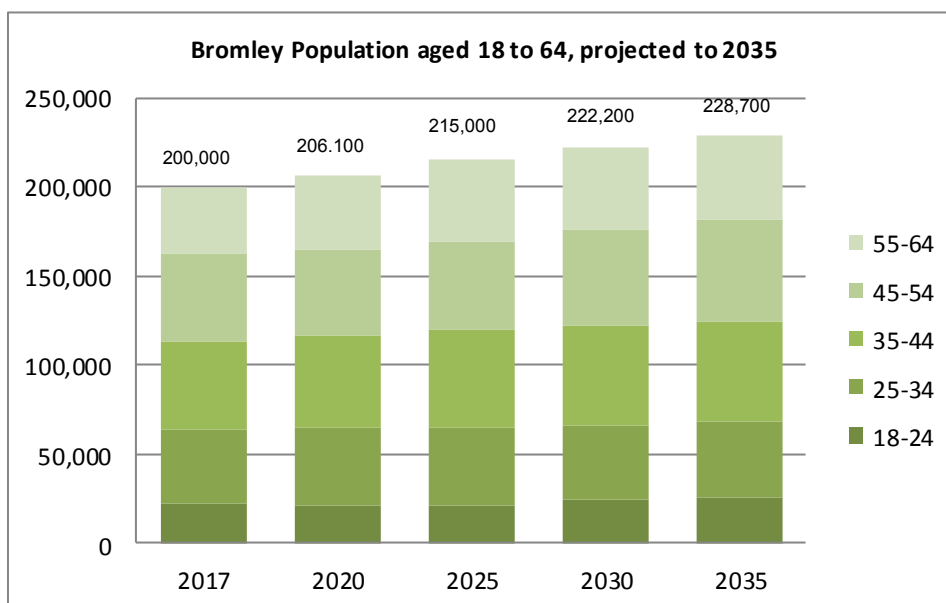
Bromley population aged 65 and over predicted to be admitted to hospital as a result of falls, by age, projected to 2035					
	2017	2020	2025	2030	2035
People aged 65-69 predicted to be admitted to hospital as a result of falls	83	78	89	107	112
People aged 70-74 predicted to be admitted to hospital as a result of falls	134	144	129	147	177
People aged 75 and over admitted to hospital as a result of falls	1,019	1,082	1,266	1,380	1,538
Total population aged 65 and over predicted to be admitted to hospital as a result of falls	1,236	1,304	1,484	1,634	1,827

Source: Projecting Older People Population Information System

The Population of Bromley

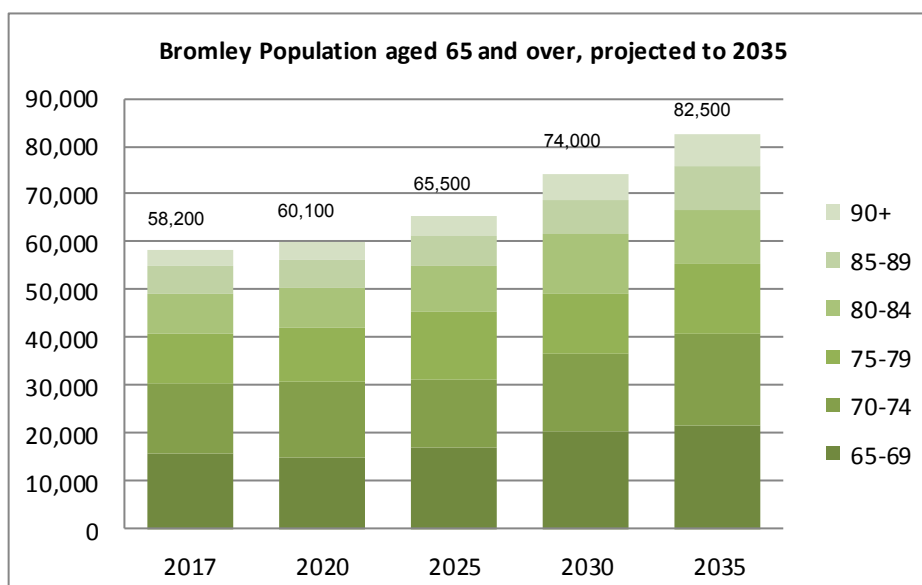
The borough's population in the 2011 Census was 309,400 (2001 Census 295,000). The ONS 2016 mid year estimates indicate a further increase of 18,045 to 327,445.

The borough has experienced an increase in birth rates, with 20,095 0-4 year olds recorded in the 2011 census, an increase of 1,414 on the 2001 census. The ONS 2016 mid year estimates indicate 4,251 births in 2016 compared with 2,552 deaths. Life expectancy is high at 81.4 years for men and 84.9 years for women.



