



Adult & Community Portfolio 2010/11 Update Report

The following summary reports and outlines the key progress and areas that are still to be achieved against the aims and objectives set out in the 2010/11 Adult and Community Services (ACS) Portfolio Plan.

 Good progress has been made and end of year target will be achieved


 Action at early stage end of year target is still likely to be achieved

 Little progress so far, uncertainty about achieving end of year target

Outcome 1: Enhancing opportunities for all to have greater access to information and services and the ability to make choices to exercise control over their own lives. 16 actions have made good progress; 3 actions are at the early stage of implementation, 1 action has made little progress.


1.a Locally relevant quality information and advice about care and support need is easily available to enable control and inform choice.

1.a 1 Maximise the use of technology to enable people to access up to date information and advice on a range of services and support options through a specially commissioned web portal (SIB).


 The OLM solution has been procured and is under development, with an initial limited release in January. The website will be released to the public in April. The SIB team are contributing to the development of the product as part of a consortium of local authorities.

Future Jobs Fund employees continue to provide assistance to people to enable them to access website information about care and support services at Bromley, Orpington and Beckenham libraries.

1.a 2 Develop a strategy to inform the future provision of quality assured information, advice and guidance and ensure that it is available and accessible to all through different formats and channels and meets the needs of all people in the community (SIB).

 The strategy was approved by the SIB Board at the January meeting. It has subsequently been circulated to the organisations involved in its development, and to the Bromley Advice and Information Network coordinated by Community Links Bromley. The action plan is being implemented.


1.a 3 Develop a self assessment web site that signposts people to appropriate support and services (SIB).

 The Information Advice and Guidance web portal commissioned will allow people to self-assess to make decisions about the services and care they might need. The portal will be available for testing from April 2011.

1.a 4 Evaluate the learning from the Age Concern Bromley and Mencap Brokerage services to determine a model of brokerage across Bromley providing a range of options across all user groups for people who do not meet the criteria for social care funding or who wish to self fund and need help to plan their lives and access support and services (SIB).


 Contracts with Age Concern Bromley and Bromley Mencap have been renewed to provide support planning and brokerage for people who do not meet the Council's eligibility criteria.

1.a 5 Develop a council wide and partnership approach to the accessibility of universal services e.g. leisure, adult education, transport, employment, healthy living and health improvement along with housing and supported living options (SIB).

 The content for the web portal is under development, and will involve input from other voluntary and public organisations, as well as Council departments. The purpose of the portal will be to signpost to the wide range of services available to the public, and especially those who do not meet eligibility criteria.

1.b Have a diverse and high quality market in care and support services to offer real choice and control to service users and their carers.

1.b 1 Supporting development of the market by working with businesses and local Voluntary Organisations (SIB)

 The Dragons Den project to stimulate the development of a micro provider market within Bromley has progressed to the next stage. Three providers were short-listed to pitch their ideas to the Dragons, people with

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learning disabilities who will spend their personal budgets to commission tailor made daytime activities. The short listed providers made their presentations at an event held on 10th February, and four of the Dragons are considering investing their personal budgets in the ideas presented.

1.b 2 Hold a social care business event to communicate needs to a wider market.



A stakeholder event was held on 20th April where providers met with a range of stakeholders to learn about the different projects within the Supporting Independence in Bromley programme including information about Personal Budgets, Assistive Technology, Re-ablement, Micro Providers and the Community Retail Model. Workshop sessions were held to discuss the challenges and issues which face providers under the personalisation agenda. The event was well attended and feedback from delegates was that they found it useful for networking and sharing ideas.

This year's portfolio planning day was held on 23rd November and focused on the social care market and how customers will be supported in their choice of services.

1.b 3 Ensure availability of a range of high quality specialist housing schemes and care homes through working with RSLs and care home providers.



Two new schemes opened during 2010 – Padua Road which provides supported living for 7 people with learning disabilities, and Stafford House for 13 people with mental health needs. In addition, a further 13 properties have also been secured for people with learning disabilities which are due to open during 2011. These are in addition to 31 properties secured for people moving from PCT campus accommodation.

Contract arrangements with an existing care home for places for people with dementia built to the new accommodation standards have been finalised and 5 service users have moved in to date.

1.b 4 Work with Bromley care homes through the residential providers forum to raise standards in line with Care Quality Commission Standards.



Through the quarterly forums, work with the care homes is focused on key areas that have been raised to help improve the standard of care. The current work plan is discussed and updated at each forum with feedback on any progress made.

