

# DRAFT Care Services Portfolio Plan for 2017/18



➤ Maximising Independence



➤ Promoting healthy lives

➤ Protecting the most vulnerable

## Building a Better Bromley Priority:

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

### Priority Outcome 1

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

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
1.1	People manage their own support so that it is delivered to meet their needs, and are able to engage socially as much as they wish to avoid loneliness and isolation	Enable residents to manage their care and support needs through the provision of a good quality co-ordinated information and advice service	March 2018	Head of Service, Planning and Development
		Review the impact of the Bromley Well services as a key Information, Advice and Guidance point for advice and support to Care Services	Summer 2018	Interim Director of Programmes
		Undertake a review of the market capacity across Adult Social Care	March 2018	Interim Director of Programmes
		Implement new provision of Advocacy services	Summer 2018	Interim Director of Programmes
		In partnership with the voluntary sector:- <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, through the November 2017 local awareness campaign</li> </ul>	Winter 2017 (local awareness campaign)	Head of Service, Planning and Development
		Through an enhanced Bromley MyLife website, maximise access to services and activities supporting social engagement	March 2018	Head of Service, Planning and Development

## Priority Outcome 1 (continued)

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

1.2	People know the choices available locally to support them to maintain independence and who to contact when they need help	<p>Create on line information to:-</p> <ul style="list-style-type: none"> <li>- support people to identify whether their care and support needs would be considered eligible under the Care and Support (Eligibility Criteria) regulations</li> <li>- provide targeted information based on individual needs</li> </ul>	March 2018	<p>Head of Service, Planning and Development</p> <p>Head of Assessment and Care Management</p>
		<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> </ul>	March 2018	<p>Head of Service, Planning and Development</p> <p>Head of Assessment and Care Management</p>
		<p>Through the provision of clear eligibility criteria and entitlement statements, ensure that residents are informed at an early stage of any identified needs eligible for support, and how that support will be provided</p>	Ongoing	Head of Assessment and Care Management

## Priority Outcome 1 (continued)

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

### Performance Measures

We will measure achievement by.....	2016/17 Outturn	2017/18 Target
1. Number of unique visitors to the MyLife Portal	45,058 March (Increased from 38,270 in the same period for 2015/16)	50,000
2. Total Number of MyLife Portal pages viewed	199,585 March (Increased from 189,373 from the same period for 2015/16)	200,000
3. Average number of MyLife pages viewed per visit	3.0 March (Reduced from 3.5 in the same period for 2015/16)	<5

## Building a Better Bromley Priority:

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

### Priority Outcome 2

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

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
2.1	Care service standards are regularly reviewed to ensure delivery of quality services	Encourage customers to share their experiences of our services through compliments and complaints, using the lessons learnt to improve delivery of, and limit complaints relating to:- – The charging process for services, ensuring that service users are given proper and timely information about the charge which may apply for the support provided	Ongoing	Head of Service, Strategic Safeguarding, Complaints and Quality Assurance  Head of Assessment and Care Management
		With partner agencies, protect vulnerable service users through:- – Improving care standards, and safeguarding practice, in care homes and domiciliary care providers – Deprivation of Liberty Safeguards	Ongoing	Head of Service, Strategic Safeguarding, Complaints and Quality Assurance  Head of Assessment and Care Management  Group Manager, Deprivation of Liberty Safeguards
		Review and deliver improved contract management	March 2018	Interim Director of Programmes
		Work with the Bromley Clinical Commissioning Group to introduce a programme of health support for care homes and extra care housing	March 2018	Interim Director of Programmes
		Undertake a review of Homecare, including development of the Direct Payments offer. Implement pre-paid cards, establish an interactive guide to support and improve the take up of Direct Payments	Summer 2018	Interim Director of Programmes