Between 2017 and 2025, an 8% (15,000) increase in the population of adults aged 18-64 is expected

Source: Projecting Adult Needs and Service Information System

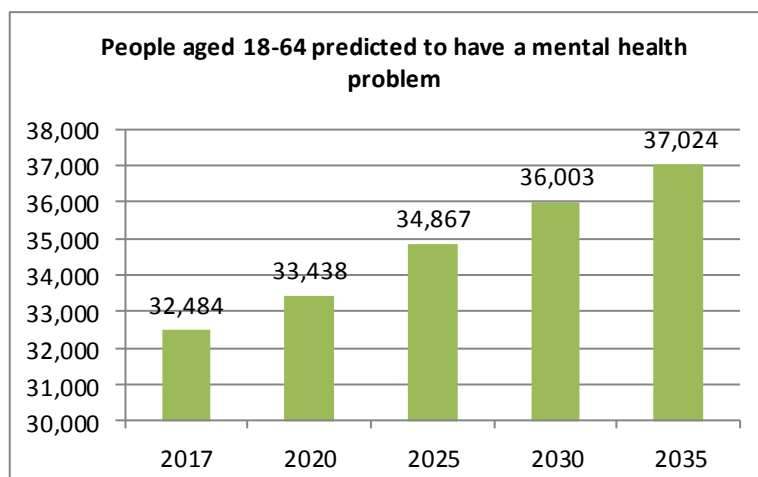


Between 2017 and 2025, a 13% (7,300) increase in the population of adults aged 65 and over is expected

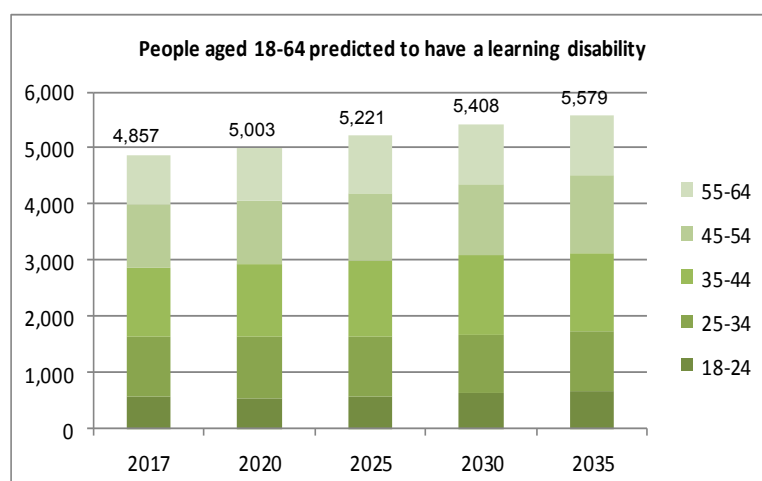
Source: Projecting Older People Population Information System

The Population of Bromley—continued

◆ **Mental Health** — A 7% (2,383) increase in the number of people aged 18-64 having a common mental health disorder is predicted between 2017 and 2025. This equates to 1 in 6 of the adult population of Bromley, compared with the national picture of approximately 1 in 4. 10.7% of people completing the GP patient survey reported that they feel moderately or extremely anxious or depressed. At the more severe end of the spectrum, over 2,500 people in Bromley have been identified by GPs as suffering from serious mental illness.



◆ **Adults with a Learning Disability** — A 7% (364) increase in the total population of adults aged 18 to 64 with a learning disability is predicted between 2017 and 2025.



◆ **Housing** — The current housing market is making it very difficult for people to access affordable and long term accommodation, particularly in the South East. Whilst Bromley has fewer homeless people compared with most other London Boroughs, the rate is higher than the England average. Significant work has been undertaken to progress the level of homelessness prevention work. As a result, 1,919 households received direct help to remain in their own home or secure alternative accommodation. However, the continuing high volume of statutory homelessness and emerging impact of the latest tranche of welfare reform, together with the shortage of affordable accommodation and rising costs of accommodation, have impacted significantly on the number of households in temporary accommodation, exacerbating budgetary pressures.

◆ **Health** — The main causes of death in Bromley remain cardiovascular disease, cancer and respiratory disease, with smoking being a major risk factor in all three. The prevalence of heart disease based on identified cases in Bromley has been declining over the last four years and mortality rates continue to improve. The number of people with diagnosed diabetes has increased over time. In 2014/15 there were 14,493 people on the diabetes register, compared with 4,846 in 2002. This rise in prevalence to 5.40% has particular significance as diabetes is classed as a vascular disease, which is often a precursor to heart disease or stroke. Moreover, it is estimated that there are a further 14,381 adults with undiagnosed and unrecorded diabetes.

Key Priorities for 2016/17

The departmental Portfolio Plan for 2016/17 focused on 'promoting healthy lives; maximising independence; protecting the most vulnerable and being ambitious for all our children and young people'.