One item on the work plan is nutrition, and through the training consortium health and social care staff will be able to attend an accredited healthier foods and special diets course, where they can improve knowledge and gain a better understanding of nutrition and the links between diet and health to meet the changing needs of customers.

1.c Support service users to stay independent for as long as possible.

1.c 1 Maximise usage of tele-care and tele-health equipment e.g. Crown Meadow ECH and the PCT Repronvision Project for people with learning disabilities (SIB).



Currently 296 people have telecare installations which support them to live independently within their home against a project target of 250 units by March 2011. Telecare has also been installed at 20 community based units for people with learning disabilities based at Swingfield Court and Lancaster House. A similar installation is currently under way within the units at Crown Meadow. Bromley is one of 12 local authorities which have been selected to be part of the DOH pilot scheme to evaluate mainstreaming telecare in line with value for money principles.

1.c 2 Agree and implement a revised Intermediate Care strategy jointly funded with the PCT to maximise the rehabilitation potential of people to support them to remain in their own homes.



A joint commissioning strategy has been agreed for Intermediate Care. Plans have been agreed between the local authority and the PCT for enhanced re-ablement and hospital admission avoidance services and these are currently being implemented.

1.c 3 Improve access to simple items of equipment which support independent living by developing a community equipment retail model. This will enable people to access expert advice and purchase simple items of equipment for daily living from accredited retailers in the high street (SIB).




12 retailers have now achieved accreditation status for the assessment and provision of small aids to daily

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living. They are providing a service to self funders for the residents of Bromley. The retailers include 3 Independent Mobility Stores, 2 Third sector organisations and 7 Independent Pharmacies.


Work has progressed with identifying a prescription service for the future provision of selected small items of daily living. A detailed Business Case and recommendations about the future of the equipment and minor adaptation service will go to the Executive in May. We are working towards a prescription service to commence later in 2011.

1.c 4 Establish re-ablement as a default service for people with social care needs (SIB)


 Re-ablement has been operated as an 'Intake' service in Bromley since Sept 2010. All new referrals (in particular for domiciliary care) to ACS are now considered for Re-ablement, which is the 'default' service.

Over 60% of service users who have gone through re-ablement require no on-going or reduced support, thus promoting users' independence. Service users are found to have more choice and control over the support they need as they have been involved right in the beginning of planning and delivering their re-ablement packages.

1.c 5 Assist eligible service users to remain in their own homes through the provision of advice, handyperson services, small grants and loans to carry out repairs and adaptations where appropriate.


 As at the end of Quarter 3, 11 loans to improve properties have been approved, alongside 78 disabled facilities grants and 29 home repair assistance grants.

1.c 6 Work with the PCT to develop an integrated Care Management and District Nursing service focusing resources on those most in need. The most appropriate health or social care professional will hold case responsibility improving the user experience by reducing the number of people with whom the service user must communicate whilst assuring a quality service from a team of specialist workers (SIB).

 Meetings are currently being held with Bromley PCT Community Provider Unit to determine a way forward for this service. Full integration will not be achieved this year however it is hoped to make progress once the new Bromley Healthcare organisation has been confirmed.

1.c 7 Secure alternatives to residential care for older people through:-

- The completion of Crown Meadow Court extra care housing scheme – 60 homes
- The provision of further extra care housing places, including commencement of another 50 home scheme in the north of the borough
- Securing the development of a new care home in the east of the borough.

 The contracts for housing support and care in the new extra care housing scheme at Crown Meadow Court were awarded in September. The scheme is expected to open in Spring 2011.

Funding and planning permission has been secured for a scheme on the Anne Sutherland House site in Penge and work started in January.


Work has also started on a second scheme on the Bromley Common site comprising a further 60 units of extra care.

Both the Anne Sutherland house scheme and the second scheme at Bromley Common will be ready for occupation early in 2012.

This brings the total number of additional units secured to 110 against a target of 140 additional units by 2012.

1.c 8 Work with providers to ensure that services are available for people who wish to exercise choice with their personal budgets/direct payments through:-

- Agreeing the future strategy for the provision of day care and respite services to provide more choice.
- Ensuring that there is a range of supported accommodation available to older people.
- Support the development of micro-providers for specific services

 Proposals for the move of day care service users from the Bassetts site have been agreed and the moves will

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take place in the spring. Detailed drawings are being prepared for alternative accommodation for the learning disability respite service.

Proposals for extra care housing for older people are set out in Aim 1c7 above.

As part of the micro-provider project, three providers have submitted proposals for consideration by people with learning disabilities as an alternative to traditional day care provision.

