



NOTICE OF MEETING

Adult Social Care and Housing Overview & Scrutiny Panel

Wednesday 25 May 2016, 7.30 pm

**Council Chamber, Easthampstead House, Town Square, Bracknell,
RG12 1AQ**

To: ADULT SOCIAL CARE AND HOUSING OVERVIEW & SCRUTINY PANEL

Councillor Harrison (Chairman), Councillor Allen (Vice-Chairman), Councillors Mrs Angell, Finch, Finnie, Mrs McCracken, Ms Merry, Peacey and Mrs Temperton

cc: Substitute Members of the Panel

Councillors Brossard, Ms Hayes, Mrs McKenzie, Mrs Mattick and Thompson

ALISON SANDERS
Director of Corporate Services

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Published: 16 May 2016



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Wednesday 25 May 2016, 7.30 pm
Council Chamber, Easthampstead House, Town Square,
Bracknell, RG12 1AQ**

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AGENDA

Page No

1. ELECTION OF CHAIRMAN

2. APPOINTMENT OF VICE-CHAIRMAN

3. APOLOGIES FOR ABSENCE/SUBSTITUTE MEMBERS

To receive apologies for absence and to note the attendance of any substitute Members.

4. MINUTES AND MATTERS ARISING

To approve as a correct record the minutes of the meeting of the Adult Social Care and Housing Overview and Scrutiny Panel meeting held on 19 January 2016.

5 - 10

5. DECLARATIONS OF INTEREST AND PARTY WHIP

Members are requested to declare any disclosable pecuniary or affected interest, including the existence and nature of the Party Whip, in respect of any matter to be considered at this meeting.

Any Member with a Disclosable Pecuniary Interest or an Affected Interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.

6. URGENT ITEMS OF BUSINESS

Any other items which, pursuant to Section 100B(4)(b) of the Local Government Act 1972, the Chairman decides are urgent.

7. PUBLIC PARTICIPATION

To receive submissions from members of the public which have been submitted in advance in accordance with the Council's Public Participation Scheme for Overview and Scrutiny.

PERFORMANCE MONITORING

8. QUARTERLY SERVICE REPORT (QSR)

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the Quarterly Service Report for the fourth quarter of 2015/16 (1 January 2016 to 31 March 2016) relating to Adult Social Care. An overview of the key issues relating to the fourth quarter will be provided.

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Panel members are asked to give advance notice to the Overview and Scrutiny Team of any questions relating to the Quarterly Service Report where possible.

9. ANNUAL COMPLAINTS REPORTS 2015/16 FOR ADULT SOCIAL CARE AND FOR HOUSING

To consider the attached Annual Complaints Reports 2015/16 for Adult Social Care and for Housing.

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OVERVIEW AND POLICY DEVELOPMENT

10. HOUSING ALLOCATION POLICY

To consider a proposal to amend the Council's Housing Allocation Policy.

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11. HEATHLANDS RESIDENTIAL HOME UPDATE

To receive an update in respect of Heathlands Residential Home.

12. NEXT REVIEW TOPIC / WORKING GROUP

To select the next review topic and establish a working group to undertake the review with reference to the attached 2016/17 work programme.

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HOLDING THE EXECUTIVE TO ACCOUNT

13. EXECUTIVE KEY AND NON-KEY DECISIONS

To consider scheduled Executive Key and Non-Key Decisions relating to Adult Social Care and Housing.

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DATE OF NEXT MEETING

The next meeting of the Adult Social Care and Housing Overview and Scrutiny Panel has been scheduled for Tuesday 13 September 2016.

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**ADULT SOCIAL CARE AND HOUSING
OVERVIEW & SCRUTINY PANEL
19 JANUARY 2016
7.30 - 8.48 PM**



Present:

Councillors Harrison (Chairman), Allen (Vice-Chairman), Mrs Angell, Brossard, Finch, Finnie, Mrs McCracken, Ms Merry and Mrs Temperton

Executive Member:

Councillor D Birch

Apologies for absence were received from:

Councillor Peacey

In Attendance:

Andrea Carr, Policy Officer (Overview and Scrutiny)
Mira Haynes, Chief Officer: Older People & Long Term Conditions
Neil Haddock, Head of Performance and Resources
Simon Hendey, Chief Officer: Housing
Zoë Johnstone, Chief Officer: Adults & Joint Commissioning
John Nawrockyi, Interim Director of Adult Social Care, Health & Housing

21. Apologies for Absence/Substitute Members

Councillor Brossard substituted for Councillor Peacey

22. Minutes and Matters Arising

RESOLVED that the minutes of the meeting of the Adult Social Care and Housing Overview & Scrutiny Panel held on 15 September 2015 be approved as a correct record and signed by the Chairman, subject to checking the date shown as 2001 in paragraph 4 of minute 16 (Quarterly Service Report) which appeared to be incorrect.

23. Declarations of Interest and Party Whip

There were no declarations of interest relating to any items on the agenda, nor any indication that Members would be participating whilst under the party whip.

24. Urgent Items of Business

There were no items of urgent business.

25. Public Participation

There were no submissions from members of the public in accordance with the Council's Public Participation Scheme for Overview and Scrutiny.

26. **2016/17 Draft Budget Proposals**

The Panel considered key themes and priorities for Adult Social Care and Housing as outlined in the Council's Draft Budget Proposals for 2016/17.

The Executive had agreed the Council's draft budget proposals for 2016/17 at its meeting on 15 December 2015 as the basis for consultation with the Overview and Scrutiny Commission, Overview and Scrutiny Panels and other interested parties. The consultation period would run until 31 January 2016, after which the Executive would consider the representations made at its meeting on 9 February 2016, before recommending the budget to Council.

Attached to the report were extracts from the 2016/17 Revenue Budget and Capital Programme. The extracts comprised the Revenue Budget Report, Commitment Budget, Draft Revenue Budget Pressures, Draft Revenue Budget Savings Proposals, Proposed Fees and Charges, Capital Programme Report and Summary and Proposed Capital Schemes.

Particular attention was drawn to the budget pressures for 2016/17, which were common to most local authorities:

- An estimated £256k would be needed to cover the additional costs now falling on the Council for recipients of care who were previously in receipt of payments from the Independent Living Fund (now closed).
- An estimated £358k would be needed to fund known numbers of young people moving into Adult Social Care during the year, many of whom would require high cost care packages.
- An estimated £94k was needed to fund residential placements owing to a combination of limited capacity in the local market and increasing costs for home care providers.

In response to Members' questions, the following points were made:

- The Council did not place people in red-flagged care homes.
- The new charging policy for adult social care services would end the financial assessment for couples; all financial assessments would be carried out as they were for single people. A saving estimated at £100k was expected as a result of an increased level of recipient contributions. There were 50 couples affected in Bracknell Forest and letters and/or home visits were proposed to explain the new arrangements.
- A saving estimated at £340k was expected to be achieved through the review of high cost care packages to ensure services did not exceed the assessed need. Reviews were carried out at least annually and it was common for people's needs to change over time.
- There may be a slight variation in the anticipated saving of £15k associated with the Local Housing Company.

27. **Quarterly Service Report (QSR)**

The Panel considered the latest trends, priorities and pressures in terms of departmental performance as reported in the QSR for the second quarter of 2015/16 (July to September 2015) relating to Adult Social Care and Housing.

The Panel received a presentation looking forward over Quarter 4 of the current year, covering the main activities of the Department. Arising from questions and discussion, the Panel noted:

- Winter pressure plans had been kept under review and it was very pleasing to note a zero report on delayed transfers from hospital attributable to Adult Social Care in the period leading up to Christmas.
- Following the success of Self-Care Week in November 2015, a second “Choose Well” campaign would be launched to encourage people to self-care and to choose appropriate services, only attending Accident and Emergency departments when necessary, to reduce unplanned admissions to hospital. Panel Members requested further details of the date and promotion of this event.
- A new draft Housing Strategy will be produced by the end of the quarter and then subjected to consultation..
- The emergency personal care service provided by Forest Care was being developed, which would require it to be registered with the Care Quality Commission. Forest Care already provided around 400 customers a year with an emergency personal care service.

28. **National Living Wage - Potential Impact on Social Care Sector**

The Panel considered a report with an assessment of the potential cost impact on Adult Social Care budgets 2016-2020 of the National Living Wage (NLW).

From April 2016, the National Minimum Wage (NMW), currently £6.50 per hour, would be replaced by the NLW to be set initially at £7.20 per hour and rising in increments to £9.00 per hour in 2020. Care providers and others had stated that they expected this policy change would have a very significant impact on the cost of social care. The Local Government Association (LGA) had estimated the additional cost at initially £330m, rising to £1bn by 2020.

Using a model produced to assist local authorities (which relied on a number of assumptions which may not all prove to be correct) some estimates of the additional costs for Bracknell Forest had been calculated on the basis of 75% of staff employed being on the minimum wage. This showed a potential cost increase of £1,545k in 2016/17 rising to £5,520k in 2020/21.

The Panel received answers to a number of questions about the arrangements and costs for the Council of the placements made in local care homes, which were seeking to increase fees to cover rising costs irrespective of the new NLW policy. The Panel noted that the LGA were pressing the Treasury to recognise this new burden falling on local authorities.

29. **Bracknell Forest Sensory Needs Strategy 2015-20**

The Panel considered a report presenting the 2015 – 2020 Sensory Needs Strategy for Bracknell Forest, due to be reported to the Executive for approval. The next step for the Strategy was the development of an Action Plan by the Sensory Needs Partnership Board, to be built around the Priorities set out in the Strategy. This would be prepared in consultation with the Clinical Commissioning Group, and reported to the Health and Wellbeing Board for approval.

The Panel noted from Priority 8 – Prevention, the importance of looking after the health of one’s eyes and ears, and responses to the consultation about the Strategy had indicated that there needed to be more information about this available through the local community. The Executive Member drew the attention of the Panel to the emphasis being placed on self care, which was no less important in terms of sensory needs than other physical conditions. Reference was made to facilities such as the

Bridgewell Centre, which provided valuable short term care to assist people to improve their self help skills, including sensory impairments.

30. **Advocacy Joint Commissioning Strategy**

The Panel considered a report on the proposed approach to ensuring good quality advocacy services in Bracknell Forest, which had led to the recent completion of a new draft Advocacy Joint Commissioning Strategy.

Various changes in legislation over the last 2-3 years had altered the responsibilities for commissioning and provision of advocacy services. The Council was now responsible for commissioning the following range of specialist services:

- Independent Mental Capacity Advocacy – supporting people who did not have the capacity to make decisions for themselves in relation to accommodation, care and treatment.
- Independent Mental Health Advocacy – help for people detained under the Mental Health Act to get their opinions heard and to make sure that they knew their rights.
- NHS Complaints Advocacy – supporting people who want to make a complaint about the NHS.
- Independent Advocacy – to be available to specific groups of people, for example, those planning their care and support or having an assessment of their care needs carried out.

The consultation, focussing on people who had used advocacy services or who were eligible to do so, about what to include in the Strategy had ended on 7 January 2016. A good rate of response had been received, mostly of a very positive nature, and comments had been incorporated in the draft Strategy.

The process for tendering and contracting for services was under way. Services would be commissioned in four 'lots' with providers being able to tender for one or more of the services.

The Panel noted the report.

31. **Heathlands Residential Home - Consultation**

The Panel received an update on the consultation (due to close on 20 January 2016) on the future of Heathlands Residential Care Home and Day Centre for people with Dementia. The following groups had been especially invited to respond:

- People who lived at Heathlands (or their representatives)
- People and professionals who supported residents of Heathlands
- Bracknell Forest residents
- People with an interest in future options for care and support in Bracknell Forest

Three options had been put forward for consideration: do nothing; refurbish or redevelop Heathlands; and sell or lease Heathlands to another provider.

To date, 82 responses to the consultation questionnaire had been made, of which 70 were from current Heathlands residents (only 10 now remained in occupation), their family and friends. 76% of replies had expressed the view that the Council should continue to provide a service at Heathlands.

The Panel noted a full report on the consultation would be made to the Executive at its meeting on 9 February 2016. In answer to a question, it was confirmed that the current empty beds at Heathlands were available for short term respite care or for assisting in avoiding delayed transfers from hospital under winter pressure arrangements. A progress report to the next meeting of the Panel was requested.

32. Working Group Update Report

The Panel received a report on the progress of the Working Group reviewing the Council's draft Homelessness Strategy. The Working Group had held a number of meetings, met the Homelessness Forum Board, visited some of the homelessness accommodation used by the Council and met representatives of organisations involved in supporting people with housing and homelessness issues. The Working Group had completed its work by considering and contributing to the draft Homelessness Strategy which had now been agreed by the Executive.

Members received answers to questions about bedspaces offered by the Churches to homeless people in Bracknell Forest and the opening of the night shelter for rough sleepers during prolonged spells of cold weather.

The Panel thanked members of the Working Group and noted the suggestion of homelessness for further review (see next item below).

33. Work Programme 2016/17

The Panel considered a report suggesting topics for inclusion in the 2016/17 work programme:

- 1) Forestcare – a review of the lifeline alarms and other services provided under Forestcare.
- 2) Housing Supply – to review the response by the Council and its partners to increasing pressure in the housing market, particularly in regard to assisting home ownership and the provision of affordable housing.

The Panel considered the Housing Supply review would be a suitable follow on from the Homelessness review and the same Working Group Members expressed an interest in continuing. The starting point for such a review would take account of new housebuilding underway and in the pipeline, with statistical data from the Planning Department. Careful consideration would need to be given to scoping the review.

The Panel confirmed that Housing Supply should be the next review carried out, with the Working Group to comprise the same members of the Panel and any other Overview and Scrutiny member interested in serving.

34. Overview & Scrutiny Progress Report

The Panel received the Overview and Scrutiny bi-annual progress report setting out the activity and developments over the period June to November 2015.

35. Executive Key and Non-Key Decisions

The Panel received and noted the scheduled Key and Non-Key Executive Decisions relating to Adult Social Care and Housing.

CHAIRMAN

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Quarterly Service Reports - Adult Social Care, Health & Housing

Quarter Ending: Thursday 31 March 2016

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| 1. Performance Monitoring Report/Quarterly Service Report - Adult Social Care, Health & Housing: Quarter 4, 2016 | 3 - 32 |
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QUARTERLY SERVICE REPORT

ADULT SOCIAL CARE, HEALTH & HOUSING

Q4 2015 - 16
January – March 2016

Portfolio holder
Councillor Dale Birch

Director
John Nawrockyi

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Section 1: Director's Commentary

There was significant activity in quarter 4 with both a number of different ongoing projects and with decisions being made both by the Executive and by the Director.

In March, the Executive Member for Adult Services, Health and Housing approved the request to extend the contract for the Clement House Night Service. Clement House is an Extra Care Housing Facility which opened in May 2015. The extension will allow further statistical information to be gathered and allow time for the Department to consider the best and most cost effective way to meet the needs of the service.