The four Care Services Priority Outcomes for adults were:

- ◆ ensuring the provision of **high quality locally relevant information and advice** about care and support need to enable choice and control
- ◆ ensuring 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**
- ◆ with health partners, focus on wellbeing and prevention to **improve health outcomes** for the residents of Bromley
- ◆ people **experiencing housing difficulties** are assisted with advice and support aimed at maintaining or securing a home and **avoiding crisis**

The 2016/17 Portfolio Plan can be found at:-

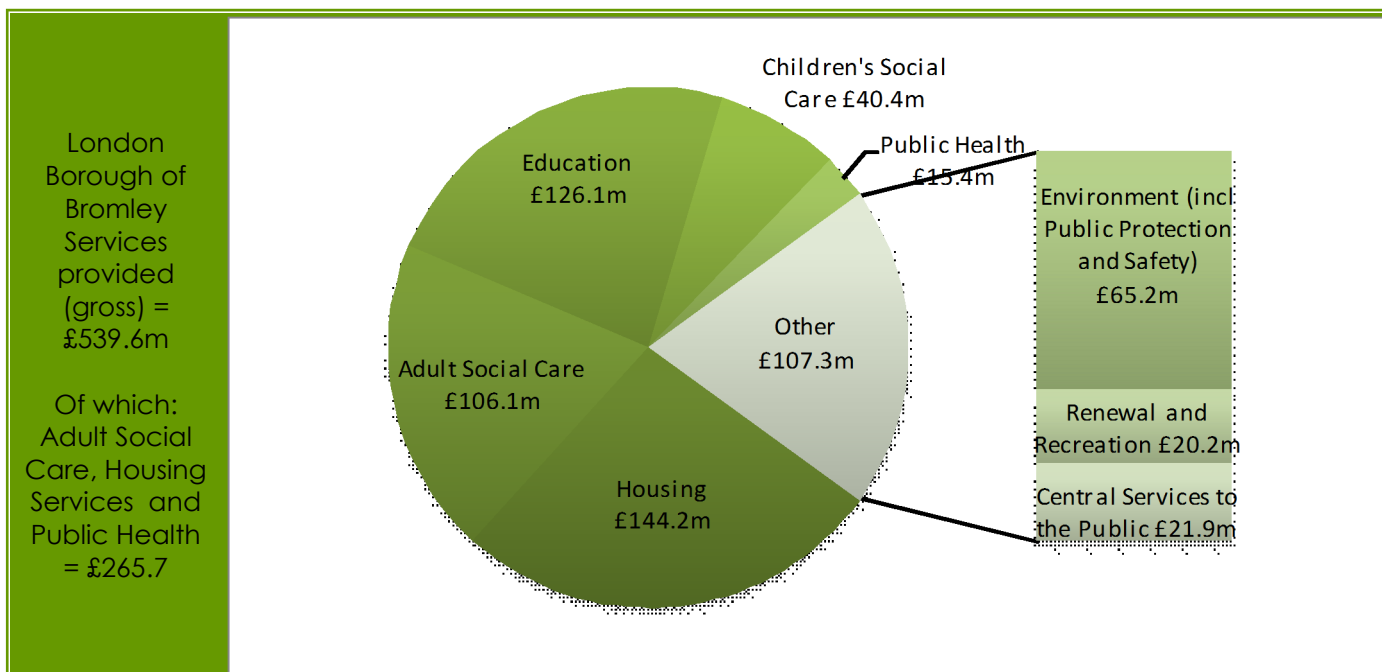
http://www.bromley.gov.uk/downloads/file/1741/care_services_portfolio_plan

and reports on progress against the plan can be found at:-

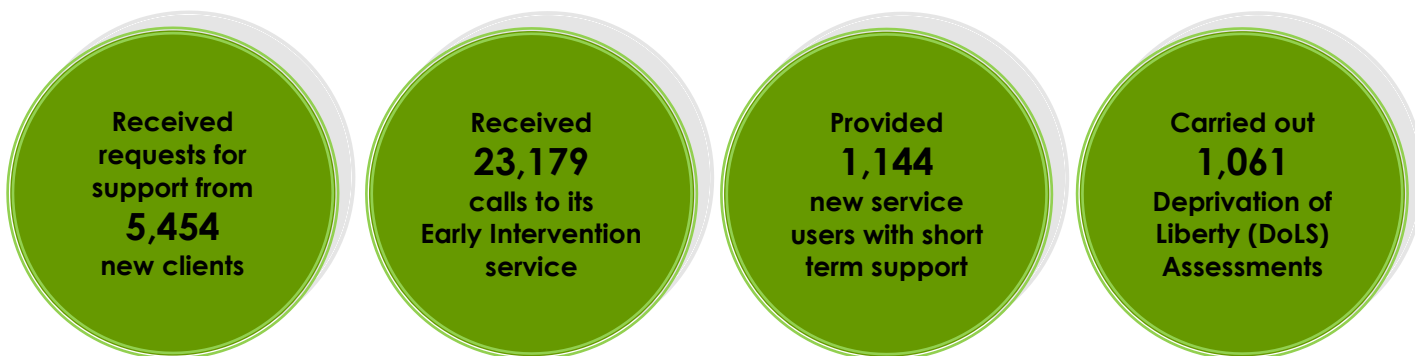
<http://cds.bromley.gov.uk/ieListDocuments.aspx?CId=559&MId=5997>

Expenditure for 2016/17

The London Borough of Bromley's gross 'cost of services' for 2016/17 was £539.6m, with Adult Social Care, Housing Services and Public Health accounting for just under half (£265.7m—49%) of this expenditure.