1.d Provide choice and control over how support needs are met.

1.d 1 Enable more service users to have total control over their care by offering personal budgets to all service users and carers when their needs are assessed or reviewed. (SIB).

← All new service users and those being reviewed are offered a Personal Budget (PB), and the opportunity to develop a Support Plan. The Direct Payments (DP) procedures have been streamlined to encourage more people to have total control over their care, and the new system is now in 'test phase'. At the end of February there were 1434 people in receipt of a PB/DP.

1.d 2 Enable more service users to have total control over their care and support by streamlining the direct payment process and increasing uptake.

By October 2010 offer a personal budget to:-

- All new service users/carers (with assessed needs for ongoing support)

- All service users whose care plans are subject to review (SIB).

← Full roll out of personal budgets to older people and people with physical and sensory disabilities has been implemented, and roll-out within the Learning Disabilities Team and Transition Team took place in November. The teams are continuing to calculate Personal Budgets using the Direct Payment rate pending implementation of the OLM Resource Allocation System, which is currently in 'test' phase with full implementation planned from March 2011. Implementation of Personal Budgets for people with Mental Health needs is proving more complicated due to the combination of health and social care needs. We are continuing to work with Mental Health colleagues to overcoming the challenges and provide greater choice and control over services.

1.d 3 Develop an accreditation scheme for personal assistants so that people can access safe services and support (SIB),

↑ An accreditation scheme for personal assistants has been designed and discussions are in progress with Community LINKs to pilot the scheme. Outcomes of the pilot will be used to feed into the service specification for the new contract to assist users with Direct Payment and recruitment and management of personal assistants.

Outcome 2: Maximise Health and Quality of Life outcomes for vulnerable people through closer partnership working.

14 actions have made good progress; 1 action is at the early stage of implementation 2 actions have not been progressed.

2.a There are effective partnerships with people using services, carers and other local citizens.

2.a 1 Establish a stakeholder group to support development of the Supporting Independence in Bromley programme which includes people using services, carers and other local citizens (SIB).

↑ Bromley's Expert by Experience group was established in 2009 and the SIB Board encourages and supports further development of the group. To help the group develop into a user led organisation, the Board has agreed to fund a support worker. A job specification has been developed for the post and recruitment will take place shortly.

2.a 2 Establish co-production by supporting development of an Expert by Experience group (SIB).

↑ We are supporting the development of a user led organisation by encouraging XbyX to take this development forward.

2.a 3 Strengthen the voice of users within existing organisation and support development of a user led organisation

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that will contribute to policy and service design and development in the future (SIB).

- ↑ Bromley's Expert by Experience group, established in 2009, is involved in the development of policies and publications. Recent examples of issues where they have been involved include transport issues and disabled access to Council buildings.

2.b Provide better access to community support and improve health outcomes through working with NHS partners and the voluntary and independent sectors.

2.b 1 Increase joint commissioning with health partners to focus more effectively on prevention.

- ↑ A joint commissioning strategy has been agreed for Intermediate Care. Plans have been agreed between the local authority and the PCT for enhanced re-ablement and hospital admission avoidance services and these are currently being implemented.

In line with anticipated legislation, a shadow Health and Wellbeing Board has been established which includes the local authority, the PCT, and GP Commissioners.

2.c Reduce health inequalities for the most vulnerable within Bromley.

2.c 1 Implement action plans arising from the rapid health needs appraisal, Gypsy traveller needs assessment and learning disability needs assessment.

- ↑ In response to the rapid health needs assessment, a dementia peer support project in Mottingham has been commissioned from Bromley Mind. Bromley Mind opened a dementia café on 23rd February, which is open every Wednesday afternoon at the Mottingham Community and Learning Shop. The gypsy traveller needs assessment highlighted the need for greater engagement with the gypsy traveller community, and they are now actively involved in the Council's Experts by Experience group. As a result of the needs assessment the Help Literacy card has been introduced for all people with literacy difficulties. Following the learning disability health needs assessment an action plan has been agreed which is now being overseen by the Good Health sub-group of the learning Disabilities Partnership Board.

2.c 2 Update JSNA and include more detailed information on people with physical disabilities and on end of life care needs.

- ↑ The JSNA for 2010 has now been published. During 2011 a needs assessment will be undertaken focusing on dementia and the physical disability and sensory impairment needs assessment will be completed.

2.d Develop support services for older people with mental health needs.

2.d 1 Increase the number of people with dementia accessing day opportunities and receiving specialist support at home.