## Building a Better Bromley Priority:

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

### Priority Outcome 2 (continued)

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

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
2.2	Everyone enjoys physical safety and feels secure	Deliver a programme of awareness raising in the community to keep people well informed about how to remain safe including:- <ul style="list-style-type: none"> <li>- Financial scamming and doorstep crime, with a focus on people with learning disabilities and older people</li> <li>- Domestic violence and elder abuse</li> </ul>	Ongoing	Head of Service, Strategic Safeguarding, Complaints and Quality Assurance  Trading Standards  Learning and Development
		In partnership with the voluntary sector, seek to improve the wellbeing of individuals:- <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> through the continued development of a high quality, skilled and responsive workforce able to deal with situations such as domestic violence and intergenerational family conflict	Ongoing	Head of Service, Strategic Safeguarding, Complaints and Quality Assurance  Head of Assessment and Care Management  Learning and Development
		Ensure that the workforce continues to have the skills, expertise and understanding to keep people safe in line with national direction (Care Act 2015) through:- <ul style="list-style-type: none"> <li>- An expanded training programme including courses in identifying and understanding self neglect, hoarding and modern day slavery</li> </ul>	Ongoing	Head of Service, Strategic Safeguarding, Complaints and Quality Assurance  Head of Assessment and Care Management  Learning and Development

## Priority Outcome 2 (continued)

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

### Performance Measures

We will measure achievement by.....	2016/17 Outturn	2017/18 Target
1. <b>ASCOF 1c (Part 2a):</b> Adults receiving Direct Payments (%)	8.4% (195/2316)	10%
2. <b>ASCOF 1c (Part 2b):</b> Carers receiving Direct Payments (%)	17.1% (22/129)	20%
3. Number of groups of people trained in protecting the elderly and vulnerable from scams and doorstep crime	54	N/A
4. Number of people trained to identify and prevent hoarding and self neglect, and modern day slavery	New	N/A
5. Number of people trained in Deprivation of Liberty Safeguards and Metal Capacity Act awareness	185	N/A

## Building a Better Bromley Priority:

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

### Priority Outcome 3

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

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
3.1	Earlier diagnosis and intervention means that people are less dependent on intensive services	Improve prevention of cardiovascular disease through monitoring and review of the NHS Health Checks programme and evaluation of outcomes	Ongoing	Director of Public Health
		Improve access and promote self management by expanding the on line self sampling home testing service for sexually transmitted infections including HIV, for adults aged over 25	Spring 2018	Director of Public Health
		Through the Improved Better Care Fund (IBCF), work with Health partners to ensure service users are supported to regain their independence at home following a hospital stay e.g. Discharge to Assess in Extra Care Housing	Summer 2018	Interim Director of Programmes
		In partnership working with the Clinical Commissioning Group, implement 'Bromley Well' new pathways to support residents to stay well and prevent or delay long term care packages	Summer 2018	Interim Director of Programmes
3.2	The Health needs of the local population are understood, and people are encouraged to adopt healthy lifestyles	Produce a plan for the integration of local health and social care services, in accordance with Department of Health (DoH) and Department for Communities and Local Government (DCLG) guidance	In line with Legislation	Interim Director of Programmes
		Review the market position statement to ensure that it continues to reflect local need	March 2018	Interim Director of Programmes
		Deliver on Better Care Fund and Improved Better Care Fund initiatives for a sustainable Local Health economy	In line with Better Care Fund programme	Interim Director of Programmes
		Develop cross cutting health and social care commissioning strategies including older people, people with learning disabilities and people with mental health needs	March 2018	Interim Director of Programmes



## Building a Better Bromley Priority:

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

### Priority Outcome 3 (continued)

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

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
3.2	The health needs of the local population are understood, and people are encouraged to adopt healthy lifestyles (continued)	Implement the Community contract with the Clinical Commissioning Group	March 2018	Interim Director of Programmes
		For nursing home provision, review current contracts, provision and sufficiency in the borough and undertake a full scoping with options appraisal on how to address needs	Summer 2018	Interim Director of Programmes
		Explore the opportunities of fully participating in the Integrated Care Networks to improve the outcomes of residents with some of the most complex needs, and scrutinise impact on demand in Adult Social Care	March 2018	Interim Director of Programmes

