

PART 1 - PUBLIC

Decision Maker: Adult & Community Services Portfolio Holder

Date: For Pre-Decision Scrutiny at the Adult and Community PDS Committee meeting held on 25 January 2011

Decision Type: Non-Urgent Executive Non-Key

Title: PORTFOLIO PRIORITIES AND PERFORMANCE FRAMEWORK FOR 2011- 2012

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Chief Officer: Terry Rich Director of Adult & Community Services

Ward: All

1. REASON FOR REPORT

To update members on the emerging priorities for 2011-12 from this years Portfolio Planning Day and in the context of the proposed new performance assessment framework for adult social care recently announced by the Government.

2. RECOMMENDATION(S)

The PDS Committee is asked to consider and comment on the report;

1. Note the areas of priorities resulting from the Portfolio Planning Conference.
2. Note the proposed Outcomes Based Assessment framework currently under consultation by the Government
3. Note the outcome of the Annual Performance Assessment for Adult Social Care 2009/10, - Performing Well.

Corporate Policy

1. Policy Status: Existing policy. Building a Better Bromley
 2. BBB Priority: Excellent Council. Supporting Independence
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Financial

1. Cost of proposal: No cost No additional cost arises.
 2. Ongoing costs: N/A. Non Recurring cost
 3. Budget head/performance centre: Adult and Community Services
 4. Total current budget for this head: £96.4m (2010.11 Budget
 5. Source of funding: Current Budget
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Staff

1. Number of staff (current and additional): 799 full time equivalent posts (as per 2010/11 budget)
 2. If from existing staff resources, number of staff hours: ?
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Legal

1. Legal Requirement: Statutory requirement. Both adult Social care and Housing needs Service is governed by legislation (NHS Community Care Act 1990 and Housing act 1996 and Homelessness Act 2002)
 2. Call-in: Call-in is not applicable.
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Approx 8,500 receiving services in social care with approximately 6700 people on the Housing Register across the Portfolio. Housing Advice Options work with in excess of 4,000 households each year who are experiencing a variety of household difficulties. Approximately 2,000 people are supported by the Home Improvement Agency annually.
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

3.1 This year's Portfolio Planning day built on previous year's themes of supporting independence, and choice and control by considering the opportunities to continue to deliver these outcomes within a much tighter financial situation. As in previous years, the vast majority of last years Portfolio priorities will be achieved and at this years Planning day, ACS staff with the portfolio Holder, representatives from voluntary and community groups and service considered three key issues to continue effective planning for the future;

- If the overall amount of resource is reduced how will current service provider in all sectors respond?
- What are the potential risks and how will they be managed?
- What are the practicalities of making this all happen?

3.2 As outlined in the recent Portfolio Planning Day newsletter ([Portfolio Plan 2010 Feedback Newsletter](#)) the key priorities emerging from the day include:

- Development of local neighbourhood networks (i.e. face book "my street"), building on an example that Community Links has been involved with locally.
- Voluntary sector leadership in making changes with business transition support from all partners, including the Council.
- Market of good ideas sharing skill resources, including the development of micro providers, ensuring that people with care needs are able to contribute.
- Carers changing expectations via a full and open dialogue with carers around shifting the balance.
- Developing the role of service users, providing opportunities for service users to assess their own needs and constructing their own support plans
- Prevention and safeguarding, ensuring we maintain people's well being.

3.3 As announced by the Government on November 16th 2010, their vision for a modern system of social care is built on seven principles,([A Vision for Adult Social Care](#)) which are :

- **Prevention:** empowered people and strong communities will work together to maintain independence. Where the state is needed, it supports communities and helps people to retain and regain independence.
- **Personalisation:** individuals not institutions take control of their care. Personal budgets, preferably as direct payments, are provided to all eligible people. Information about care and support is available for all local people, regardless of whether or not they fund their own care.
- **Partnership:** care and support delivered in a partnership between individuals, communities, the voluntary and private sectors, the NHS and councils - including wider support services, such as housing.
- **Plurality:** the variety of people's needs is matched by diverse service provision, with a broad market of high quality service providers.
- **Protection:** there are sensible safeguards against the risk of abuse or neglect. Risk is no longer an excuse to limit people's freedom.
- **Productivity:** greater local accountability will drive improvements and innovation to deliver higher productivity and high quality care and support services. A focus on publishing information about agreed quality outcomes will support transparency and accountability.
- **People:** we can draw on a workforce who can provide care and support with skill, compassion and imagination, and who are given the freedom and support to do so. We need the whole workforce, including care workers, nurses, occupational therapists,

physiotherapists and social workers, alongside carers and the people who use services, to lead the changes set out here