- ↑ New contracts for Day Services were set up in June 2010 with increased capacity for dementia in mainstream day care. There are 25 places for people with moderate dementia at Bertha James, and a further 15 at the Saxon Centre. Waiting lists for day care provided by Bromley Mind and the Alzheimer's Society are being managed with the intention of improving access and reducing waiting times.

2.d 2 Provide targeted training for staff in extra care housing schemes to increase access for older people with dementia to ECH schemes and prevent moves into residential care.

- ↑ A dementia skills training project was set up for staff in Extra Care Housing schemes with Bromley Mind providing training and support to staff. The evaluation of the project showed that 96% of participants felt better equipped to support people with dementia. The training programme ended in January 2011 and it has been agreed to continue to commission some ongoing support from Bromley Mind during 2011/12 to ensure that the learning gained from this project is fully embedded in practice.

2.e Develop alternatives to residential care within the borough to promote independence.

2.e 1 Enable people with a learning disability who are living away from Bromley to return to supported living placements within the borough.

- ↑ The Padua Road scheme is occupied with young people returning from out of borough. New schemes are in development through partnership working with Housing at Aperfield Road.

In addition to Padua Road the Supported Living Initiative has to date moved another 7 people resulting in cost

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savings of £229,000 per year (full year effect).

A further 5 service users have been identified in out of borough placements whose assessed needs could be met within BSAP (awaiting the identification of compatible carers).

2.e 2 28 people with learning disabilities will move from campus accommodation into supported living during 2010/11



At the end of Q3 there are 29 people remaining in Campus accommodation. All properties have had planning permission granted and all care support contracts have been awarded. Of the 29 people remaining in Campus accommodation 4 will move by March 31, 10 by June 2011, and the remaining 15 during July 2011.

2.e 3 Develop a wider range of housing options for people with mental health needs to ensure that move on opportunities exist and an appropriate level of support is provided to prevent and reduce the need for residential care.



We have opened Stafford House, a unit for 13 people with mental health problems, supported through individual care plans. People are moving through to more settled accommodation. We continue to reduce the number and length of stay of people in residential care, moving them on to their own tenancies.

2.e 4 Support young people in transition to ensure opportunities for supported living and daytime occupation.



The Dynamite Project was completed and evaluations done regarding different outcomes for those who participated. All parents and those service users who could contribute reported this process as very positive and the final report notes the creativity of participants in how they spent their grants.

Improved liaison with the Disabled Children and Looked After Children teams has led to better and more timely planning for young people and their carers. Transfer and referrals meetings took place between the Disabled Children; PDSI; Looked After Children and Transition teams to discuss all those young people from age 15 who were coming through the system to ensure that long-term planning was in place to capture their needs at an early stage and to pass this information on to our Commissioners.

All people identified for Supported Living in this quarter were placed and day opportunities were put in place for them.

2.e 5 Work with Young People service to ensure an effective transition with the ambition of all children living in the community once they become adults.



The 3rd Self Assessment Questionnaire was completed through the National Transition Support Programme, and the service continues to improve with an increase in stars from 2 to 3 out of a possible 4, and a resulting grant of £20,000. Some of this funding has been used to develop a Transition production involving Greengoose; Magpie Dance; Nash College; The Glebe; Marjorie MacClure and Riverside. This will be held on the 21/03/11.

There has been an improved relationship with schools and parents with team members attending a Parents Voice Conference and Parents Evenings at schools. In addition the Transition Team Assessment Officer spoke to groups of parents when undertaking her assessments at the different schools. There has been positive feedback from some parents.

A Transition Booklet has been written and forwarded to stakeholders for feedback. The booklet will be published in April 2011.

2.f Improve energy efficiency in homes and return vacant houses to use.

2.f 1 Carry out work, offer grants and loans or take action (e.g. EDMO) to bring 15 private sector dwellings back into use.



18 properties were brought back into use in quarters 1 and 2. 12 empty properties were brought back into use in quarter 3.

2.f 2 Pilot 'Hard to treat Homes' solid wall insulation scheme to reduce carbon emissions in 5 households via the Coldbusters Grant and 10 empty properties



We have completed works to one empty property, using funding from the Energy Savings Trust. So far this year 5 building companies have received insulation training, at no cost to the Council. However the pilot

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indicates that it is not cost effective to finance this work via the Coldbusters scheme, and therefore no further work has been carried out on this scheme.

2.f 3 Work with utility companies and grant providers to assist people on low incomes to address fuel poverty by switching to social tariffs, helping them to pay off fuel debt and installing heating and insulation where appropriate.