Also in March, the Director approved the procurement plan for the re-tender of the 'Support with Confidence' service. The current contract with Action for People (previously the Family Resource Centre) ends on 30th September 2016. In accordance with the council's contract standing orders, this service should now go out to tender.

Also approved in March by the Director was the award of the Bracknell Forest Adult Weight Management Contract to tenderer B. This contract will ensure that residents of Bracknell Forest can access a Tier 2 Adult Weight Management service that is focused on achieving the best healthy weight outcomes for people.

It was reported during the quarter that the Volunteer Passport Scheme which was intended to generate better and easier volunteering across the borough is now up and running. The Scheme will require a volunteer to register once in order to be considered for various volunteering opportunities. The scheme will also enable volunteers to upskill or multi skill.

As reported previously concerning the Care Act, following a consultation, the Council is amended its charging policies for Adult Social Care to become compliant with new duties and powers under the Care Act. People affected by the changes have been informed of the impact on the level of their contribution to the care.

The Council is now working on refreshing its guidelines to staff and procedures around third party top-ups, deferred payments and 12 week property disregards to bring them into line with best practice.

The submission for the 2016 Better Care Fund planning template was completed and submitted to NHS England. The draft assurance ratings will be provided in April by NHS England and the final assurance ratings will be confirmed in May 2016.

The revised Workforce Strategy Project was implemented on January 18th and as reported previously, work has included the recruitment of vacant posts, developing the interface between Older People Service and Community Mental Health Team for Older Adults and briefings to the collective workforce.

Public Health are compiling a council wide Needs & Asset Analysis which will collate information on how well current services (council run or otherwise) are meeting demand. The analysis will provide a focused and in depth guide to how things may be done differently in certain areas to better meet need or increase cost effectiveness.

It is anticipated that Downshire Homes will purchase the 20 properties it is programmed to acquire by the end of May. Five of those properties will be leased to a specialist housing association to provide accommodation for people with learning disabilities and the remaining fifteen will be offered to homeless households as temporary accommodation.

Delivery against the actions in the Service Plan is looking strong. Of the 54 actions, 47 have been completed either on schedule or ahead of schedule (Blue), 1 is on target for completion at the end of May (Green), 1 is delayed (Red) and 5 are not required (N/A).

The delayed action (Red) is as follows:

6.11.1 Ensure electronic batch matching on the NHS number is completed for a person's social care record

BFC have now achieved Information Governance Statement of Compliance (IGSOC) compliancy. Therefore the network change request to configure the connection required for the PDS element (real-time link to populate NHS numbers into LAS) has been resubmitted to Vodafone.

The incompatibility issue between the HSCIC website and the secure government Public Service Network implemented at BFC has been resolved. Corporate ICT have installed the Demographics Batch Service(DBS) software from HSCIC, to provide ability to verify NHS numbers batch uploaded from LAS. However one of the DBS software components is not compatible with BFC network policy. This issue is currently being investigated by Corporate ICT.

The go live date has been rescheduled to 31 Oct 2016 to provide an achievable timescale.

The 5 actions no longer required (N/A) are as follows:

4.1.9 Extend the principles of the Symbol project to identify and develop further links across services for vulnerable adults who are also parents

There has been a change in direction for this action and more links and work in practice have been undertaken with all elements of Children's Social Care, including education.

4.3.4 Work with Thames Valley Housing to finalise plans for a residential development to underpin the modernisation of the Youth Service programme to develop a new Town Centre Youth hub

Progress with the scheme has been postponed pending work on design and viability.

6.10.3 Work with the Acute Trust and review the out of hours intermediate care services so that delays for people in hospital awaiting social care are minimised

This action is now pending future discussions to link in with the results of the Emergency Duty Services review. Feedback is expected from, Local Authorities by 30th June and the options appraisal report is being developed for the Better Care Fund.

7.5.1 Undertake a review of the operational services supporting Clement House extra care scheme

DMT decided to extend the contract for a further 12 months to enable a clearer picture to emerge regarding the care and support necessary in Clements House which could be no change or the use of Forestcare Response Service.

11.1.7 Introduce arrangements to record care accounts so that the Council can track self-funder progress towards the care cap of £72,000

The cap on care costs has now been deferred until 2020. As such this action is no longer required.

There are 5 indicators in quarter 4 with a current status of Red as follows:

NI155 - Number of affordable homes delivered (gross)

Whilst the quarterly target was missed, the annual target was achieved.

OF2c.1 - Delayed transfers of care - total delayed transfers per 100,000 of population

Full year figures are not available at the moment although the forecast shows that full year target will not be met. Overall there has been a drop in performance and the service is struggling to recover from Quarter 2 where the core market was unable to offer care for up to 600 hours. This has now improved greatly and performance is also set to show improvement.

OF2c.2 - Delayed transfers of care - delayed transfers attributable to social care per 100,000 population

Please see comments for OF2c.1 above

L214 - Delayed transfers of care (delayed bed days) from hospital per 100,000 population

Please see comments for OF2c.1 above

OF2a.2 – Permanent admissions to residential or nursing care per 100,000 population 65 or over

The continued pressures of older, physically frailer people being admitted into nursing care have led to a 37% increase in admissions. Also the numbers of older people needing support in residential and nursing care who are unable to continue to fund this support have increased from 3 people in 2014-15 to 9 people in 2015-16.

L179 - The percentage of homeless or potentially homeless customers who the council helped to keep their home or find another one (Quarterly)

There has been a 30% increase in accepted homelessness over the year. This will to some extent explain the reason why the homeless prevention target has not been achieved. The inability to prevent homelessness will be due to a multitude of factors but the conditions in the private rented sector mean it is increasingly difficult to secure alternative homes for households who face homelessness.

Every quarter the department reviews its risks in the light of events. A significant risk reported in the last Quarterly Service Report was in respect of the ability of the domiciliary care market for older people to meet the increased demand for services. Mitigation was to be through a mixture of demand and supply measures – developing ways of reducing demand through prevention, reablement and reviews of existing arrangements, and working with providers to boost recruitment activity on the other. Whilst this risk has not yet been formally downgraded, providers have been successful in recruiting, and the Council has therefore found it easier to source packages of care. The project to review and right-size existing arrangements has commenced, with some early, albeit small-scale, success.

There is a statutory complaints process for Adult Social Care, part of which compliments are also recorded, which culminates in an Annual Report. Therefore numbers of complaints and compliments are recorded, and reported, separately for Adult Social Care and for Housing, with Housing complaints dealt with via the Corporate Complaints process. In addition, there is a separate statutory process for Public Health complaints.

In quarter 4, Adult Social Care received 5 complaints of which 2 were upheld, 1 not upheld and 2 were ongoing within timescales. This compares to quarter 3 where there were 3 complaints of which none were upheld.




























There were 19 compliments received which compares to 14 compliments in the previous quarter.













In Housing, there were 4 complaints, all of which were upheld. This compares to the previous quarter when there were a total of 3 complaints in the quarter, all of which were at stage 2. Of these, 1 was upheld and 2 were partially upheld.






There were 11 compliments in Housing compared to 10 in the previous quarter.





No complaints have been made in respect of Public Health.



Section 2: Department Performance Indicators

Ind Ref	Short Description	Previous Figure Q3 2015/16	Current figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
ASCHH All Sections - Quarterly						
NI135	Carers receiving needs assessment or review and a specific carer's service, or advice and information (Quarterly)	29.4%	38.0%*	40.0%*		
OF2a.1	Permanent admissions to residential or nursing care per 100,000 population 18-64 (Quarterly)	5.4	5.4	6.8		
OF2a.2	Permanent admissions to residential or nursing care per 100,000 population 65 or over (Quarterly)	531.30	700.00	596.80		
L172	Timeliness of financial assessments (Quarterly)	98.30%	98.00%	95.00%		
L199	Average time to answer Emergency Duty Service calls (Quarterly)	Available Q1 16-17	Available Q1 16-17	40		
L214	Delayed transfers of care (delayed bed days) from hospital per 100,000 population (Quarterly)	1,015.5	1,047.6*	521.3		
Community Team for Older People & Long Term Conditions - Quarterly						
L135.1	Percentage of Enhanced Intermediate Care Referrals seen within 2 hours (quarterly)	100.00	99.00	95.00		
L135.2	Occupational Therapy (OT) assessments that were completed within 28 days of the first contact (Quarterly)	97.5%	97.7%	No target		
OF2c.1	Delayed transfers of care - total delayed transfers per 100,000 population (Quarterly)	13.2	14.4*	8.0		
OF2c.2	Delayed transfers of care - delayed transfers attributable to social care per 100,000 population (Quarterly)	7.3	7.7*	5.0		
Community Team for People with Learning Difficulties - Quarterly						
OF1e	Adults with learning disabilities in paid employment (Quarterly)	16.5%	17.1%	15.0%		
OF1g	Adults with learning disabilities who live in their own home or with their family (Quarterly)	89.0%	89.6%	85.0%		
Housing - Benefits - Quarterly						
NI181	Time taken to process Housing Benefit or Council Tax Benefit new claims and change events (Quarterly)	8.0	Available late April 2016	9.0		
L033	Percentage of customers receiving the correct amount of benefit (Sample basis) (Quarterly)	97.5%	Available late April 2016	98.0%		
Housing - Forestcare - Quarterly						
L030	Number of lifelines installed (Quarterly)	221	204	200		

Ind Ref	Short Description	Previous Figure Q3 2015/16	Current figure Q4 2015/16	Current Target	Current Status	Comparison with same period in previous year
L031	Percentage of lifeline calls handled in 60 seconds (Quarterly)	96.90%	97.46%	97.50%		
L180	Time taken for ForestCare customers to receive the service from enquiry to installation (Quarterly)	7	9	10		
Housing - Options - Quarterly						
NI155	Number of affordable homes delivered (gross) (Quarterly)	16	9	10		
L178	Number of household nights in B&B across the quarter (Quarterly)	2,278	1,455	1,650		
L179	The percentage of homeless or potentially homeless customers who the council helped to keep their home or find another one (Quarterly)	71.00%	71.00%	85.00%		
Public Health - Quarterly						
L215	Delivery of NHS Health Checks (Quarterly)	610	Available Q1 16-17	400		
L216	Smoking cessation delivery rate of successful 4 week quitters (Quarterly)	127	Available Q1 16-17	246		
L217	Smoking quit success rate (Quarterly)	83.0%	Available Q1 16-17	60.0%		
L218	Completion rate of specialist weight management treatment programme (Quarterly)	110	173	50		

Ref	Short Description	Previous figure 2014/15	Current Figure 2015/16	Current Target	Current status	Comparison with same period in previous year
ASCHH All Sections - Annual						
OF1c.1	Proportion of social care clients receiving Self Directed Support (Annually)	99.9%	100.0%	98.0%		
Community Support & Wellbeing - Annual						
OF1c.2	Proportion of social care clients receiving Direct Payments (Annually)	22.7%	22.7%			
Housing - Options - Annual						
NI155	Number of affordable homes delivered (gross) (Annually)	124	37	16		

Traffic Lights		Comparison with same period in previous year	
Compares current performance to target		Identifies direction of travel compared to same point in previous quarter	
	Achieved target or within 5% of target		Performance has improved
	Between 5% and 10% away from target		Performance sustained

	More than 10% away from target		Performance has declined
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The following are indicators that are not being reported this quarter:

Ind Ref	Short Description	Quarter due
Of1a	Social Care-Related quality of life	Q2/3
Of1b	The proportion of people who use services who have control over their daily life	Q2/3
Of1f	Adults receiving mental health services in paid employment as a percentage of all people with mental health problems (Quarterly)	Not known
Of1h	Adults receiving mental health services living independently, with or without support as a percentage of all people with mental health problems (Quarterly)	Not known
Of2b	Achieving independence for older people through rehabilitation or intermediate care (Annual)	Q2/3
Of2d	The outcomes of short term service: sequel to service	Q2/3
Of3a	Overall satisfaction of people who use services with their care with their care and support	Q2/3
OF3d.1	The proportion of people who use services who find it easy to find information about services	Q2/3
Of3d.2	Proportion of carers who find it easy to find information about services	Q2/3
Of4a	The proportion of people who use services who feel safe	Q2/3
Of4b	The proportion of people who use services who say that those services have made them feel safe and secure	Q2/3
L213	Satisfaction rates for calls to Emergency Duty Service	Q2/3

Section 3: Complaints and compliments

Compliments Received

30 compliments were received by the Department during the quarter, which were distributed as follows:

Adult Social Care Compliments

19 compliments were received in Adult Social Care which consisted of 17 for the Community team for Older People & People with Long Term Conditions and 2 for Learning Disability.

Housing Compliments

11 compliments were received by Housing. 5 received by Forestcare and 6 by Housing. The majority of the welfare and housing compliments were from customers where the service had maximised their income so that they could avoid homelessness.

Complaints Received

There were a total of 9 complaints received in the Department during the quarter, 4 in Housing and 5 in Adult Social Care. No complaints were received by Public Health.

Adult Social Care Complaints

5 complaints were received this quarter in Adult Social Care and all were dealt with using the statutory procedures. No complaints were dealt with using corporate procedures.

Stage	New complaints activity in Q4	Complaints activity year to date	Outcome of total complaints activity year to date
Statutory Procedure	5	18	7 complaints were upheld 7 complaints were not upheld 2 complaints were partially upheld 2 ongoing within timescales
Local Government Ombudsman	1	2	1 not upheld and 1 ongoing at the time of writing the report.

Nature of complaints/Actions taken/Lessons learnt:

Of the 5 complaints received in quarter 4, 4 were about standard of service and 1 was about communications. 4 complaints were about services provided by the team for Older People & Long Term Conditions and 1 was about Learning Disability services.

There was 1 learning point during the quarter which was that steps have been taken to strengthen and check people's "ordinary residence" at the time of referral, to ensure that it is known which LA is responsible for carrying out any assessment.

There are regular meetings within Adult Social Care to ensure learning from complaints is disseminated and acted on. The data is collated as the year progresses and is reported annually within the Complaints Report for Adult Social Care.

Housing Complaints

4 complaints were received this quarter in for the welfare and housing service.

The following table excludes Stage 1 complaints and those complaints which are dealt with through separate appeals processes. It should also be noted that complaints which move through the different stages are recorded separately at each stage.

Stage	New complaints activity in Q4	Complaints activity year to date	Outcome of total complaints activity year to date
Stage 2	4	13	3 complaints were upheld 1 complaint was not upheld 8 complaints were partially upheld 1 complaint reply outstanding within timescale.
Stage 3	0	0	-
Stage 4	0	0	-
Local Government Ombudsman	0	2	The Local Government Ombudsman complaints were not upheld

Nature of complaints/Actions taken/Lessons learnt:

2 complaints were made by customers who were unhappy with the welfare service. Both claims were very complex and the learning point was that complex issues are unlikely to be resolved via correspondence and there is a better chance that customers will understand what is required via a face to face meeting. The other two complaints were made by a letting agent.