During 2016/17, adult social care services.....



<p>Support for service users</p> <p>1,450 requests for support were received from new clients aged 18-64</p> <p>4,004 requests for support were received from new clients aged 65+</p> <p>738 18-64 year old new clients were provided with short term support to maximise independence</p> <p>406 65+ new clients were provided with short term support to maximise independence</p> <p>1,719 clients in total aged 18-64 accessed long term support during the year</p> <p>2,795 clients in total aged 65+ accessed long term support during the year</p> <p>Mental Health</p> <p>725 new clients received ongoing low level support of which 710 were aged 18-64</p>	<p>Physical Support (Personal care) needs</p> <p>126 new clients received long term personal care support, of which 114 were aged 65+</p> <p>149 received nursing care as at the year end, of which 136 were aged 65+</p> <p>76 received residential care as at the year end, of which 57 were aged 65+</p> <p>Adults with a Learning Disability</p> <p>1,719 clients aged 18-64 accessed long term support during the year</p> <p>174 received residential care, of which 153 were aged 18-24</p> <p>8 received nursing care, of which 6 were aged 18-24</p>
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Adult social care received fewer complaints this year (267 in 2015/16) whilst helping more people. The main concern for service users was the quality of service. Complaints about domiciliary care agencies were fewer than last year but exactly half were upheld.

Financial issues are a major concern for families and more than a third of disputed decisions involved charges, highlighting the importance of giving people proper and timely information about charges that can apply and the support we can provide.



Adult Social Care and Health—Achievements

Supporting Independence

In 2016/17 we continued to work closely with our partners to support residents of the borough to manage their own lives with the minimum of interference from the Council. Where support was needed, we strove to provide it efficiently, representing value for money, and free from unnecessary bureaucracy and delays. Good examples of this work can be summarised as follows:

- ◆ Launched the Bromley Dementia Support Hub in partnership with the third sector and the NHS Bromley Clinical Commissioning Group (Bromley CCG), providing one stop access to support Bromley residents living with dementia, their friends and carers
 - ◆ Commenced design of a Primary and Secondary Intervention programme to prevent vulnerable residents from going into crisis by providing the necessary ongoing support within the community. The aim is to reduce long term care packages, early admissions to care homes and emergency hospital admissions
 - ◆ Through the Local Authority's Reablement programme and Bromley CCG's commissioned 'step down' beds at Orpington Hospital, intensive short term support was delivered to over 600 people to help them relearn daily skills and regain their confidence to live independently and thus return home from hospital or avoid hospital admission
 - ◆ Implemented new initiatives to give more families the opportunity to access temporary accommodation in, or near, Bromley enabling them to access work and remain in school
 - ◆ Assisted 1,919 households to remain either in their own home or secure alternative accommodation
- A photograph showing three elderly individuals walking on a green lawn, likely a golf course. On the left is a woman in a light green shirt and blue jeans. In the center is a man wearing a hat, a checkered shirt, and grey trousers, leaning on a walking stick. On the right is a woman in a dark blue jacket and dark trousers. They are all smiling and appear to be enjoying their walk.
- ◆ Through the Adult Services Stakeholder conference held in November 2016, addressed the theme of 'Tackling Social Isolation'. The action plan developed as a result of the conference output forms the basis of enhancements to the Bromley MyLife website content to include:

 - Information on social isolation in Bromley for use by the independent sector in planning services and supporting bids for grant funding from national and regional bodies
 - Providing information on activities for individuals and also organisations which signpost
 - Information and suggestions for individuals or community organisations who want to volunteer or organise activities for people who are socially isolated
 - ◆ Redesigned and enhanced the Bromley MyLife website to maximise advice and support for people who care for someone

 - Launched a new online form enabling members of the public to tell the Council that an adult may be at risk
 - Developed a new section about adult learning options in Bromley, including courses and distant learning

Healthy Bromley

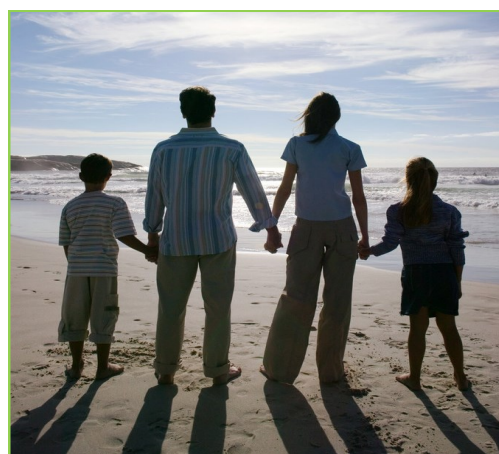
During 2016/17, with health partners, we focused on wellbeing and prevention to improve health outcomes for the residents of Bromley and encouraged residents to adopt healthier, more independent and self-reliant lifestyles. Key achievements include:-