Third Quarter Summary:

In the third quarter our energy efficiency schemes have installed the following measures:

Coldbusters (Heating and insulation):

Full central heating systems installed – 4

Boiler replacements – 27

Storage heaters – 5

Heating controls – 32

Loft Insulation – 4

Warm Front top-ups -2

London Warm Zone (Insulation only):

Virgin loft insulation - 11

Loft top ups - 1

Cavity wall insulation - 11

We continue to offer energy advice via the website and refer any personal callers to the Energy Saving Advice Trust Centre. We have also achieved the highest number of heating and insulation installations (800) across all London Boroughs which was detailed in a report produced by the Energy Saving Trust for the period 01.04.10 - 01.12.10.

2.f 4 Work with the London Development Agency (LDA) to deliver the RE:new programme to 1,000 properties in an area of poor thermal comfort.



Bromley has withdrawn from this project due to the financial risks that the Borough would have been exposed to. However, we are running a smaller scale project with Osborne Energy and Southern Electric in Biggin Hill Ward that has no financial liability for the Council.

In Q3 this scheme provided 17 properties with discounted cavity insulation, 7 with loft insulation, and 2 hot water tank jackets.

Outcome 3: Enable vulnerable and disabled people to participate actively in their local communities and provide access to employment opportunities (paid and unpaid). 14 actions have made good progress; 1 actions is at the early stage of implementation, 3 actions have made little progress.

3.a Develop a 'promoting independence' model that encourages community participation and increases access to services.

3.a 1 Ensure that all carers are routinely offered carers' assessments, direct payments and carers' support services.



A Carers' Rights outreach day was held on 25th February for managers to meet carers offering them time to talk about their needs and an opportunity for them to be assessed or reviewed on the day.

Mandatory training is being provided for all staff to ensure that they understand the statutory requirements and how to meet the needs of carers.

3.a 2 Through the strategic 10 year partnership with Carers Bromley provide more advocacy and peer support activity for carers.




Carers are provided with information and advice from Care Management Teams and Carers Bromley to ensure that they know what their rights are as carers. Domiciliary care, day care and respite are all

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provided either directly or by direct payments to service users and this ensures carers are able to remain in work and have appropriate support to ensure they can return to work if they are unable or unwilling to continue in the caring role.

3.b Service users and carers contribute to service planning and delivery of council services/projects; their views are heard and incorporated.

3.b 1 Monitor and report publicly on the quality of care services commissioned by the Council through the 'Quality of Care Homes' and the 'Quality of Domiciliary Care' Annual Reports available on Bromley's web site


 Annual reports on the Quality of Care Homes and Domiciliary Care are published and available on the web site.

3.b 2 Ensure involvement of people who use services in policy development and the strategic decision making process by supporting development of an Expert By Experience group.

 Bromley's Expert by Experience group, established in 2009, has recently presented a report to the SIB Board requesting financial support to develop into a user led organisation. The Board encourages and supports further development of the group and has offered support from Community Links Bromley.

The group have also extended their support to more Council wide developments of policies and publications. Recent examples of issues where they have been involved include transport issues and disabled access to Council buildings.


3.b 3 Implement the priority actions arising from the Transport review to ensure that vulnerable people can use public transport safely.

 The mobility Forum was set up during 2010-11. There have been two meetings of the Forum and initial work is focusing on a survey of bus passenger experience amongst people with disabilities.

Agreement for funding for travel training for people with learning disabilities was obtained in July, A travel training co-ordinator has been recruited and training started in January. Training will focus on more intensive work with 10 individuals plus group work in schools.

3.c With partners develop more work based opportunities (paid/unpaid) for people with disabilities or recovering from mental illness.

3.c 1 Increase the number of vulnerable service users (PDSI,MH) who are accessing work (paid/unpaid)


 By working with specialist providers in the voluntary/ community sector the PD team have referred 5 people to voluntary opportunities. One person has been supported into paid employment, and one service user with a severe physical disability has been helped to establish a micro-enterprise – a fruit and veg stall in Bromley.

Staff in PDSI have worked closely with HeadWay to contribute to a new local scheme which is now up and running.

The Community Links supported volunteer scheme supports people with Mental Health problems to take up voluntary work.

Employment Rehab workers are funded by the Department of Health to help people with Mental Health problems known to primary care to maintain their employment.


3.c 2 Increase the number of people with learning disabilities in paid work in the borough through social businesses and through Jobmatch and Job Carve.