Section 4: People

Staffing Levels

	Establishment Posts	Staffing Full Time	Staffing Part Time	Total Posts FTE	Vacant Posts	Vacancy Rate
DMT / PAs	11	7	4	8.91	1	8.33
Older People & Long Term Conditions	173	87	86	123.26	16	8.46
Adults & Joint Commissioning	101	69	32	87.46	20	16.5
Performance & Resources	28	21	7	24.34	2	6.6
Housing	69	46	23	57.17	3	4.1
Public Health Shared	12	7	5	9.27	1	7.7
Public Health Local	8	8	0	8	0	0
Department Totals	402	245	157	318.41	43	9.66

Staff Turnover

For the quarter ending	31 March 2016	4.08%
For the last four quarters	1 April 2015 – 31 March 2016	10.96%

Turnover – comparator data	
Total voluntary turnover for BFC, 2014/15:	13.4%
Average UK voluntary turnover 2014:	12.8%
Average Local Government England voluntary turnover 2014:	12.7%

(Source: XPerHR Staff Turnover Rates and Cost Survey 2014 and LGA Workforce Survey 2013/14)

Comments:

A vacancy management protocol is now in place to help reduce the need for redundancies.

The vacancy panel will review all vacancies on a weekly basis to determine whether vacancies can be filled by those “at risk” of redundancy, whether the vacancy will be advertised internally or externally.

Staff Sickness

Section	Total staff	Number of days sickness	Quarter 4 average per employee	2015/16 annual average per employee
DMT / PAs	11	0	0	1.09
Older People & Long Term Conditions	173	555	3.21	14.16
Adults & Joint Commissioning	101	202	2	8.48
Performance & Resources	28	20	0.71	2.25
Housing	69	184	2.67	8.38
Public Health Shared	12	1	0.08	3.17
Public Health Local	8	0	0	0.88
Department Totals (Q4)	402	962	2.39	
Totals (15/16)	402	4,106		10.21

Sickness – comparator data	All employees, average days sickness absence per employee
Bracknell Forest Council 14/15	5.2 days
All local government employers 2014	7.9 days
All South East Employers 2014	N/A

(Source: Chartered Institute of Personnel and Development Absence Management survey 2014)

N.B. 20 working days or more is classed as Long Term Sick.

Comments:

Older People and Long Term Conditions

There were 5 cases of Long Term Sickness. Out of these cases, 3 returned to work and 2 people have left Bracknell Forest Council. The 3 remaining cases are being monitored by Occupational Health.





Adults & Joint Commissioning

There were 2 cases of Long Term Sickness. One has left Bracknell Forest Council and the other is still to return.


Housing

There were 2 cases of Long Term Sickness during quarter 4. One has returned the other is still on Long Term Sickness.




Section 5: Progress against Medium Term Objectives and Key Actions



Progress has been monitored against the sub-actions supporting the Key Actions contained in the Adult Social Care, Health & Housing Service Plan for 2015-16. This contains 54 actions detailed actions in support of 6 Medium Term Objectives. Annex A provides detailed information on progress against each of these actions. Overall 47 actions were completed at the end of the quarter () , while 1 action was on schedule () and 1 action was delayed () . 5 Actions were not required () .

The delayed action is:

Ref	Action	Status	Progress
6.11.1	Ensure electronic batch matching on the NHS number is completed for a person's social care record		<p>BFC have now achieved Information Governance Statement of Compliance (IGSOC) compliancy. Therefore the network change request to configure the connection required for the PDS element (real-time link to populate NHS numbers into LAS) has been resubmitted to Vodafone.</p> <p>The incompatibility issue between the HSCIC website and the secure government Public Service Network implemented at BFC has been resolved. Corporate ICT have installed the Demographics Batch Service(DBS) software from HSCIC, to provide ability to verify NHS numbers batch uploaded from LAS. However one of the DBS software components is not compatible with BFC network policy. This issue is currently being investigated by Corporate ICT.</p>

The 5 actions that are not required are:

Ref	Action	Status	Progress
4.1.9	Extend the principles of the Symbol project to identify and develop further links across services for vulnerable adults who are also parents		There has been a change in direction for this action and more links and work in practice have been undertaken with all elements of Children's Social Care, including education.
4.3.4	Work with Thames Valley Housing to finalise plans for a residential development to underpin the modernisation of the Youth Service programme to develop a new Town Centre Youth hub.		Progress with the scheme has been postponed pending work on design and viability.
7.5.1	Undertake a review of the operational services supporting Clement House extra care scheme		DMT decided to extend the contract for a further 12 months to enable a clearer picture to emerge regarding the care and support necessary in Clements House.
6.10.3	Work with the Acute Trust and review the		This action is now pending future

Ref	Action	Status	Progress
	out of hours intermediate care services so that delays for people in hospital awaiting social care are minimised.		discussions to link in with the results of the Emergency Duty Services review.
11.1.7	Introduce arrangements to record care accounts so that the Council can track self-funder progress towards the care cap of £72,000		The cap on care costs has now been deferred until 2020. As such this action is no longer required.

Section 6: Money

Revenue Budget

The forecast is an underspend of £0.5 million as at month 11. This is an improvement in the position since the previous quarter. Some of the larger movements include:

- In Learning Disabilities there has been a reduction in forecast expenditure £288k. This has included the award of a significant amount of Continuing Healthcare funding (£120k) and a reduction in the forecast cost of care packages (£82k), with the cost of some new packages of care being less than had been expected. The balance generally relates to budgets that were being held in anticipation of costs that are now not expected to materialise during the financial year.
- In Physical Support there has been a favourable movement of 193k. The primary reason for this is Winter Pressure funding received from the NHS.
- In Director there has been a favourable movement of £84k. This includes reductions in grants and donations (£37k) and a recharge for support provided to the Berkshire Public Health shared team (£31k). There is also a forecast saving on the training budget (£16k).

Capital Budget

Capital expenditure at the end of month 11 is £3.7 million against a budget of £5.3 million. The department is likely to request a carry forward of the underspend. Taking this into account, the Department is likely to be requesting a capital budget roll forward to the next financial year of £1.2 million.

Section 7: Forward Look

ADULT SOCIAL CARE

Service Wide

Carers

The new carers' contract has been awarded to SIGNAL. Regular monitoring meetings will be held to ensure that services are being robustly delivered to support carers with signposting, advice, information and the development of community groups.

Older People & Long Term Conditions

Community Team for Older People & Long Term Conditions

The new team structure is operational and there will be a team building event in May which is to build commitment to a shared vision and a shared purpose. The closure of Heathlands will take place on Friday 29th April and people will continue to be monitored in their new placements.

Drug & Alcohol Action Team

There has still been no decision with regards to the new services. During quarter 1 a report will be prepared for DMT detailing the options in respect of moving forward in terms of the service delivery model.

Emergency Duty Services

The team will continue to deliver the service for adult and children services for Berkshire to the old specification until such time an agreement is reached to deliver to the new model and specification. The model is to be agreed by 30th June.

Adults & Joint Commissioning

Learning Disabilities and Autistic Spectrum Disorder

The Learning Disability and Autistic Spectrum Disorder teams will continue to focus on individual outcomes. Elevate and Breakthrough will work in partnership to offer advanced employment opportunity services for adults of all ages.

Joint Commissioning

The draft assurance ratings for the Better Care Fund planning template will be provided on 6 April by NHS England and the final assurance ratings will be confirmed by 13 May 2016.

A consultant with specific expertise in Falls and Care Homes who has been commissioned through Public Health will carry out a pilot and the work of the Prevention and Self-Care programme will continue "to improve health and reduce the need for unplanned care" with ongoing public promotion campaigns. The Carers need research project will be completed within Q1 2016-17.

Mental Health & Dementia

A new Dementia Action Alliance co-ordinator who has been appointed will continue to promote the Dementia Action Alliance within Bracknell Forest and aim to recruit new members. An evaluation of local day care services has been conducted and will be presented at the Dementia Partnership Board to discuss the outcome and identify any necessary actions.

Safeguarding

The updated 'Berkshire Multi-Agency Adult Safeguarding Policy and Procedures' have been launched by the Pan Berkshire Multi-agency Safeguarding leads; these will enable better safeguarding of adults at risk of abuse throughout Berkshire and will encourage the continuous development of best practice in adult safeguarding.

Work has been completed on the LAS safeguarding module to ensure that it is Care Act compliant and meets the requirements for the Safeguarding Adults Collection data.

Performance & Resources

IT

The team are working with Corporate IT to progress the NHS spine connection for the electronic matching of the NHS number. See update on action 6.11.1 for further details on this.

HR

Work on the re-provision of services at Heathlands will continue until the end of April 2016 when the unit closes. HR assistance is being provided to employees for redeployment and/or redundancy. Work will continue with management to assist with meeting any other HR issues that arise due to the Council's need to make savings.

Business Intelligence

The team will begin the final preparations for submission of the Adult Social Care Annual Returns which are due in at the end of May. It is expected that some other tasks will be re-prioritised to ensure that this goes smoothly.

Finance

In the first quarter of 2016 -17, the budget will be re-profiled to take into account items that were not known at budget build, such as social care provider uplifts, Public Health grant and the Better Care Fund plan. In addition, the re-profiling will be required to take account of the new management structure in Older People and Long Term Conditions.

PUBLIC HEALTH

In Quarter 1 the public health will focus on three key activities: Procurement, Health Improvement through the Year of Self Care Programme and Needs & Asset Analysis for the wider council.

Procurement activities in Q1 will focus primarily on commissioning Health Visitor Services. These services provide support to mothers of children from birth for up to 4 years. Local authorities took over responsibility for Health Visitor Services in Oct 2015 and the contract represents our single largest investment. A new service will be in place by 1st January

based largely on the existing service specification (which consultation and outcome data indicate is meeting need well).

The Year of Self Care themes in quarter 1 will include physical activity and carer support. To date, the programme has surpassed all expectations in relation to the level of engagement from residents, organisations and businesses. The Year of Self Care will move to a new, dedicated website during Quarter 1 in order to better support the growth of the programme.

Finally, the Public Health team will compile a council wide Needs & Asset Analysis that aims to collate information on how well current services (council run or otherwise) are meeting demand. Based on information in the JSNA, the Public Health Survey, the Residents Survey and numerous other information sources, this analysis will provide a focused and in depth guide to how things may be done differently in certain areas to better meet need or increase cost effectiveness.

HOUSING

Housing Strategy and Options

The tender process to procure housing related support for older people did not deliver a viable provider. In the short term welfare and housing caseworkers will be recruited on fixed term contracts to provide housing related support to older people whilst the approach and requirements of service are reviewed.

The service will arrange the letting of the fifteen properties purchased by Downshire Homes. In addition five Downshire Homes properties will be leased to Advance housing association to provide accommodation for people with learning disabilities.

A report will be presented to the Executive at the end of the quarter to revise the council's allocations policy. Subject to consultation the proposals are to increase residency requirements from one year to four years, enable families where children are taken into care to remain on the housing register, and formalise approaches to applications to move for work requirements and also allocations from members and ex- members of the armed forces.

The draft housing strategy will be considered prior to consultation

Welfare Service







The service will undertake the work to make the subsidy claim for housing benefit for 2015/16. The claim is expected to be in the region of £33 million.

There will be additional work to provide advice to customers affected by welfare reform changes. In addition the Council's website will need to be revised to reflect the changes.






Forestcare







As reported previously, Forestcare is changing the direction of the service it offers from call handling to emergency personal care and response. Staff have been consulted on changes in their job descriptions so that they will provide emergency personal care. Following receipt of funding from the Better Care Fund, a registered manager has been recruited and during the quarter they led on work so that Forest care can be registered with the Care Quality Commission to provide emergency personal care to customers where a response service is provided.












Annex A: Progress on Key Actions











Sub-Action	Due Date	Owner	Status	Comments
MTO 4: Support our younger residents to maximise their potential				
4.1 Provide accessible, safe and practical early intervention and support services for vulnerable children and young people in the Borough				
4.1.9 Extend the principles of the Symbol project to identify and develop further links across services for vulnerable adults who are also parents	31/03/2016	ASCHH		There has been a change in direction for this action and more links and work in practice have been undertaken with all elements of Children's Social Care, including education.
4.3 Increase opportunities for young people in our youth clubs and community based schemes				
4.3.4 Work with Thames Valley Housing to finalise plans for a residential development to underpin the modernisation of the Youth Service programme to develop a new Town Centre Youth hub.	31/03/2016	ASCHH		Progress with the scheme has been postponed pending work on design and viability.
4.7 Communicate with partners to ensure that health, safety and well being priorities for all children and young people are identified and are included in partners plans and strategies where relevant and appropriate				
4.7.3 Enhance the emotional health and wellbeing of children and young people at tier 2 in partnership with schools and other providers.	31/03/2016	ASCHH		Action complete. Feedback from the service remains excellent and uptake continues to grow. A concurrent drop in referrals to secondary care CAMHS has been observed.
MTO 6: Support Opportunities for Health and Wellbeing				
Sub-Action	Due Date	Owner	Status	Comments
6.2 Support the Health and Well Being Board to bring together all those involved in delivering health and social care in the Borough				
6.2.1 Implement the review of the Health & Wellbeing Board	31/03/2016	ASCHH		Action complete. The Stakeholder Forum is in place. There are 2 projects ongoing which are Child and Adolescent Mental Health Services and the development of Primary Care in the borough.
6.2.2 Increase liaison with NHS England to further develop GP and primary care services in the borough	31/03/2016	ASCHH		Action complete. Work for 2015-16 is complete although the action is ongoing for 2016-17 since NHS England are not able to resource this at present. Liaison will continue into the new financial year.
6.2.4 Work with partners to improve Child and Adolescent Mental Health Services (CAMHS) provision	31/03/2016	ASCHH		Action complete. Agreed elements of the transformation plan are being delivered which include the East Berks Anti-stigma campaign, focus groups, parents pack, Xenzone sessions and counselling service recruitment.
6.3 Continue to support the development of a local Healthwatch to provide				







