

ADULT CARE AND HEALTH PDS COMMITTEE
24th January 2019

**ORAL QUESTIONS TO THE ADULT CARE AND HEALTH PORTFOLIO
HOLDER**

**Oral Questions to the Adult Care and Health Portfolio Holder received from
Councillor Simon Jeal**

- 1) What financial or other resources does London Borough of Bromley have available to support adults with disabilities and/or mental health needs, including assistance with paying bills or to supply goods such as a cooker, fridge or washing machine when someone moves from supported or temporary accommodation into permanent accommodation?

Reply:

The Department supports adults with disabilities or mental health by providing white goods when they move from temporary accommodation into permanent accommodation. This is clearly set out in the Bromley Welfare fund.

Supplementary Question:

Can you confirm how much is currently within the Bromley Welfare Fund and how residents can access it?

Reply:

(NB: the response to this supplementary question was provided ny the Portfolio Holder for Renewal Recreation and Housing)

In 2015 the Executive approved the creation of a welfare fund earmarked reserve. The reserve currently stands at £860K. The forecast spend for 2018/19 is £150K .

How to apply: Applications will only be accepted for Bromley residents by referral from one of the following:

- *Support and Resettlement Officer*
- *Case Worker*
- *Care Manager*
- *Housing Officer*
- *Landlord*

Applications are made on line via the following link:

https://www.bromley.gov.uk/info/200008/benefits/1024/bromley_welfare_fund

- 2) What consideration has London Borough of Bromley given to signing up to UNISON's Ethical Care Charter and to what extent are our current commissioning arrangements in line with the Charter commitments?

Reply:

LBB have no plans to sign Unison's Charter.

I am advised that the areas where LBB's commissioning arrangements already align to the charter are as follows;

- Bromley do not deliver 15 minute visits, each visit is for a minimum contracted period of 30 minutes.*
- Home care workers do get paid for their travel time. LBB has negotiated a fee with the providers to incorporate this.*
- Visits are scheduled so that homecare workers 'are not forced to rush' and the specification makes specific arrangements for collating service user feedback on the service experience.*
- We ask that wherever possible the carer sees the same person so that users become comfortable with consistent care and support and are able to report on the user's wellbeing and raise any safeguarding concerns.*
- Domiciliary care providers are required to produce an annual service user satisfaction survey. Person centred planning ensures that the service is not just focused on tasks and minutes.*
- There is a robust training offer detailed in the service specification and the Quality Assurance Team monitor compliance with the training offer. In addition to this the Training Consortium was established by LBB which offers extended learning to care providers – with providers aware of procedures on quality of care and safeguarding reporting mechanisms*
- The training requirements also facilitate peer to peer learning, for example all staff are expected to undertake an extensive suite of training, alongside achieving a level 2 Diploma in Health and Social care.*

Supplementary Question:

Are there any parts of the Charter that the Local Authority does not meet?

Reply:

Zero Hours contracts are used by some providers, however this is not illegal. I am aware that evidence suggests that some employees actually favour zero hours contracts as it allows them to work more flexibly. Occupational sick pay where the contract is clear that this is the responsibility of the provider.

The ECHS Commissioning Team are currently developing the tendering options in preparation for the expiration of the current domiciliary care contracts in August 2021. One of the key aims will be to co-design a new domiciliary care service specification. The service specification will take account the active engagement of key stakeholders to include service users, social care teams and domiciliary care providers. The Team have already engaged Healthwatch to support this process