 At the end of December 2010 169 people with learning disabilities and known to the Council were in paid employment, a net increase of 26 since the beginning of the year. Of the first cohort of 20 participants in the Thyme Out project 3 have started paid employment, 4 have gone one to further training and 13 (including some of those who now have paid jobs) started work experience placements.

3.c 3 Work with partners to ensure that carers support enables carers to remain in or seek employment

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opportunities.

 Carers are provided with information and advice from Care Management Teams and Carers Bromley to ensure that they know what their rights are as carers. Domiciliary care, day care and respite are all provided either directly or by direct payments to service users and this ensures carers are able to remain in work and have appropriate support.

A Carers' Rights outreach day was held on 25th February for managers to meet carers offering them time to talk about their needs and an opportunity for them to be assessed or reviewed on the day. An issue raised by carers on the day was the need for carers to have a contingency plan in place. Meetings have been planned with Carers Bromley to discuss how this can best be provided.

3.d Focus on preventing homelessness by working in partnership to introduce new initiatives, maximise and make the best use of the supply and range of affordable housing.


3.d 1 Reduce the number of households who are residing in temporary accommodation to 390 by March 2011.

 Despite the sustained increase in the number of households approaching threatened with homelessness, through our prevention and housing options approached we achieved the 50% reduction in temporary accommodation ahead of the target date and have continued to reduce numbers achieving 397 by the end of Q3. This figure had remained largely static during January and February with 398 at the end of February.

3.d 2 No 16 or 17 year olds will be housed in Bed and Breakfast accommodation unless an emergency placement. Expand the number of alternative placements through the 'Nightstop' short term supported lodging service

 Zero target continues to be achieved.


3.d 3 Through effective use of Mortgage Rescue funds and debt management advice, reduce the number of people made homeless through repossession.

 There has been full take up of the Blackfriars money advice surgeries assisting more than 140 households in relation to money and debt advice.

We have also developed a number of schemes with the credit union aimed at assisting low income households to sustain accommodation and save for the future.

The housing options & assessment service has worked with approximately 134 households assisting in preventing homelessness as a result of mortgage and rent arrears and have also concluded 16 successful preventions through the national mortgage rescue scheme.


3.d 4 Deliver an early intervention home visiting service to reduce homeless presentations.

 Home visiting is an established part of the work aimed at ensuring timely advice to prevent homelessness and robust homeless assessments. To date there has been more than an 82% increase in actual homeless presentations (1,396 until the end of January), however the early intervention advice and options work has continued to decrease the number of homeless acceptances (totalling 334 at the end of January).

We have continued to increase our help to people threatened with homelessness, with 2,111 households assisted in preventing or relieving their homelessness up to the end of February. This represents an increase to date of 63.6% more households helped than during 2009/10.


3.e Develop the range of Housing Options available within Bromley.

3.e 1 Work with additional Housing Associations to encourage them to open up their property registers to Bromley Homeseekers increasing available property.


 It is anticipated that the implementation will now commence in April 2011.

3.e 2 Work with the private rented sector to encourage more landlords to let their properties through Bromley Homeseekers.

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 This work is on hold and will not be reviewed to consider proceeding until after autobanding and the allocations scheme have been fully embedded during the first half of 2011/12

3.e 3 Work closely with RSLs to identify overcrowded households and to address under occupancy.


 We continue to work closely with RSLs and have recently refreshed the data we hold to feed into a further campaign to visit the most severely overcrowded households and promote the range of options available in the toolkit we have developed.

In addition we have reviewed our current Allocations and strengthened the areas around local preference priority for both underoccupation and severe overcrowding to further focus on this area of work.


3.e 4 Work with RSLs and developers to provide a level of Affordable Housing to at least meet statutory and high priority needs and enable temporary accommodation reductions/overcrowding, special needs (e.g. ECH, LD) targets to be met.

 1 x LB Bromley PCT Re-provision scheme delivering accommodation for 7 service users achieved planning permission. The second Extra Care Housing scheme at Bromley Common started onsite and will provide 42 x 1 bed and 18 x 2 bed high-specification flats for older people to rent through Hanover HA. 18 family homes have been purchased by Town and Country and Viridian HA as part of the Settled Homes Initiative and will be rented to local people. The Orpington Halls scheme completed, providing new village hall facilities and 19 affordable homes in Orpington Town Centre.

3.e 5 Explore, with partner RSLs, the potential for a viable Foyer scheme in the borough.