- ◆ Supported over 400 inactive residents to become 'Zero to Hero' runners with a goal of completing a 5k local parkrun within 12 weeks
- ◆ Through the Men's Active Lifestyle programme, supported 807 inactive men (10,603 attendances) aged 50+ to undertake 12 weeks of different sport and physical activities to improve their health and wellbeing. 90% of men reported that they continued to do more than 30 minutes of physical activity a week, six months after they completed the programme, with 47% of participants recording an improved happiness score
- ◆ Maximised the efficiency of the NHS Health Checks programme through:
 - Increased early detection of high blood pressure, type 2 diabetes and people at risk of developing diabetes
 - Improved prevention of cardiovascular disease through the monitoring and review of the NHS Health Checks programme
- ◆ Supported 117 residents to undertake a one year Diabetes Prevention programme with Weight Watchers. Bromley is the first area in Europe selected to implement a US Weight Watchers Diabetes Prevention



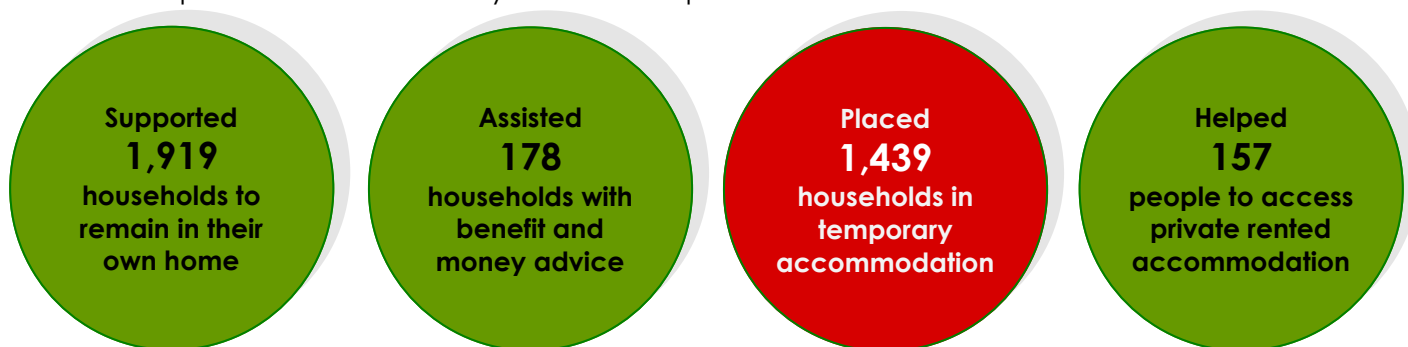
Programme which evidenced significant decreases in risk. 44 residents (38%) returned to normoglycaemia (no longer at risk of diabetes) at one year and 18 residents (15%) reduced their risk at 12 months

- ◆ As a first wave site for the new NHS Diabetes Prevention Programme 'Healthier You', supported residents found to be at high risk of diabetes by their GP or at an NHS Health Check, through the offer to join the NHS Diabetes Prevention Programme. This involves attendance at a minimum of 13 sessions over a period of at least nine months, supporting people to achieve a healthier weight and become more active
- ◆ 621 residents attended Slimming World or Weight Watchers interventions, of whom 50 (8%) lost over 10% of their body weight and 184 (30%) lost over 5% of their body weight. A further 95 people remain on the course
- ◆ Through implementation of a robust sexual health strategy:
 - Continued to reduce teenage pregnancies to the lowest level since 1998
 - Progressively diagnosed individuals with HIV at a much earlier stage of infection effecting reduced onward transmission and a much better outcome for those infected



Housing—Our Achievements

The key priorities for 2016/17 were designed to fulfil both the Council's statutory duties and key targets in respect of housing, whilst ensuring that these were tailored to address local specific needs and priorities within Bromley. Between April 2016 and March 2017 we:

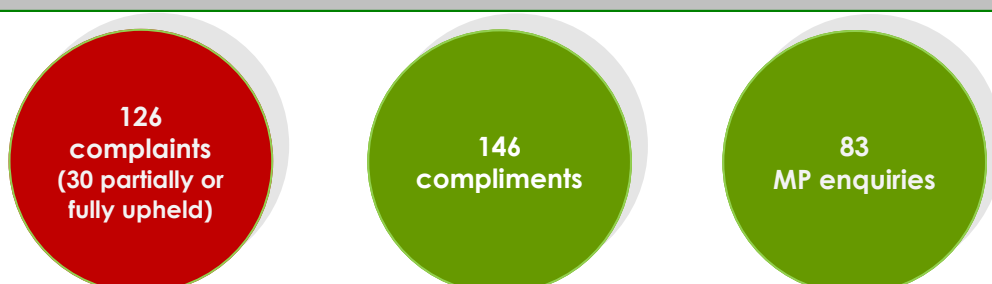


2016/17 Key Achievements

- ◆ Established a new Early Intervention team to focus on early preventative work to avoid homelessness and ensure households are able to sustain accommodation. The initial pilot supported 145 households to prevent or delay homelessness
- ◆ Whilst level of need remains high, reduced, in quarter four, the proportion of households in nightly paid accommodation in favour of more settled cost effective options
- ◆ Sustained zero use of shared Bed and Breakfast accommodation for families and young people, and achieved zero use of shared nightly paid accommodation for 16 and 17 year olds
- ◆ Commenced refurbishment of a former residential unit to provide ten units on an interim basis
- ◆ Commenced negotiations to develop two emergency units at an existing supported scheme
- ◆ Through the 'More Homes for Bromley' residential property acquisitions scheme, purchased 78 properties of which 51 are already occupied, with a further 61 pending exchange of contracts