Sub-Action	Due Date	Owner	Status	Comments
local patients with a voice				
6.3.1 Conduct regular reviews against the agreed contractual outcomes for local Healthwatch	31/03/2016	ASCHH		Action complete. Monitoring continues and the reports are available on the website.
6.8 Support health and wellbeing through Public Health				
6.8.1 Conduct a comprehensive programme aimed at improving self-care across the population, including development of a web-based self-care guide and a new programme for those with pre-diabetes	31/03/2016	ASCHH		Action complete. The Mental Health (Feb) and Healthy Ageing (Mar) campaigns included a number of initiatives with high engagement from residents. The Feb campaign has been cited as an example of national best practice by the LGA.
6.8.2 Maximise the uptake of key health improvement programmes across the population, including health checks, smoking cessation and weight management	31/03/2016	ASCHH		Action complete. All procurement exercises have been completed on time. Uptake and results of services remain above target.
6.8.3 Deliver a range of programmes aimed at improving well-being among local older people, including a Community Falls Prevention Programme, a Strength & Balance Programme and Befriending Services	31/03/2016	ASCHH		Action complete. Uptake and satisfaction remain high. The service in care homes is now underway. Procurement of a new contract from falls prevention has been completed on schedule.
6.8.4 Carry out specific and collaborative assessments of the services including a full needs assessment in relation to drugs and alcohol	31/03/2016	ASCHH		Action complete. Public Health have completed an analysis for the CCG of outcome and benchmarking data in order to inform their commissioning plans for 2016/17 onwards.
6.9 Support people who misuse drugs and/or alcohol to recover by providing appropriate interventions				
6.9.1 Provide drug and alcohol misuse awareness raising to new employees and existing staff	31/03/2016	ASCHH		Action complete. 3 training sessions were delivered in quarter 4.
6.9.3 Consider the findings from the DAAT Young People's Service Review to plan future service provision	31/03/2016	ASCHH		This action is now completed ahead of schedule.
6.9.4 Consider the recommendations arising from the Children Young People & Learning Overview & Scrutiny Panel (O&S) working group	31/03/2016	ASCHH		This action is now completed ahead of schedule.
6.9.5 Undertake a cost comparison analysis of the current DAAT service	31/03/2016	ASCHH		Action has been completed ahead of schedule.
6.9.6 Monitor the number of older people being referred to treatment for alcohol misuse	31/03/2016	ASCHH		A total of 28 people aged 55 and over entered treatment during 2015/15 compared to 37 in the previous year. However as the total number of people in treatment was lower in 2015/16 than

Sub-Action	Due Date	Owner	Status	Comments
				the previous year (405 people versus 443 people), the actual percentage of older people in treatment rose from 8.3% to 9.4% of the total treatment
6.10 Support the Bracknell & Ascot Clinical Commissioning Group to focus on improving local health services for our residents				
6.10.1 Work with the CCG to implement the Better Care Fund Plan	31/03/2016	ASCHH		<p>Action complete: The submission for the 2016 Better Care Fund planning template was completed and submitted to NHS England. The draft assurance ratings will be provided on 6 April by NHS England and the final assurance ratings will be confirmed by 13 May 2016.</p> <p>As part of the existing 2015/16 BCF process, the quarterly return to NHS England was completed by the end of February 2016 for Quarter 3.</p> <p>8 of the 9 Better Care Fund schemes are now operational. 1 outstanding action is the completion of the Respiratory Failure Scheme Integrated Respiratory Service.</p>
6.10.2 Work in partnership with the CCG and Bracknell Healthcare Foundation Trust (BHFT) to build on an integrated service for adults with long term conditions	31/03/2016	ASCHH		Action is now complete and the service is in place.
6.10.3 Work with the Acute Trust and review the out of hours intermediate care services so that delays for people in hospital awaiting social care are minimised	31/03/2016	ASCHH		This action is now pending future discussions to link in with the results of the Emergency Duty Services review. Feedback is expected from Local Authorities by 30 th June and the options appraisal report is being developed for the Better Care Fund.
6.10.4 Further develop the integrated care teams with the CCG and BHFT to support people with complex care needs	31/03/2016	ASCHH		Action complete. The in-house service went live on 18 January and includes staff from Bracknell Healthcare Foundation Trust.
6.11 Ensure that IT systems continue to be developed to improve the quality of people's lives and support and assist in business decisions				
6.11.1 Ensure electronic batch matching on the NHS number is completed for a person's social care record	31/03/2016	ASCHH		BFC have now achieved Information Governance Statement of Compliance (IGSOC) compliancy. Therefore the network change request to configure the connection required for the PDS element (real-time link to populate NHS numbers into LAS) has been resubmitted to Vodafone.

Sub-Action	Due Date	Owner	Status	Comments
				The incompatibility issue between the HSCIC website and the secure government Public Service Network implemented at BFC has been resolved. Corporate ICT have installed the Demographics Batch Service(DBS) software from HSCIC, to provide ability to verify NHS numbers batch uploaded from LAS. However one of the DBS software components is not compatible with BFC network policy. This issue is currently being investigated by Corporate ICT.
MTO 7: Support our older and vulnerable residents				
Sub-Action	Due Date	Owner	Status	Comments
7.1 Secure preventative and early intervention measures to ensure residents have the maximum choices to allow them to live longer in their own homes				
7.1.1 Review the range and nature of support services provided by Forestcare for vulnerable people	31/03/2016	ASCHH		Action completed ahead of schedule. A new range of services has been introduced.
7.1.2 Refresh the Helping you to stay independent Guide	31/03/2016	ASCHH		Action complete. The "Helping You Stay Independent Guide" for 2016/17 will be published in April 2016.
7.1.3 Review implemented winter pressures plans	31/08/2015	ASCHH		Action complete. Following review of 2014/15 plans, the plans for 2015/16 have been developed to respond to the anticipated increase in demand through winter.
7.1.4 Deliver a self-care programme raising awareness of self-care and self-management of long-term conditions and managing the use of A&E services	31/03/2016	ASCHH		Action complete. The Choose Better campaign continues to progress. The Prevention and Self-Care Steering Group decided in January that promotion of this campaign will include a leaflet and fridge magnet mailing to every household in Bracknell Forest.
7.4 Continue to modernise support and include new ways of enabling the delivery of that support				
7.4.1 Introduce the Spectrum Star to people supported by the Autistic Spectrum Disorder (ASD) team and the agencies who support them	31/03/2016	ASCHH		Action completed ahead of deadline.
7.4.2 Introduce a new review package for people with ASD and Learning Disabilities (LD) that incorporates an updated Direct Payments review and Service review	31/03/2016	ASCHH		Action completed ahead of schedule.

Sub-Action	Due Date	Owner	Status	Comments
7.4.3 Introduce the Life Star to the people supported by the LD team and the agencies that support them	31/03/2016	ASCHH		Action completed ahead of deadline.
7.4.4 Develop and publish the Sensory Needs Strategy	31/03/2016	ASCHH		Action complete. Strategy now approved by the Executive. Publication will be in April 2016.
7.4.5 Refresh the Advocacy strategy and commissioned services subject to evaluation of the impact of the Care Act	31/03/2016	ASCHH		Action complete. The refresh of the Advocacy Joint Commissioning Strategy 2016-2021 has been completed and the new strategy was approved by the Executive on Tuesday 8 March 2016.
7.4.6 Aim to promote Healthy Lifestyles for people including reducing incidents of smoking amongst people supported by the Community Mental Health Team (CMHT)	31/03/2016	ASCHH		Action complete. The number of people who smoke and have been offered a referral to smoking cessation services has now risen to 164.
7.4.7 Establish a Dementia Action Alliance to promote dementia friendly communities	31/03/2016	ASCHH		Action complete. The Dementia Action Alliance Co-ordinator will start on 5th April 2016.
7.5 Improve the range of specialist accommodation for older people which will enable more people to be supported outside residential and nursing care				
7.5.1 Undertake a review of the operational services supporting Clement House extra care scheme	31/03/2016	ASCHH		DMT decided to extend the contract for a further 12 months to enable a clearer picture to emerge regarding the care and support necessary in Clements House which could be no change or the use of Forestcare Response Service.
7.6 With partners develop a culture that does not tolerate abuse, and in which older and more vulnerable residents are safeguarded against abuse				
7.6.1 Embed statutory safeguarding requirements within operational practice	31/03/2016	ASCHH		Action completed. However, changes to the Care Act Statutory guidance will entail some further development.
7.6.2 Lead the Bracknell Forest Safeguarding Adults Partnership Boards development plan taking into account the boards statutory footing	31/03/2016	ASCHH		Action complete. Work has been completed on the LAS Safeguarding module to ensure that it is Care Act compliant and meets the requirements for the Safeguarding Adults Collection data. Awareness sessions for staff have been held.
7.7 Target financial support to vulnerable households				
7.7.1 Review the Councils support to households in light of the claimant commitment / universal credit implementation	31/03/2016	ASCHH		Action complete. New partnership agreement with DWP set up for 2016-17.
7.7.2 Retender supporting people contracts to provide housing related support to vulnerable people	31/03/2016	ASCHH		Action complete. Retendering of contact did not deliver a new service provider and so in the short term the service will be provided by the Council pending a decision on long term delivery model.
7.7.3 Review Social Fund and Discretionary Housing Payment	31/03/2016	ASCHH		Scheme has been amended via Executive Member decision.

Sub-Action	Due Date	Owner	Status	Comments
policy to target support to the most vulnerable people				
7.7.4 Review local council tax benefit scheme to ensure it provides an affordable scheme for the Council and customers	31/03/2016	ASCHH		Action complete. Scheme has been amended as part of introduction of new scheme.
7.7.5 Continue redesign of the housing and benefit service to maximise household income and independence	31/03/2016	ASCHH		Action complete. The service redesign is complete.
7.8 Support vulnerable people through continued provision of out of hours services				
7.8.1 Consult on the Emergency Duty Service (EDS) Joint Review	31/03/2016	ASCHH		Action complete. Berkshire directors met on 6th April and have agreed to give a formal response on June 30th 2016 as to whether they wish to continue under the current model or the proposed one.
MTO 10: Encourage the provision of a range of appropriate housing				
Sub-Action	Due Date	Owner	Status	Comments
10.1 Ensure a supply of affordable homes				
10.1.10 Produce Homeless Strategy	31/03/2016	ASCHH		Action complete.
10.1.11 Secure additional temporary accommodation for homeless households	31/03/2016	ASCHH		Action complete.
10.1.14 Support Housing and Planning for the off-site provision of affordable homes from the TRL site in Bracknell Town Centre	31/05/2015	ASCHH		Meetings between TVHA and Planning Department are ongoing and the title issue is being resolved.
10.1.15 Investigate establishing a Local Housing Company	31/03/2016	ASCHH		Action complete.
10.1.8 Review Disabled Facilities Grant process in order to meet the requirements of the Better Care Fund	31/03/2016	ASCHH		Action complete. This continues to be monitored through Better Care Fund steering group.
10.1.9 Produce Housing Strategy	31/03/2016	ASCHH		Action complete. Draft of housing strategy available.
MTO 11: Work with our communities and partners to be efficient, open, transparent and easy to access and to deliver value for money				
Sub-Action	Due Date	Owner	Status	Comments
11.1 Ensure services use resources efficiently and ICT and other technologies to drive down costs				
11.1.4 Ensure IT systems are ready for any statutory and legislative changes	31/03/2016	ASCHH		Action complete. Testing completed and system upgraded 24th March ready for the statutory return report generation.

Sub-Action	Due Date	Owner	Status	Comments
11.1.7 Introduce arrangements to record care accounts so that the Council can track self-funder progress towards the care cap of £72,000	31/03/2016	ASCHH		The cap on care costs has now been deferred until 2020. As such this action is no longer required.
11.2 Ensure staff and elected members have the opportunities to acquire the skills and knowledge they need				
11.2.8 Deliver a workforce that is fit for purpose under the new legislation of the Care Act 2014	31/03/2016	ASCHH		Action complete. The revised structure for ASC to support personalised ways of working was implemented on 18 January 2016.
11.7 Work with partners and engage with local communities in shaping services				
11.7.10 Work with partners to implement Carers Commissioning Strategy, ensuring impact of Care Act is incorporated into the delivery plan	31/03/2016	ASCHH		Action complete. The Action plan was agreed with the lead agencies identified at the Carers Commissioning Strategy on the 4th April 2016.
11.7.2 Continue to support the voluntary sector through the provision of core grants	31/03/2016	ASCHH		Action completed ahead of schedule. The completed grants have been completed and are being monitored.
11.7.7 Work in partnership with the Elevate Project through Breakthrough Employment Service in order to support young people with additional needs into employment	31/03/2016	ASCHH		Action complete. Elevate and Breakthrough will work in partnership to offer advanced employment opportunity services for adults of all ages.
11.7.9 Contribute to the development of the outcomes set by the three Urgent Care Boards and support the delivery of services to achieve them	31/03/2016	ASCHH		Action complete. The services developed to support the winter plans ceased on 31 March 2016.

Annex B: Financial Information

ADULT SOCIAL CARE HEALTH & HOUSING BUDGET MONITORING - FEBRUARY 2016						
	Original Cash Budget	Virements & Budget C/fwds	Current approved cash budget	Department's Projected Outturn	Variance Over / (Under) Spend	Movement This month
	£000	£000	£000	£000	£000	£000
Director	(118) ▲	154	36 ▲	(332)	(368)	(84)
	(118)	154	36	(332)	(368)	(84)
Adults and Commissioning						
Mental Health	1,795 ▲	(3)	1,792	1,813	21	(6)
Support with Memory Cognition	2,341 ▲	1,401	3,742	4,049	307	95
Learning Disability	13,117 ▲	(185)	12,932	12,074	(858)	(288)
Specialist Strategy	243 ▲	8	251	344	93	0
Joint Commissioning	604 ▲	2	606	549	(57)	10
Internal Services	940 ▲	(50)	890	788	(102)	(74)
	19,040	1,173	20,213	19,617	(596)	(263)
Housing						
Housing Options	348 ▲	(20)	328	455	127	(14)
Strategy & Enabling	270 ▲	(48)	222	188	(34)	0
Housing Management Services	(37) ▲	(3)	(40)	(73)	(33)	0
Forestcare	15 ▲	3	18	89	71	0
Supporting People	991 ▲	33	1,024	994	(30)	0
Housing Benefits Payments	108 ▲	0	108	(98)	(206)	85
Housing Benefits Administration	471 ▲	72	543	656	113	0
Other	(48) ▲	66	18	10	(8)	(3)
	2,118	103	2,221	2,221	0	68
Older People and Long Term Conditions						
Physical Support	7,938 ▲	(1,147)	6,791	7,011	220	(193)
Heathlands	1,131 ▲	(3)	1,128	1,303	175	36
Community Response and Reablement - Pooled Budget	1,903 ▲	(269)	1,634	1,623	(11)	(11)
Emergency Duty Team	54 ▲	4	58	54	(4)	0
Drugs Action Team	4 ▲	1	5	5	0	0
	11,030	(1,414)	9,616	9,996	380	(168)
Performance and Resources						
Information Technology Team	278 ▲	0	278	289	11	(4)
Property	103 ▲	0	103	77	(26)	7
Performance	210 ▲	1	211	182	(29)	0
Finance Team	554 ▲	2	556	451	(105)	(5)
Human Resources Team	190 ▲	1	191	178	(13)	(5)
	1,335	4	1,339	1,177	(162)	(7)
Public Health						
Bracknell Forest Local Team	(19) ▲	107	88	88	0	0
	(19)	107	88	88	0	0
TOTAL ASCHH	33,386	127	33,513	32,767	(746)	(454)
Memorandum item:						
Devolved Staffing Budget			14,696	14,699	3	(62)
Non Cash Budgets						
Capital Charges	344	-18	326	326	0	0
IAS19 Adjustments	692	0	692	692	0	0
Recharges	2,794	0	2,794	2,794	0	0
	3,830	-18	3,812	3,812	0	0