## Priority Outcome 3 (continued)

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

### Performance Measures

We will measure achievement by.....	2016/17 Outturn	2017/18 Target
1. <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 (%)	87.3% (96/110)	90%
2. <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 (%)	Data due to be released Nov 2017	70%

## Building a Better Bromley Priority:

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

### Priority Outcome 4

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

### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
4.1	Focus on preventing homelessness by working in partnership with Registered Social Landlords, the Private Rented Sector and a range of advice and support agencies	Maximise the level of homeless prevention through increased targeted early intervention and support. Workstreams include the Primary and Secondary Intervention commissioned service and the Early Intervention Service	Ongoing	Director, Housing Needs
		Work in partnership with Housing Benefit, the Department for Work and Pensions (DWP), Partner Landlords and Social Care to minimise the impact of the Universal Credit element of Welfare Reform Act and the impact on homelessness	Ongoing	Director, Housing Needs
		Strengthen the level of money advice and work with the credit unit to reduce the level of homelessness occurring as a result of debt	Ongoing	Director, Housing Needs
		Produce and maintain the new London Borough of Bromley Homelessness strategy ensuring that the strategy promotes partnership working to reduce and prevent homelessness	March 2018	Director, Housing Needs
		Commence development of the Housing Strategy to reflect need across all tenures and how supply will meet those needs (e.g. new developments)	In line with Housing Strategy	Director, Housing Needs
		Ensure successful implementation of the replacement Housing system to enhance the customer interface and provision of online housing advice, improving the transparency and level of information available to service users	In line with implementation schedule	Director, Housing Needs
		Implement the Homelessness Reduction Act 2017, meeting the new statutory duties	In line with legislation	Director, Housing Needs

## Priority Outcome 4 (continued)

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

#### Action Plan

No.	In Bromley...	Actions	Deadline	Lead Officer
4.1	Focus on preventing homelessness by working in partnership with Registered Social Landlords, the Private Rented Sector and a range of advice and support agencies	Develop joint services for Children's Services and Housing to sustain families and prevent homelessness (including Family Group Conferencing)	Summer 2018	Interim Director of Programmes
4.2	People are able to access accommodation that is affordable	Continue to develop partnership working with private sector landlords to:- – Assist households to remain in private sector accommodation – Maximise access to private sector accommodation	Ongoing	Director, Housing Needs
		Work to acquire sufficient levels of decent quality, cost effective accommodation, minimising the use of nightly paid shared accommodation	Ongoing	Director, Housing Needs
		Work innovatively with a range of housing providers to increase access to a supply of accommodation which is affordable (private and social housing)	Ongoing	Director, Housing Needs
		Lead negotiations on the affordable housing provision on Section 106 applications, ensuring that affordable housing planning obligation reflects local adopted planning policy and local statutory and high priority housing need	Ongoing	Director, Housing Needs
		Ensure the More Homes Bromley scheme achieves the delivery model in terms of numbers of properties and meeting needs. Make best use of accommodation acquired to reduce the reliance on nightly paid accommodation	Ongoing (three year programme)	Director, Housing Needs

## Priority Outcome 4 (continued)

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

### Performance Measures

We will measure achievement by.....	2016/17 Outturn	2017/18 Target
1. Number of households approaching the Local Authority housing advice services for whom housing advice casework intervention resolved the situation. Measured in a percentage of successful preventions against number of applicants actually approaching the service	88.1% (1919/2177)	70%
2. Percentage of households for whom the Early Intervention Team successfully resolved the situation. Measured as a percentage of successful interventions against the number of households dealt with by the service.	New Indicator	65%
3. Number of homeless acceptances recorded within the quarter	64.7%	60%
4. Proportion of Homeless Reviews completed within 56 working days	55.1%	65%
5. Number of households living in temporary accommodation on the last day of the quarter	1439	Annual increment of 240
6. Number of households in nightly paid accommodation	845	Annual increment of 60
7. Reduction in proportion of temporary accommodation which is nightly paid	New Indicator	5%
8. Number of households successfully moved on from housing support to independent living	New Indicator	90%