More than 5,500 households approach the Council for housing advice each year. Of the approximately 1,450 households in temporary accommodation, nearly 850 are in forms of nightly paid accommodation. Early impact analysis of extended duties contained within the forthcoming Homeless Reduction Act suggests a potential caseload increase in the region of

There were slightly fewer complaints about Housing services this year when compared with 2015/16 despite the significant increase in demand for services. Encouragingly significantly more compliments were received this year from people who used the service.



Quality Assurance and Safeguarding — Our Achievements

The Bromley Safeguarding Adults Board's Strategic Plan for 2016-2019 https://bromley.mylifeportal.co.uk/uploadedFiles/Bromley/Bromley_Homepage/QuicklinkContent/Keeping_adults_safe_from_harm/BSAB/BSAB_Library/BSAB_Strategy_2016-2019.pdf, developed with input from residents via a consultation exercise, will drive the Board's work for the next three years and help the authority to meet the challenge of keeping vulnerable people safe whilst also respecting their right to make their own decisions.

Successes for 2016/17 include:-

- ◆ Strong preventative work by Community Safety and Trading Standards, delivering awareness raising talks to 53 groups and providing 58 training and advice events to partners to enable them to recognise the signs of mass market fraud and doorstep crime. In total, 2,913 people attended these sessions
- ◆ Raising awareness of safeguarding in the community through public campaigns, such as "White Ribbon Campaign" –for raising awareness of Domestic Violence and Abuse
- ◆ 2,000 safeguarding adults leaflets were published and distributed

During 2016-17, the Board focused on scamming, fire reduction and learning disabilities, and successfully worked with the London Fire Brigade to undertake home fire prevention visits.

- ⇒ 3,434 Home Fire Safety Visits to vulnerable householders carried out by the London Fire Brigade
- ⇒ Received 2,248 concerns from the Police, of which 11 were investigated by Adult Safeguarding
- ⇒ Received 223 concerns from the London Ambulance Service, five of which were investigated
- ⇒ The Council made 39 referrals to the Police for public protection and 58 Home Fire Safety Initiative referrals to the London Fire Brigade
- ⇒ 2,000 safeguarding adults leaflets were published and distributed
- ⇒ Developed a User's and Carers Individual Feedback form to establish the impact on people experiencing safeguarding
- ◆ Speakers addressed the **Annual Safeguarding Conference 'Accessing Justice'** on a number of 'Elder Abuse' key issues and provided a legal update on safeguarding adults. Delegates were able to attend workshops on subjects such as Domestic Violence against Older People; Improving Dementia Care and Financial Scamming. The presentations from the day can be downloaded at <https://bromley.mylifeportal.co.uk/bsab/conference2016/>



Training

- ◆ The adult safeguarding training programme aims to equip lead agency care managers and staff of statutory health partner agencies with the skills, knowledge and understanding of safeguarding procedures to demonstrate good practice in undertaking safeguarding investigations. During 2016/17, training sessions were arranged on Hoarding, Self Neglect, the Mental Capacity Act and Deprivation of Liberty Safeguards.

In total, 620 attendees across the multi-agency partnership received classroom-based adult safeguarding, Mental Capacity Act and Deprivation of Liberty Safeguards training.

- 3,142 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

- Five 'Protecting the elderly and vulnerable from scams and doorstep crime' courses training 54 delegates
- Six 'Safeguarding Adults Level 1' courses training 141 delegates
- Six 'DoLS (Deprivation of Liberty Safeguards) Core Awareness' courses training 70 delegates

- ◆ The Dementia Hub, offering support to all those in the borough diagnosed with dementia, has also successfully delivered a range of training for over 70 staff across Extra Care Housing and Care Management.

New E-Learning Courses for 2016/17 include:

- ◆ Modern Day Slavery and Human Trafficking
- ◆ Hate Crime
- ◆ Gangs



Service Users' voice

National Survey of Adult Carers in England

This survey takes place on a national level every other year and seeks the opinion of people aged 18 or over who are caring for a person aged 18 or over, on a number of topics that are considered to be indicative of a balanced life alongside their unpaid caring role.