- 3.4 Over the coming months these seven principles which are inline with our local priorities across social care and housing will be worked up into the draft portfolio plan for stakeholders to consider before the final plan is agreed by the Portfolio Holder for next year. The draft plan will be presented at the PDS meeting in 29th March 2011 with the aim of achieving final sign off by the meeting in June 2011.
- 3.5 The Government also announced on the 16th November 2010 new proposals to change the adult social care outcomes framework ([Transparency In Outcomes: a framework for adult social care](#)). The 2011/12 portfolio plan will take account these changes in that the future social care performance will be measured against 4 outcomes and local councils will be responsible for producing a public annual report of performance against these areas:
- Promoting personalisation and enhancing quality of life for people with care and support needs;
 - Preventing deterioration, delaying dependency and supporting recovery;
 - Ensuring a positive experience of care and support;
 - Protecting from avoidable harm and caring in a safe environment;
- 3.6 The consultation with Councils on the proposed framework continues until February 2011, with the new framework being implemented from April 2011, and Appendix 1 provides a full analysis of:
- the adult social care outcomes supporting the above domains;
 - the proposed measures and data sources;
 - the proposed collection timetable;
- 3.7 The requirement to survey and gain service user feedback has increased with the revised outcomes framework, with the Annual Adult Social Care Survey for 2010 / 11 having been expanded to cover all client groups and refocused on accessing their views and the impact that the transformation agenda (Supporting Independence in Bromley) has had.
- 3.8 These proposals are very new. However, Bromley is well positioned to meet the requirement to annually report on performance against the new framework, given the regular performance reporting and annual reports already developed and available to elected members and the public. These include for example, the complaints, safeguarding, quality of domiciliary and care homes reports as well as the overarching performance reports on the portfolio priorities. Work is now underway to develop Bromley's Adult Social Care annual performance report as outlined in the new proposals for the current performance year (2010 / 2011).
- 3.9 Additionally, although CQC will no longer be publishing annual performance ratings for adult social care in the future, in it's final year 2009 / 2010 Bromley's adult social care services are recognised as "Performing well". (For full performance report please access [Bromley's Annual Performance Report 2009-2010](#)).
- 3.10 The CQC performance assessment has recognised a significant range of strengths across all service areas in 2009/2010 which support the department's own assessment of performance, including:
- Improved performance in the speed of assessments and reviews. Service user reviews as well as carer assessments and reviews are above that of comparators.

- Significant progress in safeguarding, with quality assurance mechanisms in place which show improved consistency in practice. Communication with staff and awareness of safeguarding is improved and competency based training for staff has been implemented as planned.
- More timely services for people in Bromley when transferring from hospital than in comparator councils, and an increase in community based intermediate care options.
- Improved uptake of self directed support.
- Demonstrable learning from service user and carer complaints.
- Well established brokerage systems for people who are not eligible for care under Council criteria.
- Improved mechanisms for engagement with stakeholders and improved engagement with third sector organisations.
- Continuing help for people with disabilities into employment, with performance comparable with last year.

3.11 The Care Quality Commission has also identified some key areas for development which will be addressed within the portfolio plan including:

- Improve the completion rate of safeguarding investigations and continue to embed a systematic process for gathering people's views and experiences of the safeguarding process.
- Continue to develop and expand the re-ablement and intermediate care services as planned and ensure effective co-ordination.
- Continue the work of the mobility forum and demonstrate how views are acted upon.
- Implement a systematic outcomes framework based on people's experiences to demonstrate the effectiveness of personalisation to support choice and independence.

4. FINANCIAL IMPLICATIONS

4.1 The Four Year Financial Forecast gives an overview of the key service and financial pressures facing the Council and identifies in detail the cost pressures facing the Adult and Community Services department. As part of the Portfolio Planning process linkages are made with the Financial Forecast to ensure that any additional cost pressure or savings that arise are taken into account.

5. PERSONNEL IMPLICATIONS

5.1 There are no legal implications directly arising from this report. Any legal implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee.

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| Non-Applicable Sections: | Policy & Legal Considerations |
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