Capital Budget

Cost Centre Description	Approved Budget £'000	Cash Budget £'000	Expenditure to Date £'000	Estimated Outturn £'000	Carry forward to 2016/17 £'000	(Under) / Over Spend £'000	Current Status
HOUSING							
Enabling more affordable housing	173.7	173.7	72.0	72.0	0.0	101.7	Santa Catalina (£72k) completed. £100k to be vired to <i>Temp to Perm</i>
Help to buy a home (cash incentive scheme)	300.4	300.4	227.0	227.0	73.4	0.0	Four cases complete
Enabling more affordable homes (temp to perm)	1,699.6	1,699.6	1,764.3	1,767.3	34.0	-101.7	Six properties purchased to date.
Mortgages for low cost home ownership properties	218.8	218.8	0.0	0.0	218.8	0.0	Budget to be carried forward.
BFC My Home Buy	452.7	452.7	210.7	210.7	242.0	0.0	One property has been completed.
Amber House	500.0	500.0	500.0	500.0	0.0	0.0	Complete.
Choice based letting system	30.0	30.0	30.0	30.0	0.0	0.0	
Tenterton Guest House	850.0	850.0	834.5	835.0	15.0	0.0	
TOTAL HOUSING	4,225.2	4,225.2	3,638.5	3,642.0	583.2	-0.0	
Percentages			86.1%	86.2%		0.0%	
ADULT SOCIAL CARE							
Care housing grant	15.4	15.4	0.0	0.0	15.4	0.0	
Community capacity grant	351.7	351.7	45.8	45.8	305.9	0.0	£10k agreed to fund Forestcare, up to £50k for equipment if required
Older person accommodation strategy	400.0	400.0	10.5	400.0	0.0	0.0	Project unlikely to proceed
Improving information for social care	39.2	39.2	0.0	0.0	39.2	0.0	Integrating health and social care IT - budget to be carried forward.
IT systems replacement	258.6	258.6	50.2	50.2	208.4	0.0	Budget held for potential costs of interoperability.
TOTAL ADULT SOCIAL CARE	1,064.9	1,064.9	106.5	496.0	568.9	0.0	
Percentages			10.0%	46.6%		0.0%	
TOTAL CAPITAL PROGRAMME	5,290.1	5,290.1	3,745.0	4,138.0	1,152.1	-0.0	
Percentages			70.8%	78.2%		0.0%	

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**TO: ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL
25 MAY 2016**

**ANNUAL COMPLAINTS REPORTS 2015-16 FOR ADULT SOCIAL CARE
AND FOR HOUSING
Director of Adult Social Care, Health and Housing**

1 PURPOSE OF REPORT

- 1.1 This report presents the attached Annual Complaints Reports 2015-16 for Adult Social Care and for Housing together with the covering report to the relevant Executive Member.

1 RECOMMENDATION(S)

- 2.1 **That the Adult Social Care and Housing Overview and Scrutiny Panel considers the Annual Complaints Reports 2015-16 for Adult Social Care and for Housing.**

2 REASONS FOR RECOMMENDATION(S)

- 3.1 To enable the Panel to consider the Annual Complaints Reports 2015-16 for Adult Social Care and for Housing.

3 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

**4 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS / EQUALITIES
IMPACT ASSESSMENT / STRATEGIC RISK MANAGEMENT ISSUES /
CONSULTATION**

- 4.1 Not applicable.

Background Papers

None.

Contact for further information

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**TO: EXECUTIVE MEMBER FOR ADULT SERVICES, HEALTH & HOUSING
23 MAY 2016**

**ANNUAL COMPLAINTS REPORTS 2015-16 FOR ADULT SOCIAL CARE AND HOUSING
Director of Adult Social Care, Health & Housing**

1 PURPOSE OF REPORT

1.1 To present the annual complaints reports for Adult Social Care and for Housing.

2 RECOMMENDATION

2.1 That the reports set out in Annex 1 and 2 are noted by the Executive Member for Adult Services, Health & Housing.

3 REASONS FOR RECOMMENDATIONS

3.1 The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 state that Complaints Services for Adult Social Care should provide an annual report for consideration.

3.2 The Complaints Service performs an important statutory role in assuring the quality and governance of responses to adults who make complaints. The annual report, which is also a statutory requirement, supports the continuing development and review of the service. The report also demonstrates how Adult Social Care is learning from complaints. The report is attached as Annex 1.

3.3 A report is also written for Housing services. Housing complaints are dealt with under the Corporate complaints procedure. The report is attached as Annex 2.

3.4 As in the previous year, there were no complaints or recorded compliments for Public Health, and as such no additional report has been written for this area.

4 ALTERNATIVE OPTIONS CONSIDERED

4.1 None considered.

5 SUPPORTING INFORMATION

5.1 The reports set out the number and nature of compliments, concerns and complaints received by Adult Social Care, Health and Housing across the year. Learning from complaints is incorporated to show where things have improved as a result of complaints received.

5.2 Overall, there were 19 complaints received about Adult Social Care services in 2015-16 (compared to 21 complaints in the previous year). Of the complaints, 9 were about Older People and Long Term Conditions Services, 4 were about Mental Health services, 3 were about Autistic Spectrum Disorder services, 1 was about Finance

services, 1 was about Learning Disability services and 1 was about Emergency Duty services

5.3 Of the 19 complaints, 7 complaints were upheld, 3 complaints were partially upheld and 7 complaints were not upheld. 2 complaints were ongoing at the time of writing this report.

5.4 Concerning the nature of Adult Social Care complaints, 10 complaints were about standard of service, 8 were about communications and 1 was about access to services.

5.5 A total of 82 compliments were received for Adult Social Care in 2015-16.

Of these, the Team for Older People and People with Long Term Conditions received 62, the Learning Disability team received 14, the Autistic Spectrum Disorder team received 3, the Mental Health teams received 2 and the Drugs and Alcohol Action team received 1.

5.6 In the Housing service, there were 15 complaints in 2015-16 compared to 43 complaints in the previous year. A total of 40 compliments were received across the year compared to 63 the previous year. In Housing, 77% of customers surveyed rated the redesigned service as 10/10, which is comparable to last year's score of 78%.

5.7 The distribution of complaints in 2015-16 was as follows: The Housing Options service received 11 complaints, and the Benefits service received 4 complaints. The Forestcare service received no complaints. Of these complaints, 3 were upheld, 7 were partially upheld, and 5 were not upheld.

5.8 To put the complaints figures into context, in Adult Social Care over 2,000 people are assessed or reviewed each year, of which over 1,000 receive a package of care. In Housing there are over 20,000 customers' experiences a year.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

6.1 The relevant legal provisions are contained within the main body of the report.

Borough Treasurer

6.2 The Borough Treasurer is satisfied that there are no significant financial implications arising from this report.

Equalities Impact Assessment

6.3 Available upon request

Strategic Risk Management Issues

6.4 None identified

7 CONSULTATION

Principal Groups Consulted

7.1 None

Method of Consultation

7.2 Not applicable

Representations Received

7.3 Not applicable

Background Papers

Listening, Responding, Improving – A guide to Better Customer Care (2009)
Adult Social Care Policy – Procedure in making a Complaint (2009)
Principles of Good Complaint Handling 2009
Principles of Good Administration (2009)
Principles of Remedy (2009)
The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

Contact for further information

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Annex 1



Adult Social Care

**Annual Compliments and
Complaints Report**

2015 - 2016

May 2016

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Executive Summary

Adult Social Care has a statutory obligation to produce an annual report about complaints received during the year which is made available to the public. This is the Adult Social Care Annual Complaints Report for 2015-16.

The purpose of the report is to provide an overview of this work and to summarise complaints activity within Adult Social Care from 1st April 2015 through to 31st March 2016.

There were 82 compliments received in 2015-16 compared to 84 compliments in the previous year. Full details appear on pages 6 and 7 of the report.

In 2015-16, Adult Social Care received a total of 19 complaints about services compared to 21 complaints received in the previous year. Of these, 7 were upheld, 3 were partially upheld and 7 were not upheld. 2 complaints were being investigated within timescales at the time of writing this report. This compares to the previous year where 5 complaints were upheld, 7 were partially upheld and 9 were not upheld. More details appear on page 9 onwards of the report. The next Complaints Report will be for the year 2016-17.

Background

The current legislation requires local authorities to appoint a 'responsible person' with responsibility for ensuring compliance with the following arrangements:

- Managing, developing and administering the complaints procedure
- Providing assistance and advice to those who wish to complain
- Liaising with services regarding the investigation of complaints where appropriate
- Supporting and training existing and new members of staff
- Monitoring and reporting on complaints activity

Who can complain

Section 5 of the Regulation (2009) requires local authorities to consider complaints made by someone who:

- Is receiving or had received services from the authority.
- Is affected, or likely to be affected by the action, omission or decision of the authority.
- A complaint may be made by a relative, carer or someone acting on behalf of a person who has died, or is unable to make the complaint themselves because of:
 - a) physical incapacity, or
 - b) lack of capacity within the meaning of the Mental Capacity Act 2005, or
 - c) the complainant requesting that another person act on their behalf (proof of consent is requested in this instance).

How a complaint is defined

A complaint is defined as an expression of dissatisfaction or disquiet about the actions, decisions or apparent failings of a local authority's Adult Social Care provision which requires a response.

If it is possible to resolve the matter straight away, then there is usually no need to engage the formal complaints process. When a complaint is first received, it is assessed to identify whether an investigation is required using the Statutory Complaints Procedure.

The Adult Social Care Statutory Procedures

A single approach to dealing with complaints for both Adult Social Care and the National Health Service was first introduced on 1st April 2009. The single approach has given organisations more flexibility to respond and develop a culture that seeks and then applies people's experiences of care to improve quality.

Responsibility for statutory complaints rests with the Director of Adult Social Care, Health and Housing.

Information regarding the current procedure is available on the Bracknell Forest Council's public website, which can be found via the following link:

<http://www.bracknell-forest.gov.uk/complaintsprocedure>

This report only includes information on complaints reported through the Adult Social Care Statutory Procedure.

The Local Authority Corporate Procedures

Complaints that are not covered by the Adult Social Care Statutory procedure will, if appropriate, be dealt with under the Local Authority Corporate procedure. The Corporate Procedure is used in instances where the complainant feels that the Council has failed to provide a service, provided an unsatisfactory or inappropriate service, or where it has treated a person in a discriminatory, discourteous or otherwise unhelpful manner or where alleged harassment has taken place. It may also be used in cases of alleged harassment, where the Council has allegedly provided inaccurate or misleading information or where it has failed in its duties under the Data Protection Act or Freedom of Information Act.

The Complaints Process in Bracknell Forest

The complaints process aims to be as accessible as possible. Complaints may be made in person, by telephone, in writing or by email.

Complaints can be made directly to the relevant team or to the Complaints Manager, whichever is more convenient for the complainant. Ultimately, whatever the circumstances, the complainant should feel that their views are taken seriously and that they are being listened to.

When a complaint is received, Adult Social Care will acknowledge it within 3 working days.

Adult Social Care also:

- Make sure that the complaint is clearly understood
- Obtain the right information to assess the seriousness of the complaint
- Keep in regular contact with the complainant
- Determine what the complainant wants to happen on completion of the investigation
- Act quickly to resolve matters wherever possible

When the investigation of the complaint has been completed, it is usual for the Chief Officer to provide the written response to the complainant, informing them of the outcome reached and whether the complaint has been upheld, not upheld or partially upheld. Occasionally, it is necessary for the Director of Adult Social Care, Health and Housing to respond.

The final conclusion may not support the complainant's view. Under these circumstances, the response will be clear as to how the decisions were reached (which will be based upon the findings made by the investigator). Any changes required, recommendations or action plans that need to be put in place will be detailed.

If the complainant is not happy with the outcome of their complaint, they can refer the matter to the Local Government Ombudsman for consideration.

Timescales for complaints

Staff will always try to resolve problems or concerns before they escalate into complaints and this ensures that investigations are kept to a minimum.

Since the introduction of the Local Authority Services & National Health Service Complaints (England) Regulations 2009, the only mandatory timescale is that the complainant receives an acknowledgement within 3 working days. The legislation allows a flexible approach, and usually the investigation is normally completed within one to two months. More complex complaints may take longer than this in which case the complainant will be contacted to inform them of this.

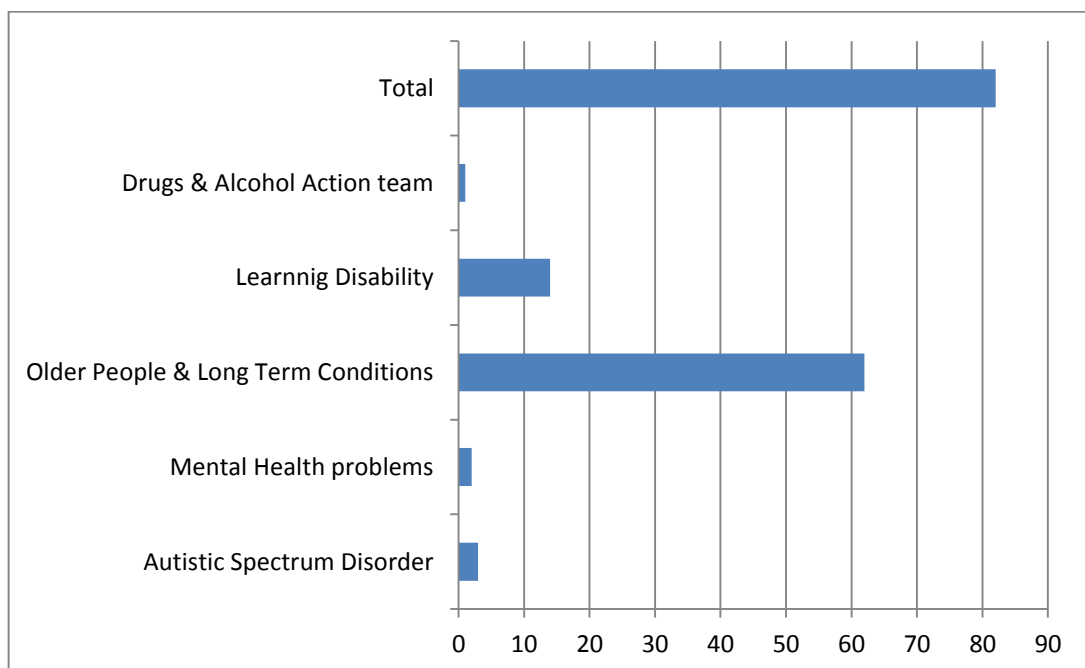
There is a time limit of 12 months from when the matter being complained about has occurred, to when a complaint may be made. After this time, a complaint will not normally be considered. However, the 12 month time limit does not apply where the local authority is satisfied that the complainant had good reasons for not making the complaint within that time and where it is still possible to investigate the complaint effectively and fairly.