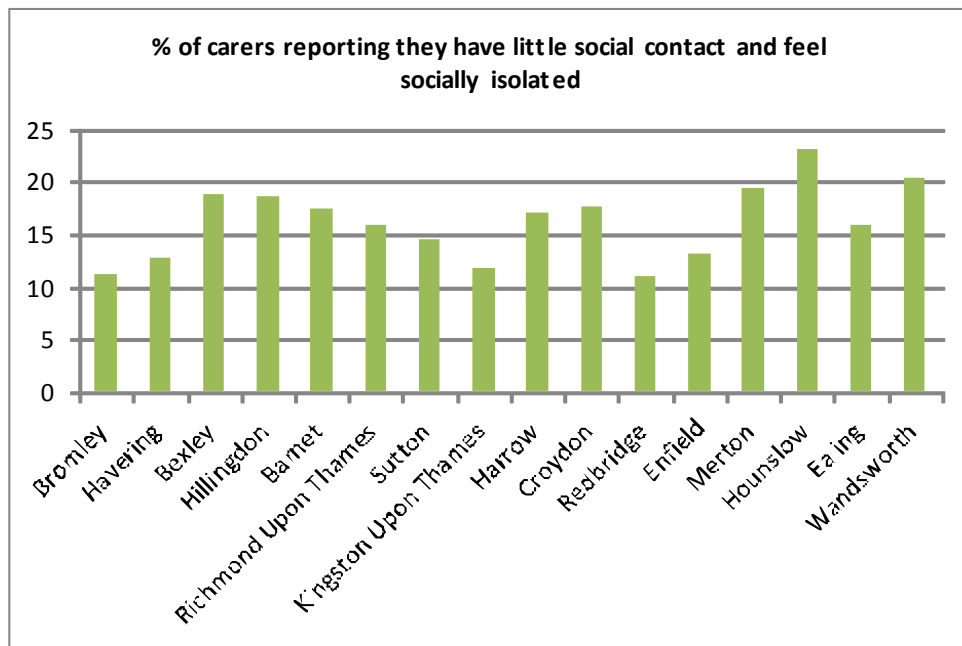
The report <http://www.digital.nhs.uk/catalogue/PUB30045> published by 'NHS Digital' reflects the national findings. Bromley consulted with over 500 carers and headlines from both datasets suggest that:-

- ◆ In Bromley, 77% of people cared for were over 75 years of age. Whilst this is significantly higher than the national figure of 52.6%, it reflects the high number of older people living in the borough
- ◆ 11% of carers in Bromley have been caring for 20 years or more. This is approximately half the national figure of 21.4%
- ◆ 55% of carers in Bromley say they have as much social contact as they want with people they like. This figure is the highest percentage in Bromley's comparator group and 19.5% higher than reported nationally
- ◆ Nationally, 70% of carers reported they usually, or always, felt involved or consulted in discussion about the support or services provided to the person they care for. In Bromley, the figure was slightly lower at 68.4%
- ◆ Nationally, 71% of carers who received support or services were extremely, very or quite satisfied with the support or services they received. In Bromley, the figure was slightly lower at 66%, which is line with our CIPFA (Chartered Institute of Public Finance and Accountancy) comparator boroughs
- ◆ Nationally, 64.2% of carers who had tried to find information about support in the last twelve months had found it 'easy' or 'very easy'. In Bromley, the figure was 6.6% lower at 57.6%
- ◆ In Bromley, 32.6% of carers spent more than 35 hours a week in their caring role and 18.3% spent more than 100 hours a week. These figures are lower than the national averages of 58.5% and 35.7% respectively



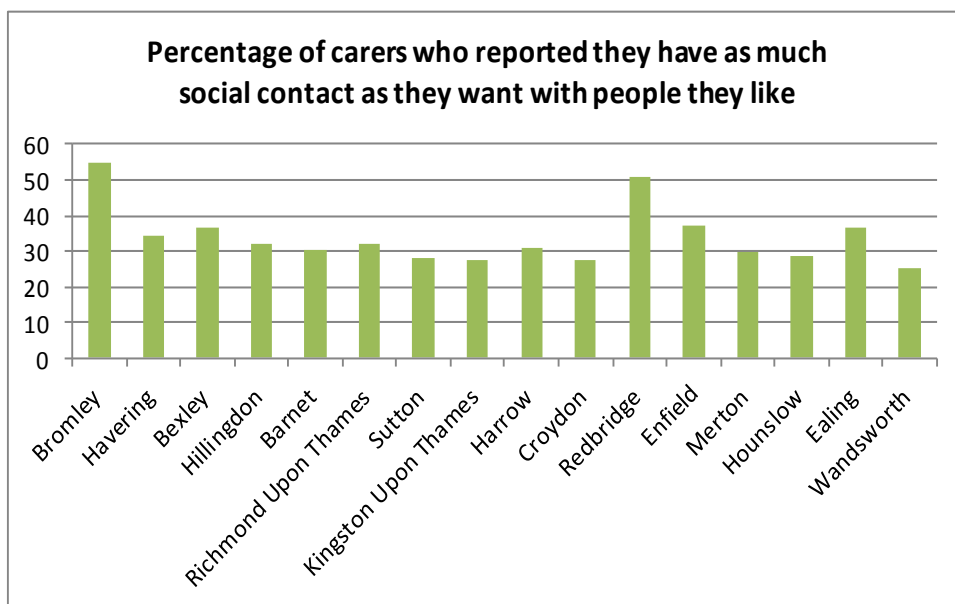
'This measure reflects that in Bromley, 90% of people cared for are over 65 years of age