 To date, whilst a few sites have been considered, none have proved suitable or viable. The recession has made sites hard to find and RSLs (particularly their Lenders) more cautious about anything that is not mainstream housing. Capital funding is scarcer – even more so given the recent reductions in the HCA budget – and this will continue for the foreseeable future. The source of Revenue Funding that had been identified – Supporting People Grant – will not be increased in future and has had its Ring Fencing removed and so is likely to come under greater pressure given the need for Councils to closely review their expenditure.


3.e 6 Implement the Londonwide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.

 Following the initial meeting and commitment from RSLs to seek to implement the accessible housing register an update meeting has been held. RSLs are currently progressing work with a programme of planned inspections for properties to include the data required to implement the accessible housing register.


Outcome 4: Ensure the safety and protection of vulnerable adults through a Safeguarding framework that protects people from risk of abuse and neglect. 15 actions have made good progress; 1 actions is at the early stage of implementation.

4.a Social Care workforce has capacity, skills and expertise in Safeguarding.

4.a 1 Ensure the multi-agency training plan is based on practice skills competencies framework and has been implemented effectively.

 Safeguarding training is commissioned on a quarterly basis and the training competences framework was reviewed in March. Following the evaluation of levels 2/3 and 5 a new training provider was commissioned and evaluations from delegates in quarter three demonstrate improved satisfaction. In the 4th quarter the training is being revised to include the new London procedures. Delegate feedback has informed the training strategy for 2011-2012.


4.a 2 Care and health workers work closely together to improve care practices and routine.

 The multi-disciplinary Care Homes Liaison group continues to meet regularly to share information about safeguarding concerns and standards of care within registered care homes. An outcome from the group


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is a protocol, which outlines how issues of quality of care practice are escalated and managed by the contracts and care management teams prior to placement suspension. South London Health Care Trust has implemented the protocol for initiating an alert for grade 3 pressure sores in care homes, improving support and training for care home staff. The Community Mental Health Teams are supporting nursing and residential care homes where dementia sufferers are displaying aggressive and inappropriate behaviours.


4.a 3 Improve the consistency of practice by staff and all agencies by ensuring those undertaking tasks have the necessary skills and competencies.

-  The independent Government Office for London consultant has verified that practice and consistency have improved. Staff who have received the mandatory designated training are competent to undertake safeguarding investigations. Training is amended in response to the findings of performance management and auditing systems. Fire and personal safety training was carried out by the London Fire Brigade (LFB) board for care management teams and associated agencies. The training provided staff with competence in risk assessment and fire safety for vulnerable service users. During quarter 3 service users received free home fire safety checks by the LFB. In this quarter 6 training sessions were held with front line police officer and community safety officers covering safeguarding of vulnerable adults and the types of abuse they may need to recognise. 71 referrals have been made to LFB. Feedback from multi-agency course continues to show high levels of satisfaction.

4.a 4 Refine the BSAB training competence framework in terms of key agencies and implement effectively.


-  The safeguarding training programme is continuously reviewed following delegate ratings. As a result of course evaluations the training plan will be revised in quarter 4 to develop a separate level 1 introductory course for professional practitioners. In addition the training strategy for 2011-14 is in draft and being edited by the BSAB training group. This is expected to be completed by March.

4.a 5 Ensure staff (ACS and providers) are trained appropriately in safeguarding practices in accordance with care professional standards.

-  The second part of the independent review commenced on 21st September, with the focus group reflecting upon safeguarding practice and professional standards. The outcome is a set of improvement tasks to be progressed through the safeguarding adults practice standards group. The group met this quarter and included representatives from mental health, out of hours service and all care management.


4.b Our workforce effectively delivers modernised services.

4.b 1 Target recruitment activity on key staff groups and minimise the use of agency staff within ACS.


-  Due to the unprecedented period of change that Bromley currently faces, special recruitment measures were introduced in September 2010 to support existing staff, which has impacted on the amount of recruitment being undertaken.

6 posts were successfully recruited to. In the interim, agency staff have been used to maintain the service. In total, 56 locums/temporary staff were used during the period. Of the 56, 31 are still on active assignments as at 14 January 2011.

4.b 2 Produce a workforce development strategy for the social care workforce (SIB).

-  An initial draft has been produced and is being refined in consultation with key managers. The final draft will be subject to consultation.

4.b 3 Continue training and awareness around deprivation of liberty safeguards from 1st April 2010.

-  A half day training course is held every month for staff from provider organisations, the PCT staff and LBB staff.

Training is also proactively offered to providers on their own premises and a number of one to one and group sessions have been held at the request of providers.