Compliments

Compliments provide valuable information about the quality of our services and help identify where they are working well.

There were 82 compliments received in 2015-16, compared to 84 compliments received in 2014-15. The number of compliments received in 2015-16 outnumbered the number of complaints by over 4 to 1.

Chart showing the distribution of compliments by service in 2015-16:



Examples of compliments made in 2015-16:

'Thank you for your presentation – we have a greater understanding of the benefits available'

'We would like to thank you personally for supporting us – it's comforting to know that someone else cares.'

'Thank you so much for all your help and support'

'I'd like to say a huge thank you to you and your teams for the emergency support today – it has really helped us out.'

'You have given us the confidence to walk without fear of falling again.'

'A big thank you for being so kind to Mrs B throughout her mobility assessment.'

'I wanted to thank you for the support you provided to dad – the support you organised became invaluable'

'We would like to thank you very much for all the care you gave her – we couldn't have done it without you.'

'She said she was impressed with the level of service and efficiency she has received from you.'

'I am writing a letter of thanks to the members of staff in Adult Social Care – my husband felt he was treated with dignity.'

'Thanks once again for your ongoing support, it is really appreciated.'

'Thank you very much for the hard work you do for the local community'.

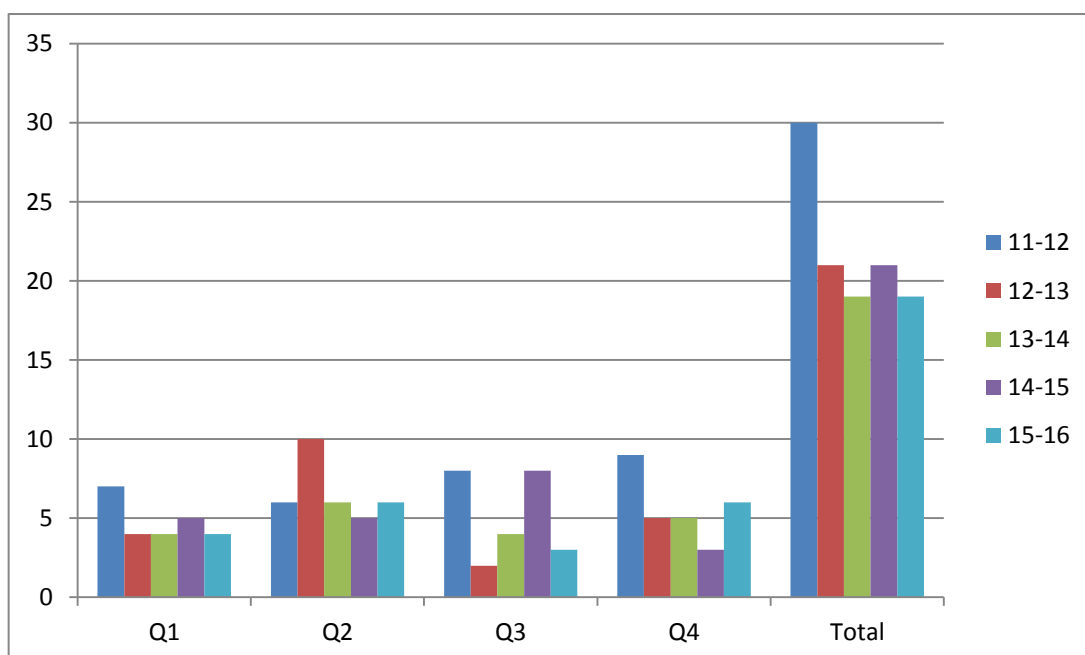
'I am amazed at the kindness of you all and wish to say a huge thank you to each and every one of you.'

'Being with you (at Bridgewell) has been one of the happiest times of my life.'

Complaints received

In 2015-16, there were 19 complaints about Adult Social Care services. By comparison, there were 21 complaints in the previous year. Complaints are shown in comparison with the previous 5 years in the chart below. Numbers of complaints within each year are measured across each quarter.

Chart showing complaints to Adult Social Care by quarter for the past 5 years



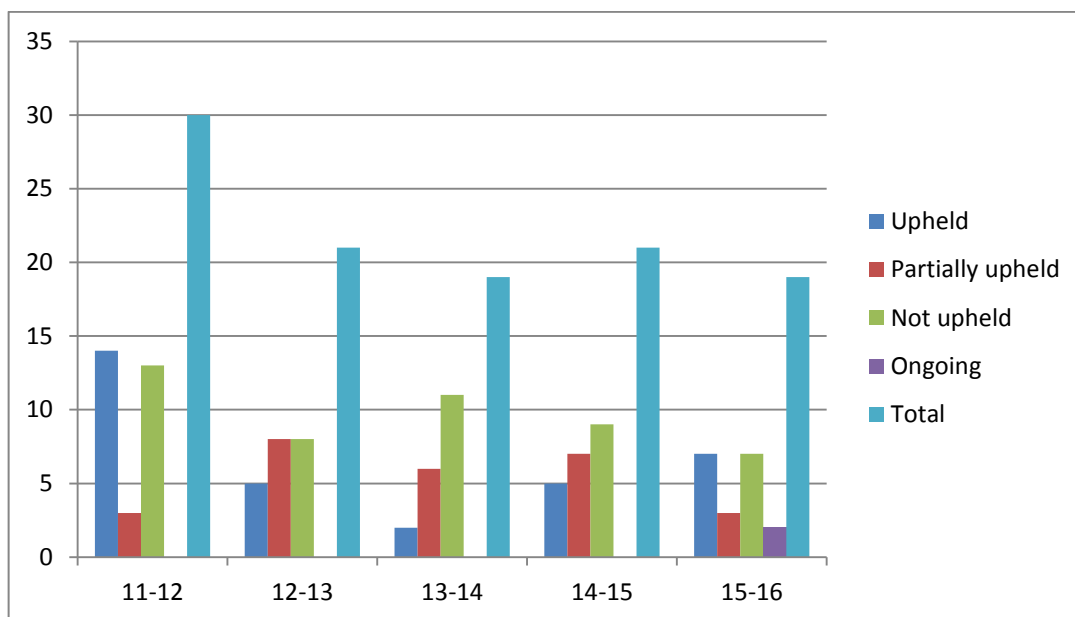
Complaints were reasonably evenly distributed across each quarter across the 5 years, and 2015-16 is in line with this trend.

Outcomes from complaints

An outcome represents the findings of a complaint once the investigation has been concluded. There are 4 possible outcomes for a complaint which are upheld, partially upheld, or not upheld. Until an investigation has been completed, the outcome of a complaint is recorded as ongoing.

The chart overleaf shows outcomes across the past 5 years. In 2015-16, of the 19 complaints received, 7 were not upheld, 7 were partially upheld and 3 were upheld. 2 were ongoing at the time of writing the report. This compares with 2014-15 where 9 complaints were not upheld, 7 complaints were partially upheld and 5 complaints were upheld. In 2015-16, the number of complaints upheld (7) was equal to the number of complaints not upheld. There were fewer complaints partially upheld (3). In 2014-15, more complaints were not upheld (8) than partially upheld (7) or upheld (5).

Chart showing the outcomes of complaints over the past 5 years:



Local Government Ombudsman (LGO)

The LGO investigates complaints of injustice caused by maladministration or service failure. This is often described as 'fault'. The LGO cannot question whether a Council's decision is right or wrong simply because the complainant disagrees with it. The LGO must consider whether there was 'fault' in the way the decision was reached (Local Government Act 1974).

LGO provides a free service, but must use public money carefully. They may decide not to start or continue with an investigation if they believe:

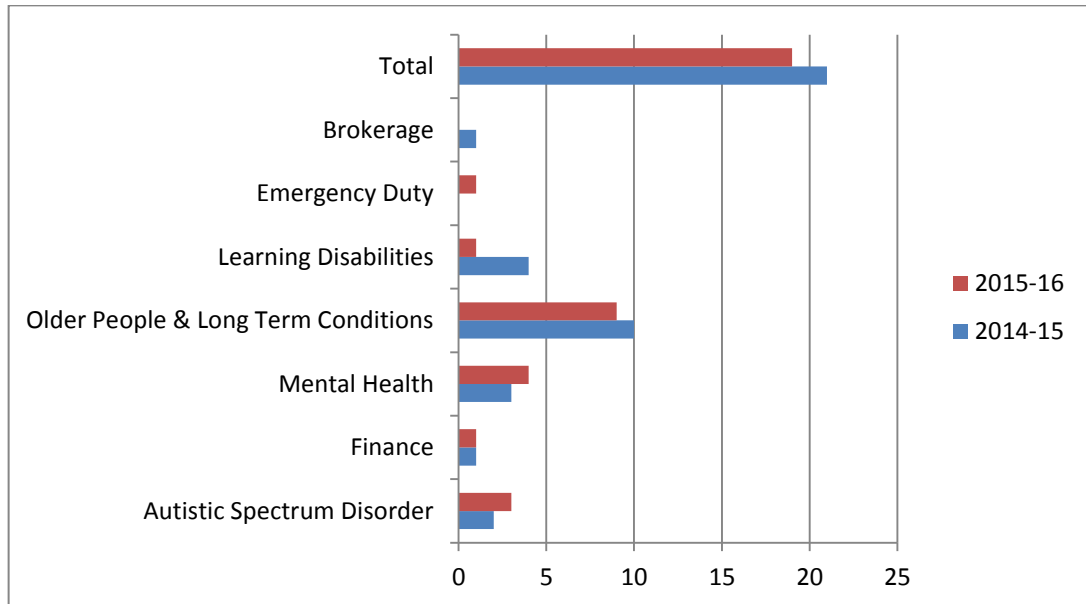
- It is unlikely they would find fault, or
- It is unlikely they could add to any previous investigation by the Council, or
- They cannot achieve the desired outcome (Local Government Act 1974)

In 2015-16, there were 2 complaints that were taken by complainants to the Local Government Ombudsman since they were not satisfied with the outcome to their complaint from Adult Social Care. 1 was not upheld and 1 was ongoing at the time of writing this report.

Complaints received by services, nature of complaint and equality strand

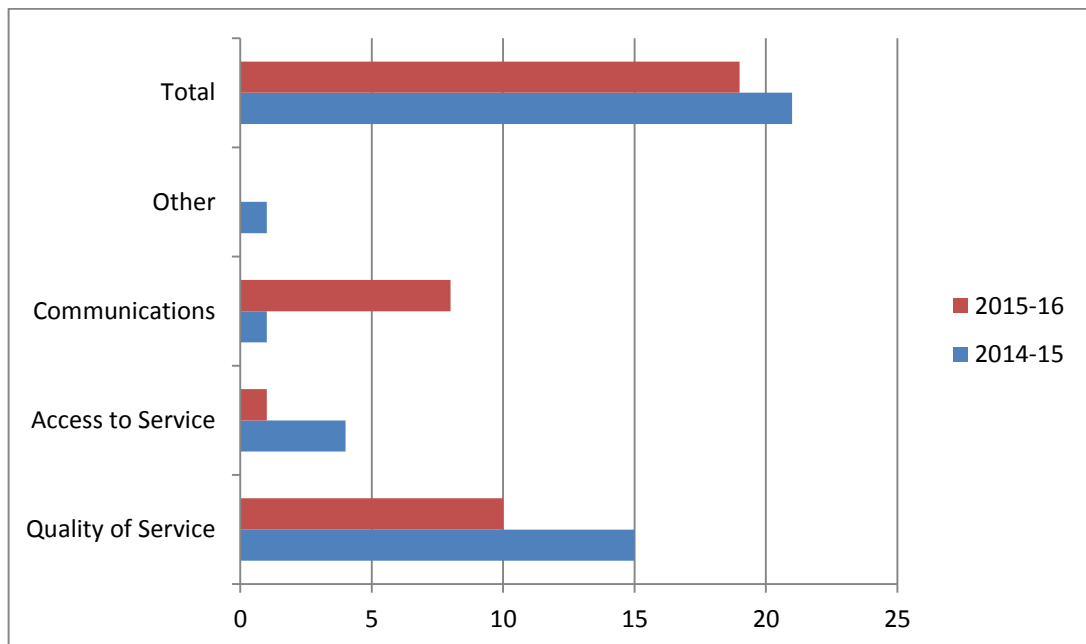
Complaints received by services

The chart below shows the distribution of complaints across services in 2015-16 versus the previous year:



Nature of complaints received

The chart below shows the distribution of complaints by nature of complaint in 2015-16 versus the previous year:



Complaints by equality strand

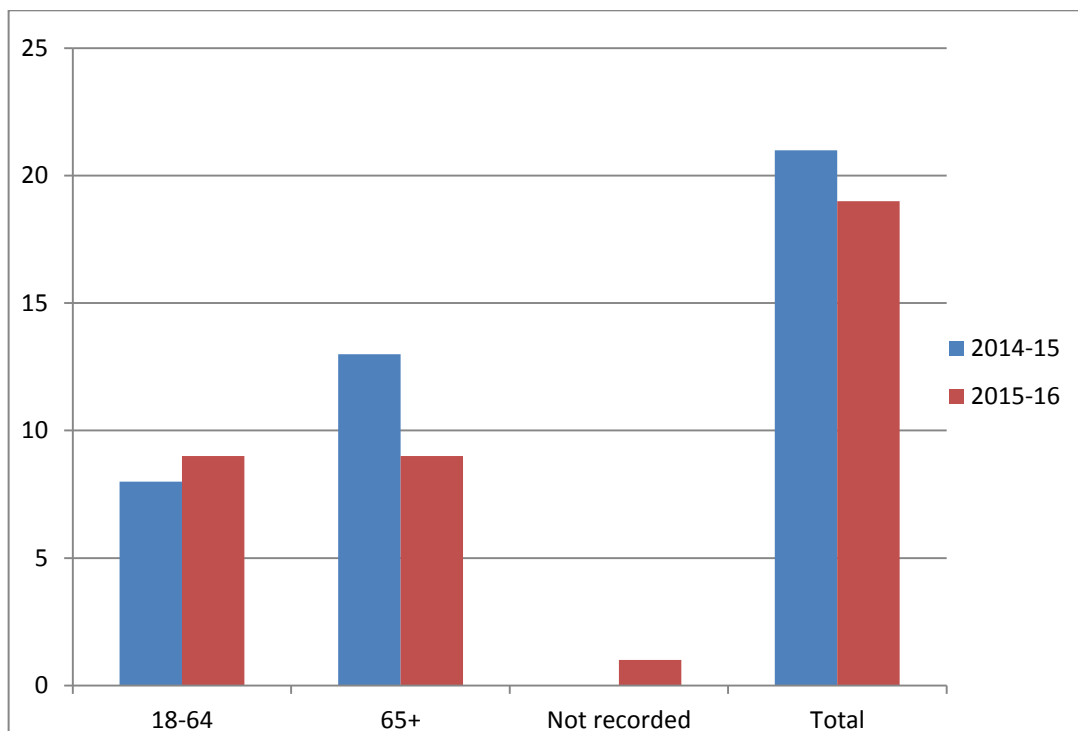
Distribution of complaints has been shown for 6 of the 9 equality strands as follows:

