

Objective	Actions	Lead	Timescale
<b>Outcome 1: I socialise, participate and make my own choices</b>			
<b>Priority 1: Ensure that individual remain connected to their community</b>			
Continue to develop opportunities that enable people to maintain a sense of purpose in the community	Bromley Well to review their communications and engagement plan and confirm how they will extend the dissemination of information and advice to more people including the 'seldom heard'.	Head of Early Intervention, Prevention & Community Commissioning LBB	By end of 2019/20
	Continue to develop and offer a range of learning opportunities for older residents - this includes targeted programmes for carers, BAME groups, and those seeking lifestyle changes.	Head of Service Adult Education LBB	By end of 2022/23
	Work with commissioned providers to ensure that there is a comprehensive Day Opportunities offer.	Assistant Director of Integrated Commissioning	Ongoing
	Encouraging intergenerational projects to flourish across the borough, incorporating learning from tests projects.	Assistant Director of Integrated Commissioning	By end of 2024/25
Ensure that people are able to access information, advice and services	Develop Information hubs – places where a range of digital and physical information is available in one place - in libraries, leisure centres, cafes, GP surgeries, pop-ups in empty shops, and follow up with medium to long term rollout across Bromley	Associate Director of Primary Care	By end of 2022/23
	Ensure that information is available in “easy-read” version for people who may not read or understand written information well, including people with learning disabilities, poor literacy skills and/or people for whom English is not their first language; and that front-line services understand how to support people accordingly.	Director of Adults Social Care	By end of 2022/23
Enable the voluntary and community sector to compete to offer people high quality services, promoting independence and self management	Review the Bromley Well Contract and other voluntary sector commissioning arrangements to ensure that high quality provision is being delivered and ensure that the voice of the wider voice of the voluntary and community sector (including faith groups) is heard, and that the sector is able to support the common aims regarding ageing well.	Director of Adults Social Care	By end of 2019 (Completed)
Encourage social inclusion for both younger and older people providing opportunities for people to come together across generations	Review and expand Borough-wide volunteer and befriending via current and future commissioned arrangements.	Head of Early Intervention, Prevention & Community Commissioning LBB	By end of 2021
	Revisit the Council's commitment to the Armed Force Covenant by developing a 'checklist of actions' to demonstrate how the Council is both meeting its own commitments and empowering local partners and businesses to do so. We will also: • continue to mark Armed Forces Day • identify a Members champion for Bromley Veterans (completed) • support the voluntary sector to be informed of funding opportunities that are available	Director of Housing LBB	On-going
	Adopt the recommendation from the national strategy on loneliness, endorsed by the leader as a priority at the Loneliness Summit (June 2019) ensuring 'A Connected Society'; and develop a practice note for all staff to ensure our day-to-day practices allow us to spot opportunities to identify people who are at risk of social isolation	Director of Adults Social Care LBB	By end of 2020/21
<b>2 Outcome 2: I feel healthy and can get the health and care service I need when I need.</b>			
<b>Priority 2: Build on our health and wellbeing early intervention</b>			
Enable people to make positive lifestyle choices that allow them to manage their own	Increase the use of direct payments as a model of service delivery with changes to care management practice and more information and support to service user and carers to help people understand the benefits	Director of Adult Social Care LBB	By 2020
	Develop and expand Bromley's 'social prescribing' model as set out in the NHS Long-term Plan	Associate Director of Integrated Commissioning CCG	By end of 2019/20