Adult & Community Portfolio 2010/11 Update Report**4.c Promote excellent customer service through effective complaint handling.**

4.c 1 Develop in house training programme to improve customer complaints resolution. Run weekly complaints clinics to support managers in a) writing good quality responses and b) meeting timescales.

↑ Teams continue to be supported by the complaints staff to meet statutory requirements.

Two Complaints Made Easy sessions have been held this quarter training 20 people in complaints handling skills. The aim of the training is to support front line staff to achieve resolution of complaints. During quarter 3, 70% of complaints were resolved within 20 days. All written responses to complaints are quality assured by the complaints team to maintain high standards of written communication when corresponding with the public.

4.c 2 Encourage customers to share their experiences of our complaints process and improve business processes as a result.

↑ The complaints feedback survey continues to yield valuable comments from customers, and the lessons learnt are included in the quarterly report. Every complaint upheld is followed up with a feedback form and lessons learnt letter. CQC has recognised that there is demonstrable learning from complaints and this is a key strength in this year's performance assessment.

4.d Improve quality assurance of services and safe practices.

4.d 1 Ensure cases meet the threshold for safeguarding investigations, and risks are appropriately identified and managed.

↑ This quarter the Safeguarding Practice Group, whose membership reflects all practitioners across the partnership, has reviewed the lessons learnt from failed prosecutions.

Consultant lead practitioners were praised in the October independent review and front line staff feel well supported by safeguarding specialists.

4.d 2 Undertake case file audits to check compliance with practice standards and procedures.

↑ The findings from the independent review report increasingly robust quality assurance systems. Scrutiny of practice continues to be the focus of the quarterly case file audits. Safeguarding specialists from Greenwich assisted as peer reviewers to examine a number of cases and concluded that in most cases (91%) there was good evidence of safeguarding practice and effective promotion of the recovery of the service user. Overall cases followed the safeguarding policy appropriately and proportionately to the case.

4.e Vulnerable adults are protected through the engagement, contributions and commitment of partner agencies towards the work of the safeguarding board.

4.e 1 Strengthen joint performance management, compliance and monitoring processes to ensure staff from agencies meet minimum practices standards.

↑ The findings from the independent review state there is an emerging performance management culture across the partnership. Performance management meetings are held bi-weekly with care management operational teams monitoring the volume and timescales of investigations and addressing performance issues. The number of safeguarding investigations has reduced by 16 to 118 this quarter compared with 134 in the previous quarter. Multi-agency involvement in investigations was measured in the November audit and 100% of cases have evidence of multi-agency involvement. Work has started across the partners to report their actual response times to alerting about vulnerable adults at risk of abuse.

4.e 2 Target care homes and domiciliary care providers to participate in BSAB training programmes to raise standards to promote the benefits of skilled and proactive work force.

↑ Safeguarding training is promoted to partner agencies and care providers as follows;

- The BSAB newsletter in December 2010
- via a link on the Bromley Council website
- targeted marketing of training opportunities to individual homes.

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4.e 3 Promote wider involvement and action within the Council to improve community safety and reduce risks from harassment.

- Minimise the risks faced by people who live in situations of ongoing vulnerability.
- Personalisation risk assessment.

↑ The workshops with the London Fire Brigade (LFB) following a number of fire related deaths of vulnerable services users were carried out in October. The issues of closer working and introduction of new processes has helped to reduce service users vulnerable to fire and fire hazards. The LFB are now a member of the BSAB and this has developed communications and relationships to strengthen links with emergency services.

The Safeguarding Adult Links and Development (SALAD) Group involves key staff across council departments in working together on improving safety and risks for adults who are or may be in vulnerable situations. Each representative is a champion for adult safeguarding in their area forming an important link to channel communication with teams and keep awareness raised at the front line.

4.e 4 Strengthen the links with the Community Safety and Public Protection and other Portfolios to obtain better outcomes for vulnerable people.

↑ As well as links between the drugs and community safety teams, mentoring is being provided for younger adults involved with the criminal justice system by volunteers co-ordinated by Community Links Bromley as part of the contract with ACS. The drugs team are also working closely with community safety on the "Enough is Enough" initiative to tackle drug dealing. People picked up under the initiative are being helped into treatment.

There are also strong links between ACS and the Thyme Out project with the service being involved in the provision of gardening services in supported living properties. The Department also works closely with Bromley MyTime to develop and implement leisure activities services for client groups.

Community Safety are represented on the Bromley Safeguarding Adults Board and this year's first adult safeguarding conference "Protection through Partnership" featured how the strengthened links between adult safeguarding and community safety work in safeguarding people who, for example, are vulnerable to rogue traders and other criminal activity.