- Age
- Disability
- Gender
- Ethnicity

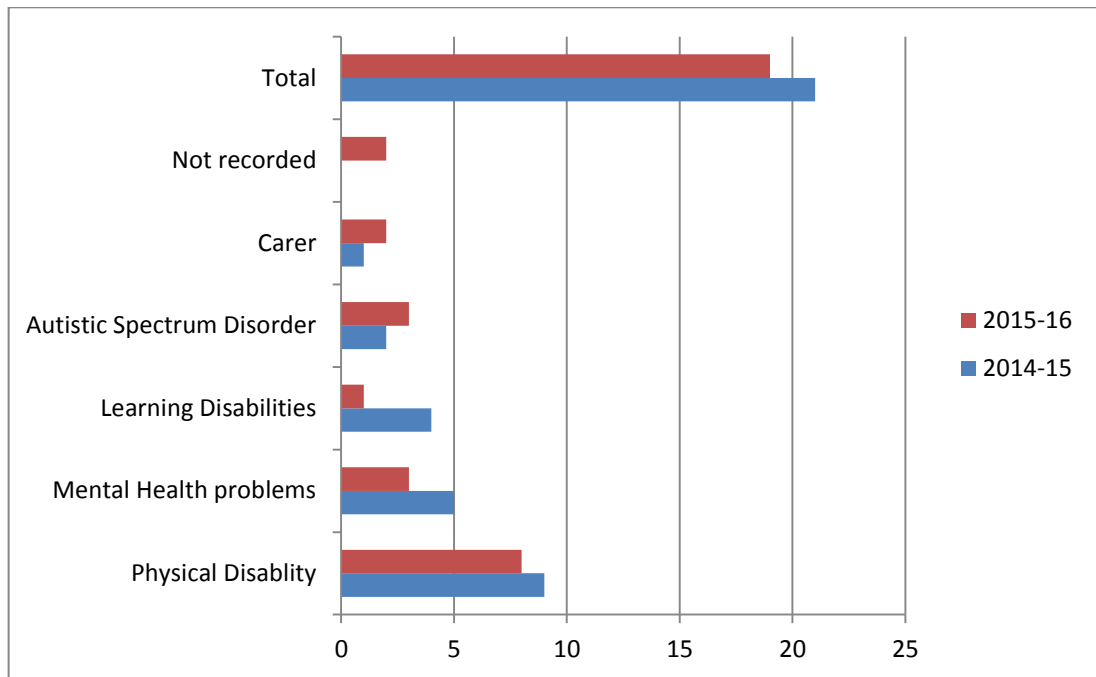
No information has been included on complaints by Marriage and Civil Partnership, Religion and Belief, Gender Re-assignment, Pregnancy and Maternity or Sexual Orientation since insufficient information is held on these strands.

The following charts show complaints in 2015-16 compared to the previous year.

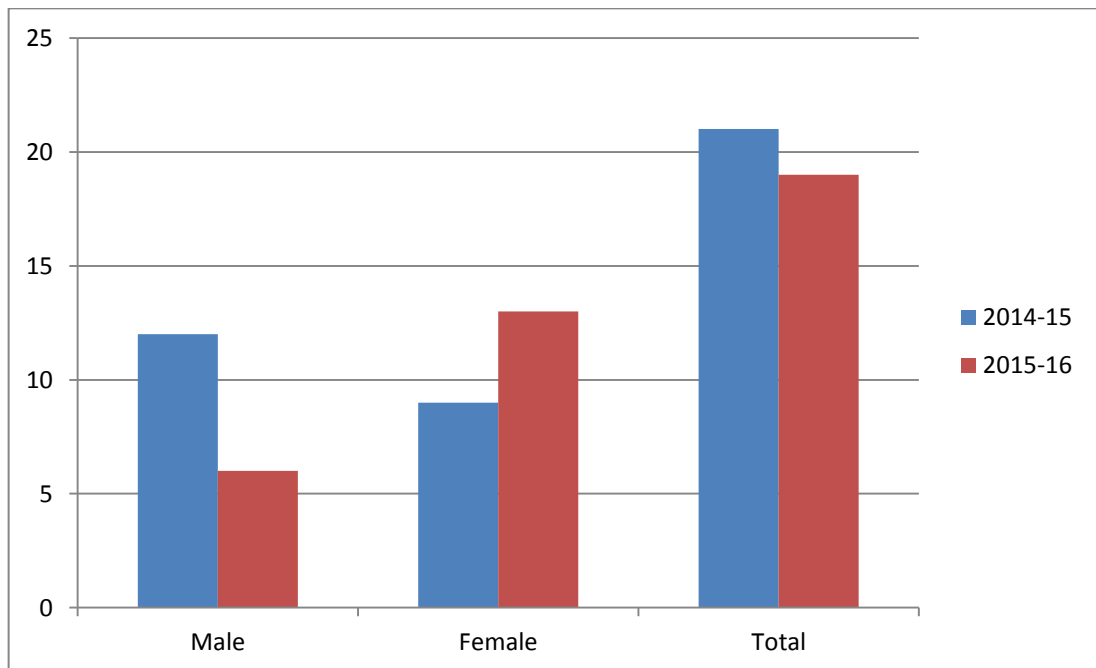
The chart below shows the distribution of complaints by age:



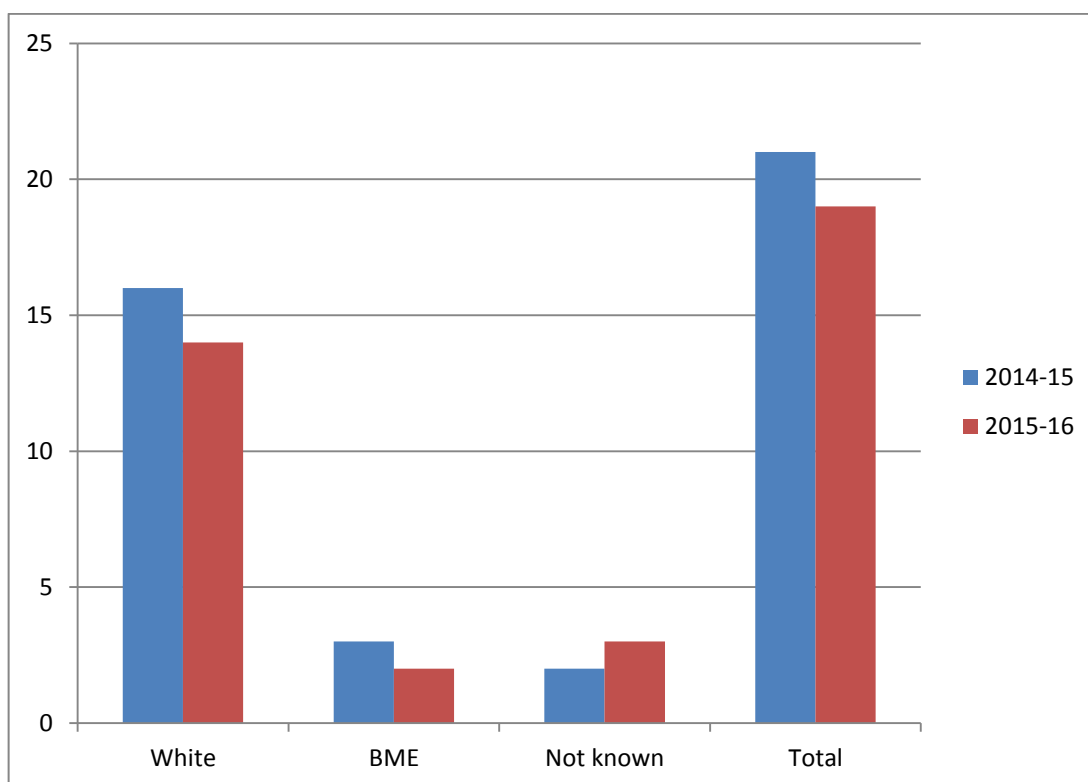
The next chart shows the distribution of complaints by disability. Complaints by carers are recorded separately.



The chart below shows the distribution of complaints by gender.



The next chart shows complaints received by ethnicity



Cost of complaint investigations

The total cost of the Complaints function for 2015-16 was £6,909. There were no independent investigations.

In addition to this, there are costs in management time where complaints are investigated by managers. It is not possible to calculate the cost of this.

MP enquiries

MPs cannot make a complaint using the statutory complaints procedure on behalf of their constituent. However, they are able to raise concerns or make a representations acting as a form of advocate; the Council will reply on this basis. In view of this, enquiries from Members of Parliament are recorded separately from statutory complaints and are dealt with at Director level.

There were 7 MP enquiries received in 2015-16 compared to 9 received in 2014-15.

Good Practice in Complaints Management

An important part of the complaints function is to ensure that the processes remain transparent and robust.

- Timely responses help to prevent escalation of issues which may have resulted in a complaint. As stated in the legislation; if a matter is dealt with within 24 hours to the satisfaction of the complainant, then it is not required to be logged as a complaint.
- Good communications between the complaints function and the operational side of Adult Social Care ensure that the Complaints Manager is kept abreast of current investigations, enabling the Complaints Manager to ensure that the relevant policies and procedures are being adhered to.

Learning from complaints

Learning from complaints is an important aspect of the complaints process.

The following are some examples of where practice or process recommendations have been made following complaint investigations and findings in 2014-15:

- An action plan has been put in place to ensure that the processes and expectations around Ordinary Residence, including the role of the Care & Support Panel.
- To ensure that when carers contact Adult Services they will be properly advised regarding the role and status of Berkshire Carers Services before being referred on for assessment, management advice and guidelines have been given to the front desk team who deal with incoming enquires. They have been instructed to give more detailed information about the service and its charitable status.
- So that the Department ensures that it provides people with timely information and guidance, practitioners have been reminded of the Council's documentation procedures and standards.
- Finance processes will be reviewed to see how the area of invoicing where charges are being made in arrears can be improved to make things clearer to people receiving support and their carers and family.

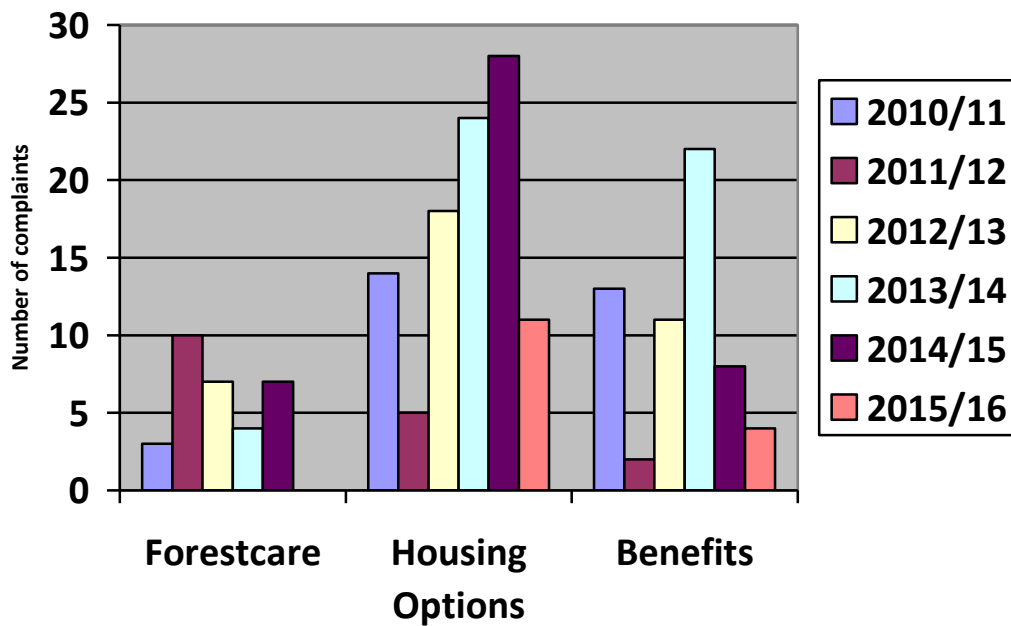
**Adult Social Care, Health & Housing
Housing Service -
Complaints and compliments
2015-2016**

This is the annual complaints report for the Housing Service for 2015/16. There is no statutory requirement guiding the management and reporting of complaints as is the case with Adult Social Care. The Housing Service follows the Council’s Corporate Complaints Policy. Therefore, the Housing Service complaints are addressed and resolved within the corporate time scales.

Detail of complaints

There were a total of 15 complaints in 2015/16 compared to 43 in 2014/15.

Housing Service Complaints 2010-2016



The nature of the complaints across the three service areas is as follows,

	Housing Options	Welfare Benefits	Forest care
Dispute decision	1	2	
Unhappy with advice			
Complaining against behaviour of staff	3		
Complaint about quality of accommodation	4		
Complaint against service provided	3	2	

The following table sets out the stages that each complaint reached

Stage 2	Stage 3	LGO
12	1	2

Distribution of complaints by equality strand

The nature of the Housing Strategy & Needs complainants by equality strand is as follows:

Ethnicity	Age
White British total 3	18-34 total 3
Whited British total 1	35 – 49 total 1
White British total 2	50 – 64 total 2
Gypsy/Traveller 1	18-34 total 1
Not known total 1	18-34 total 1
Not known total 2	35 – 49 total 2
Not known 1	65+ total 1
Not known total 1	Not known total 1

The nature of the Benefit complaints by equality strand is as follows:

Ethnicity	Age
White other total 1	35 -49 total 1
Not known total 2	Not known total 2

Outcomes from complaints

Of the 15 complaints received in 2015-16, 3 were upheld, 7 were partially upheld and 5 were not upheld.