"Copyright © 2017, Re-used with the permission of nhsdigital (2016/17 statutory return data)



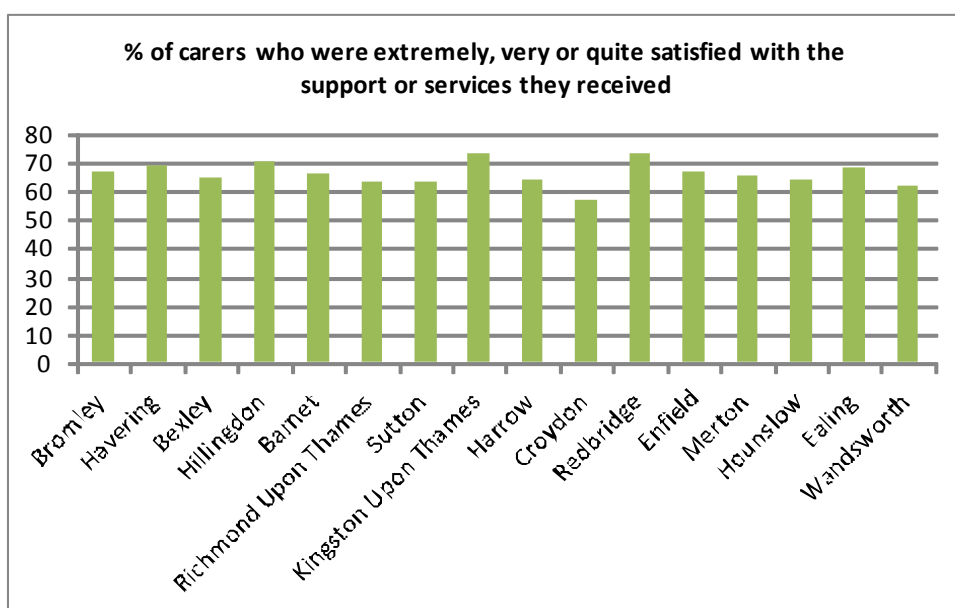
'Loneliness is linked to poor mental and physical health. Social isolation can affect a number of vulnerable groups, not only older people but also those with physical disabilities, learning disabilities and mental ill health.'

"Copyright © 2017, Re-used with the permission of nhsdigital (2016/17 statutory return data)



'Satisfaction with support or services is directly linked to a positive experience of care and support'

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► **Adult Social Care and Housing Compliments**

The Department received 50 compliments for adult social care and 146 for housing.

In my time of need, I appreciate the patience and effort you and your entire housing team have given me from the very first day

Thank you to all the wonderful reablement staff who visited my mother after her fall. Not only was the assistance they provided invaluable but the advice was essential towards recovery

Thank you for the caring service my daughter received on her return from hospital. The ladies were cheerful and helpful, providing her with confidence to improve



....the system worked well for me when I made a safeguarding alert. Often feedback about social workers is negative around safeguarding but I have found the service to be excellent

I cannot thank you enough for the support yourself and the temporary housing team have given my client in finding her this accommodation..... I wish you a fantastic weekend, knowing you has made a big difference to this vulnerable woman's life

I would like to take this opportunity to thank the London Borough of Bromley for homing my daughter and I at this otherwise horrible and difficult time. The Options Officer really did save us and we are so grateful that you then took on board our evidence of domestic abuse and kept us safe and secure

In 2017/18 we plan to....

..... support the people of Bromley with social care needs to achieve an improved quality of life by delivering the following:

Supporting Independence

Deliver targeted preventative services through the Primary and Secondary Intervention Strategy comprising:-

- Single Point of Access incorporating welfare benefit advice
- Services to residents with Long Term Health conditions
- Services to the Elderly Frail
- Carers Support services
- Services to residents with Learning Disabilities
- Services to residents with Physical Disabilities
- Mental Health Support services
- Support to the sector

These services, whilst universal, will be targeted at vulnerable groups, providing ongoing support within the community.



Homelessness Strategy

- ◆ Develop partnerships to better prevent homelessness by tackling the root causes of homelessness (prevention and early intervention)
- ◆ Develop a multi agency approach to build resilience and reduce the risk of homelessness (support and sustainment)
- ◆ Increase the supply of good quality private rented accommodation
- ◆ Improve access to suitable temporary and settled accommodation, reducing the reliance on nightly paid accommodation
- ◆ Ensure adequate provision of supported accommodation services for vulnerable client groups
- ◆ Minimise the impact of welfare reform and improve access to employment opportunities
- ◆ Ensure the provision of accessible advice and information
- ◆ Provide temporary accommodation outreach and visiting services to minimise the impact of more distant placements