health and ease the pressure on the need for more complex health and care services	Further develop, test and evaluate model(s) of jointly funded 'personal health and social care budgets'	Associate Director of Integrated Commissioning CCG & Director of Adults Social Care LBB	By end of 2020/21
	Review our respite offer for carers to give more opportunities and access to services.	Head of Early Intervention, Prevention & Community Commissioning LBB	By end of 2020
Provide access to health and care services at the right time and place for those who need it	Improve access to holistic primary and community services at a time and in a place that works for people which could be at a GP hub or outside a clinical setting	Associate Director of Integrated Commissioning CCG	By end of 2022/23
	Increase awareness about health screenings for older people and the NHS Health Checks programme, ensuring targeting of harder to engage groups such as carers.	Associate Director of Integrated Commissioning CCG	By end of 2020/21
	Expand our Integrated Care Network offer by identify those that are at risk now, and also at risk in the future – with a greater emphasis on prevention	Associate Director of Integrated Commissioning CCG & Director of Adults Social Care LBB	By end of 2022/23
	Deliver two new jointly developed Health and Wellbeing centres in the borough which will include targeted health interventions, day care services and activities for older people	Associate Director of Integrated Commissioning CCG & Director of Adults Social Care LBB	Orpington Completed - Bromley by end of 2024/25
	Build on our current 'care navigators' model where trained staff and volunteers are based in primary and acute care, St Christopher's Hospice and other places, to help older people access social care and other services.	Associate Director of Integrated Commissioning CCG & Director of Adult Social Care LBB	Completed
Ensure that local systems that deliver health and care services continue to work towards better integration	Seek opportunities to develop the Trusted Assessor role/function across health, social care and voluntary sector	Director of Adults Social Care LBB	By end of 2020/21
	Launch "Wake up to Care" programme to increase and improve local career opportunities and seek opportunities to extend the project remit.	Head of Learning and Development & Heads of Commissioning	By end of 2022/23
	Publish a Joint Market Position Statement for Residential Care	Head of Complex Commissioning & Joint Care Homes Programme Lead CCG	By May 2020
	Evaluate our integrated approach to health and care which aims to deliver better outcomes and more efficient use of resources, and undertake long term redesign of our local systems	Associate Director of Integrated Commissioning CCG & Director of Adult Services LBB	By end of 2024/25
<b>3 Outcome 3: My home meets my aspirations and needs</b>			
<b>Priority 3: Ensure that people are able to live in the best home for them</b>			
Have implemented a range of initiatives and service improvements which will enable people to remain safe and independent in their own home	Extend the Shared Lives initiative to matching older householders to younger 'home sharers' who can provide some support and companionship, living rent free whilst contributing to household bills and helping around the home shopping, cooking, cleaning, laundry and gardening.	Head of the Adult Learning Disability Service LBB	By end of 2022/23
	Review how the Disabled Facilities Grant (DFG) is used across the borough, and publish a revised discretionary grants policy in accordance with the Regulatory Reform Order; and make sure information and advice on aids and adaptations is accessible and provided in appropriate locations.	Housing Improvement Manager LBB	By end of 2020
	Deliver the most effective and efficient high quality community equipment service, subject to a commissioning appraisal.	Head of Early Intervention, Prevention & Community Commissioning and Head of Adults Social Care LBB	By end of 2022
	Incorporate ways of increasing the local use of cost-effective assistive technology	Director of Adults Social Care LBB	By end of 2022/23
Ensure there is a range of housing options that meet the changing needs of people as they get older	Working with Housing Associations to identify new developments which will include a range of properties to meet the boroughs diverse needs	Director of Housing LBB & Director of Director of Adult Social Care LBB	By end of 2024/25
	Deliver on our joint care home review which will include: • A dedicated health and care offer (including GP and services for frail older people,) across all Bromley residential care and nursing homes ( <b>Completed</b> ) • Joint brokerage arrangements so that we agree stable pricing and a focus on making more placements in the Borough • Training and service development programmes for provider organisations	Associate Director of Integrated Commissioning CCG & Director of Adult Social Care LBB	By end of 2022/23
	Embed the Discharge to Assess model as a standard domiciliary care option (via the a domiciliary care tender)	Head of Early Intervention, Prevention & Community Commissioning	By end of 2021
	Link together the actions in this plan to those in the council's Housing Strategy and Homelessness Strategy	Director of Housing LBB	By end of 2024/25

	Support people to address the barriers which prevent them from moving to housing that most suits their needs	Undertake a scoping exercise to look at under-occupied social housing and identify vulnerable people e.g. a single older person living in a three-bedroom house and consider incentive schemes to encourage and support a move to more appropriate housing	Director of Housing LBB	By end of 2022/23
		Undertake a project to coordinate identifying and supporting tenants of our local social landlords who want to, or need to, move from their current housing to a more suitable home.	Director of Housing LBB	By end of 2022/23
<b>4 Outcome 4: I am safe and feel safe, and trust the people on whom I rely</b>				
<b>Priority 4: Ensure that people, particularly the vulnerable, are kept safe</b>				
	Ensure that people have access to the right information to keep themselves and others safe	Review our approach to safeguarding people with Dementia	Head of Safeguarding, Practice and Quality Improvement LBB	By end of 2022/23
		Work with Neighbourhood Watch, LBB Trading Standards and others to develop ways of sharing information about local crime, scams and rogue traders through wider neighbourhood networks that reach all people in a local community	Head of Trading Standards & Community Safety LBB	By end of 2022/23
		Promote existing handyman and tradesmen services like Checkatrade, Age UK London Business Directory – and the handyperson service available at Bromley Well	Head of Trading Standards & Community Safety LBB	By end of 2022/23
	Identifying those who are most vulnerable, ensure that safeguarding is well understood	Deliver a range of services that support safe hospital discharge and rehabilitation (for example Discharge to Access and Reablement Support)	Associate Director Discharge Commissioning, Urgent Care and Transfer of Care Bureau CCG	By end of 2022/23
		Bromley Well Single Point of Access Team to be trained in Safeguarding and delivering 'specialist support' to service users with complex issues.	Head of Early Intervention, Prevention & Community Commissioning LBB	By end of 2021
		Ensure that commissioned providers are complying with the 'keep safe from harm and abuse' aims, reviewing compliance via contract quality assurance and escalate to commissioning and CQC as appropriate.	Head of Safeguarding, Practice and Quality Improvement LBB	Ongoing
	Ensure that our staff are well trained to safeguard our residents	Currently all LBB staff have access to Safeguarding e-learning training. The training is currently mandatory for social care and front line staff only. The mandatory requirement will be extended to all LBB staff in 2019/20 resulting in <u>all</u> new and existing staff to complete the training (on track).	Director of Human Resources	By end of 2019/20