Learning from complaints

The majority of the complaints (40%) were from customers who were unhappy with the service provided by a welfare and housing case worker or the service in general. Whilst it is a cause for concern that customers saw it necessary to make a complaint about the quality of service they received only a third of those complaints were upheld. Welfare and housing team leaders address these complaints in one to one meetings with the relevant welfare and housing case worker and identify training and support requirements so as to address the nature of complaints. The second highest area for complaints was in relation to welfare support either housing benefit or council tax reduction scheme. Of those complaints they were partially upheld and the learning point is to try and speak to customers face to face about complex benefit issues as it is very difficult to resolve issues in writing in a clear way. There were complaints about homelessness and the standard of accommodation the Council provides in emergency situations. These complaints were partially upheld and the Council needs to improve the explanation of the emergency accommodation that it provides for customers.

Compliments

There were 40 compliments in total in 2015-16. This was made up of 24 Housing/ Benefit compliments and 16 compliments for the Forestcare Service.

Customer satisfaction survey response with the welfare and housing service provided at the reception at Time Square in 2015/16 found that of the 2187 responses 77% of customers who completed a survey scored the service 10/10 , 16% scored the service 9/10 and 5 % scored the service 8/10.

The Forest care customer satisfaction survey found that 96% of customers who had used the service were satisfied.

MP enquiries

The Housing Service received 22 MP enquiries on behalf of Bracknell Forest constituents in 2015/16. This included 19 housing enquiries and 3 benefit enquiries.

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**TO: ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL
25 MAY 2016**

**HOUSING ALLOCATION POLICY
Director of Adult Social Care, Health and Housing**

1 PURPOSE OF REPORT

- 1.1 To offer the Overview and Scrutiny Panel an opportunity to discuss possible revisions to the Council's Housing Allocation Policy.

2 RECOMMENDATION

- 2.1 **That the panel considers the proposed changes to the Council's Allocation Policy which are currently subject to consultation.**

3 REASONS FOR RECOMMENDATION

- 3.1 The Council's Housing Allocation Policy supports the Council's plan to support strong safe, supportive and self-reliant communities where resources are targeted at those most in need.

4 SUPPORTING INFORMATION

- 4.1 In formulating the Council's Allocation Policy due regard should be taken of the Housing Act 1996 as amended by the Homelessness Act 2002 and the Localism Act 2012. Of particular relevance to this report is part 6 of the Localism Act which enabled housing authorities to better manage their housing waiting list by giving them the power to determine which applicants do or do not qualify for an allocation of social housing. The Statutory Guidance Allocation of accommodation guidance for Local Authorities in England 2013 provides guidance as to interpretation of the legislation. In addition immigration regulations provide guidance as to who may be considered as an eligible person for the purposes of receiving an allocation; EEA nationals and their family members who have a right to reside in the UK that derives from EU law are not persons subject to immigration control and thus are eligible.
- 4.2 In April 2012 the Council made a number of changes to its allocation policy; that Band E in the Council's Allocation Policy for those applicants who are adequately housed is removed, that applications from households in Bands C and D can move up a band but not to Band A based on how long they have been waiting on the Council's housing register, that a residency requirement is introduced for applicants to the Council's housing register so that households must have lived in the borough for one year continuously before their application will be considered, that those households who are working are prioritised above those who are not working when bids are received for properties and that those applicants who have the financial resources to meet their housing need are prioritised below those who do not have the financial means to meet their housing need, that applications from households who are considered to have deliberately worsened their housing situation are placed in the band below the need they present, that households who move to resolve overcrowding must only bid to the maximum sized property they are eligible for. That

households who are owed a statutory homeless duty by the Council are offered the first available property that meets their housing need, that households living in affordable housing who are under-occupying by one bedroom are placed in Band B, that households who have applied for affordable housing and have been agreed by the Chief Officer: Children's Social Care as suitable as foster carers are placed in Band B, and that an Arrears Policy is introduced so that applicants who have housing related debts will not be nominated unless there is evidence of at least six months consistent regular repayments of debts in line with an agreement.

- 4.3 Consultation is taking place to amend the current Allocation Policy. Consultation began in April and will conclude on the 6 June 2016. Consultation is taking place directly with key stakeholders and via the Council's consultation portal. The first proposal is to increase the residency requirement before a customer can join the Council's housing register from one year to four years. Many London Boroughs require residency of five years and residency requirements in neighbouring Boroughs is set out in the table below,

Borough	Residency requirement
RBWM	2 years
Slough	5 years
Wokingham	No requirement but priority to Borough residents
W. Berks	2 years or has close family member who has lived in Borough for 5 years or applicant has worked in Borough for 2 years
Reading	3 years

If there is a change to the immigration status of EU nationals it may supersede the local residency requirements. It needs to be recognised that Bracknell Forest Council's Allocation Policy only allows customers onto the housing register who have a housing need. There is the risk that if those in housing need cannot join the housing register and thus resolve their housing need for a period of four years they may approach the Council as homeless as an alternative way of accessing appropriate housing. If the proposal to require four year residency was introduced it would lead to customers being removed from the housing register. Case law has established that Councils should not operate blanket policies when implementing policy and should take each application on its merits. Thus the consultation asks whether the Council should take into account exceptional circumstances when applying residency requirements. For example if an elderly customer needs to move near to a carer/relative in the Borough should the Council waive the residency requirement? This would enable low demand sheltered housing to be occupied and without such an approach registered providers may let properties to customers from outside the Borough anyway. The argument against such an exceptional circumstance policy is that it could generate additional demand for other Council services. For clarification, members of the armed forces or ex-members of the armed forces are not required to meet residency requirements.

- 4.4 The second proposal follows the ability of Local Authorities to discharge their main housing duty to applicants who are homeless or threatened with homelessness by making an offer of appropriate housing in the private rented sector. To date the Council has made such offers and if applicants have refused the duty has not been discharged and subsequent offers have been made. If a policy was introduced to make offer of private sector rented property as a discharge of homeless duty and the offer was refused the Council would only provide advice and assistance to homeless customers so that they can find a new home themselves.

- 4.5 The third proposal is a local policy change that would give families where their children are taken into care the ability to stay on the housing register with their housing need so that they have better chances of being housed when their children are returned. Situations have arisen where children who have been taken into care are ready to be returned to their parents but the housing is not suitable so the return has not taken place or been delayed. Clearly, that is not in the child's, families or Council's interests and this local policy would allow the Chief Officer: Children's Social Care to identify families where this policy would apply.
- 4.6 Lastly, in 2015 the Government introduced statutory guidance on the Right to Move. This requires Local Authorities to support customers who need to move into an area for employment purposes so that they are not disadvantaged by residency requirements. This applies to customers who are already tenants of affordable housing outside the Borough and they would need to demonstrate paid employment in Bracknell Forest and that the inability to move due to residency requirements or any other means of moving would cause hardship. Guidance suggests that 1% of lettings should be put aside for such applications each year so that could amount to 3 lettings to such applicants.

5 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 5.1 The proposals will require consultation prior to making the policy changes and will need to be clearly set out in an easily understandable robust policy document.

Borough Treasurer

- 5.2 The Borough Treasurer is satisfied that there are no financial implications arising from this report. When the preferred option is put forward for a final decision any potential financial implications of that option will be outlined as part of that decision paper.

Contact for further information

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**TO: ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL
25 MAY 2016**

NEXT REVIEW TOPIC / WORKING GROUP

1 PURPOSE OF REPORT

- 1.1 This report invites the Panel to select the topic for its next review and establish a working group to undertake the review with reference to its attached Work Programme for 2016/17.

2 RECOMMENDATION(S)

- 2.1 **That the Panel selects the topic for its next review and establishes a working group to undertake the review.**

3 REASONS FOR RECOMMENDATION(S)

- 3.1 To enable the Panel to select the topic for its next review and establish a working group to undertake the review.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

5 SUPPORTING INFORMATION

- 5.1 The Panel is invited to select the topic for its next review, with reference to its 2016/17 Work Programme which is attached at Appendix 1, and to establish a working group to undertake the review. A list of topics previously reviewed by working groups of the Panel is also attached for reference. The review will be commenced when resources become available.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS / EQUALITIES IMPACT ASSESSMENT / STRATEGIC RISK MANAGEMENT ISSUES / CONSULTATION

- 6.1 Not applicable.

Background Papers

None.

Contact for further information

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Unrestricted

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OVERVIEW & SCRUTINY WORK PROGRAMME 2016/17

The proposed work programme for O&S in 2016/17 is shown on the following pages. The programme is aimed at maintaining a strategic and co-ordinated work programme based on major areas of Council and partner organisations' activity. The review topics take account of what is likely to be timely, relevant, and to add value. The programme incorporates the routine, on-going work of O&S and the completion of reviews currently underway.

The O&S Commission has consulted the O&S Panels, the Council's Corporate Management Team and the Executive on the work programme, as required by the Council's Constitution.

The work programme will necessarily be subject to continual refinement and updating. The 'future possible reviews' are those which are unlikely to be resourced until 2017/18 or later.

ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL	
1.	<p>Monitoring the performance of the Adult Social Care, Health and Housing Department</p> <p>To include on-going review of the Quarterly Service Reports, receiving statutory plans and reports (such as the annual reports on complaints received), and being briefed on the progress of any significant developments (such as the Care Act).</p>
2.	<p>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</p> <p>To selectively contribute to the formulation of new policies in advance of their consideration by the Executive.</p>
3.	<p>2017/18 Budget Scrutiny</p> <p>To review the Council's Adult Social Care and Housing budget proposals for 2017/18, and plans for future years.</p>

2016/17 WORKING GROUPS	
Adult Social Care and Housing O&S Panel	<p>Older People's Accommodation</p> <p>A review of the implementation of the Older People's Accommodation Strategy (with the Clement House development as a possible case study).</p>

FUTURE POSSIBLE REVIEWS (Unlikely to be resourced until 2017/18 or later)	
<u>Adult Social Care and Housing</u>	
1.	<p>Forestcare</p> <p>A review of the lifeline alarms and other services provided under Forestcare.</p>
2.	<p>Impact of the National Living Wage</p> <p>To review the likely impact of the National Living Wage on the capacity of the care home sector, and on day care.</p>

Completed Reviews (Since 2010)

Date Completed	Title
July 2010	Review of Housing and Council Tax Benefits Improvement Plan (Update)
October 2010	Safeguarding Vulnerable Adults in the context of Personalisation
November 2012	Modernisation of Older People's Services
February 2013	Substance Misuse
October 2014	The Council's Role in Regulated Adult Social Care Services
November 2015	Draft Homelessness Strategy

**TO: ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL
25 MAY 2016**

**EXECUTIVE KEY AND NON-KEY DECISIONS RELATING TO ADULT SOCIAL CARE
AND HOUSING**

Assistant Chief Executive

1 PURPOSE OF REPORT

1.1 This report presents scheduled Executive Key and Non-Key Decisions relating to Adult Social Care and Housing for the Panel's consideration.

2 RECOMMENDATION(S)

2.1 That the Adult Social Care and Housing Overview and Scrutiny Panel considers the scheduled Executive Key and Non-Key Decisions relating to Adult Social Care and Housing appended to this report.

3 REASONS FOR RECOMMENDATION(S)

3.1 To invite the Panel to consider scheduled Executive Key and Non-Key Decisions.

4 ALTERNATIVE OPTIONS CONSIDERED

4.1 None.

5 SUPPORTING INFORMATION

5.1 Consideration of Executive Key and Non-Key Decisions alerts the Panel to forthcoming Executive decisions and facilitates pre-decision scrutiny.

5.2 To achieve accountability and transparency of the decision making process, effective Overview and Scrutiny is essential. Overview and Scrutiny bodies are a key element of Executive arrangements and their roles include both developing and reviewing policy; and holding the Executive to account.

5.3 The power to hold the Executive to account is granted under Section 21 of the Local Government Act 2000 which states that Executive arrangements of a local authority must ensure that its Overview and Scrutiny bodies have power to review or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are the responsibility of the Executive. This includes the 'call in' power to review or scrutinise a decision made but not implemented and to recommend that the decision be reconsidered by the body / person that made it. This power does not relate solely to scrutiny of decisions and should therefore also be utilised to undertake pre-decision scrutiny.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

No advice was sought from the Borough Solicitor, the Borough Treasurer or Other Officers or sought in terms of Equalities Impact Assessment or Strategic Risk Management Issues. Such advice will be sought in respect of each Executive decision item prior to its consideration by the Executive.

7 CONSULTATION

None.

Background Papers

Local Government Act 2000

Contact for further information

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ADULT SOCIAL CARE & HOUSING OVERVIEW & SCRUTINY PANEL**EXECUTIVE WORK PROGRAMME**

REFERENCE:	I059534
TITLE:	Adult Complaints Annual Report
PURPOSE OF REPORT:	To present the annual report of the Complaints Manager Adult Social Care and Health to the Executive Member for Adult Services, Health & Housing.
DECISION MAKER:	Executive Member for Adult Services, Health and Housing
DECISION DATE:	23 May 2016
FINANCIAL IMPACT:	No financial implications
CONSULTEES:	Interested parties
CONSULTATION METHOD:	Meeting(s) with interested parties

REFERENCE:	I059569
TITLE:	Support With Confidence Service Contract Award
PURPOSE OF REPORT:	To approve the recommendation to award a contract for the Support with Confidence Service following a competitive tender.
DECISION MAKER:	Director of Adult Social Care, Health & Housing
DECISION DATE:	23 Jun 2016
FINANCIAL IMPACT:	To be incorporated into the report
CONSULTEES:	None
CONSULTATION METHOD:	None

Unrestricted

REFERENCE:	I059679
TITLE:	Housing Allocation Policy
PURPOSE OF REPORT:	Proposal to amend the Council's Housing Allocation Policy.
DECISION MAKER:	Executive
DECISION DATE:	19 Jul 2016
FINANCIAL IMPACT:	Within existing resources
CONSULTEES:	Wider community
CONSULTATION METHOD:	Via correspondence

REFERENCE:	I061123
TITLE:	Housing Strategy
PURPOSE OF REPORT:	To seek approval to the draft Housing Strategy 2016-21.
DECISION MAKER:	Executive
DECISION DATE:	19 Jul 2016
FINANCIAL IMPACT:	Within available resources.
CONSULTEES:	Community Housing Developers Registered Providers Voluntary Organisations
CONSULTATION METHOD:	Consultation will take place following consideration of the draft strategy.

Unrestricted

REFERENCE:	I061202
TITLE:	Safeguarding Adults Annual Report
PURPOSE OF REPORT:	To endorse the Annual Report in relation to Safeguarding Adults within the Borough.
DECISION MAKER:	Executive
DECISION DATE:	19 Jul 2016
FINANCIAL IMPACT:	No financial implications
CONSULTEES:	Bracknell Forest Safeguarding Adults Partnership Board
CONSULTATION METHOD:	Meeting(s) with interested parties

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