

NOTICE OF MEETING

**Adult Social Care and Housing Overview & Scrutiny Panel
Tuesday 16 January 2018, 7.30 pm
Council Chamber, Fourth Floor, Easthampstead House, Town Square,
Bracknell**

To: The Adult Social Care and Housing Overview & Scrutiny Panel

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

cc: Substitute Members of the Panel

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

ALISON SANDERS
Director of Corporate Services

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Published: 29 December 2017



**Adult Social Care and Housing Overview & Scrutiny Panel
Tuesday 16 January 2018, 7.30 pm
Council Chamber, Fourth Floor, Easthampstead House, Town
Square, Bracknell**

AGENDA

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1. APOLOGIES FOR ABSENCE/SUBSTITUTE MEMBERS

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

2. 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 held on 12 September 2017.

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3. DECLARATIONS OF INTEREST AND PARTY WHIP

Members are asked to declare any disclosable pecuniary or affected interests in respect of any matter to be considered at this meeting.

Any Member with a Disclosable Pecuniary 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 Disclosable Pecuniary Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.

Any Member with an affected Interest in a matter must disclose the interest to the meeting. There is no requirement to withdraw from the meeting when the interest is only an affected interest, but the Monitoring Officer should be notified of the interest, if not previously notified of it, within 28 days of the meeting.

4. 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.

5. 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.

BUDGET CONSULTATION

6. 2018/19 DRAFT BUDGET PROPOSALS

To consider key themes and priorities for Adult Social Care and Housing as outlined in the Council's Draft Budget Proposals for

11 - 54

2018/19.

PERFORMANCE MONITORING

7. **QUARTERLY SERVICE REPORT (QSR)**

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the QSR for the second quarter of 2017/18 (July to September 2017) relating to Adult Social Care and Housing. An overview of the third quarter of 2017/18 will also be provided. 55 - 78

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.

8. **BRACKNELL FOREST SAFEGUARDING ADULTS PARTNERSHIP BOARD ANNUAL REPORT 2016/17**

To consider the 2016/17 Annual Report of the Bracknell Forest Safeguarding Adults Partnership Board. 79 - 146

9. **CARE QUALITY COMMISSION (CQC) AREA REVIEW**

To receive the outcomes of the CQC Area Review of Adult Social Care in Bracknell Forest.

10. **LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN ANNUAL REVIEW LETTER 2017**

To consider the Annual Review Letter 2017 in relation to Adult Social Care and Housing complaints to the Ombudsman. 147 - 156

OVERVIEW AND POLICY DEVELOPMENT

11. **WORKING GROUP UPDATE REPORT**

To receive an update in respect of the Panel's Working Group reviewing Housing Strategy and Supply. 157 - 158

12. **2018/19 OVERVIEW AND SCRUTINY WORK PROGRAMME**

To discuss the 2018/19 Work Programme and suggest topics for inclusion. 159 - 162

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. 163 - 166

DATE OF NEXT MEETING

The next meeting of the Adult Social Care and Housing Overview and Scrutiny Panel has been scheduled for Tuesday 27 March 2018.

**ADULT SOCIAL CARE AND HOUSING
OVERVIEW & SCRUTINY PANEL
12 SEPTEMBER 2017
7.30 - 9.02 PM**



Present:

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

Also Present:

Neil Haddock, Chief Officer: Commissioning and Resources
Dr Lisa McNally, Consultant in Public Health

Apologies for absence were received from:

Councillors Mrs McKenzie
Gill Vickers, Director of Adult Social Care, Health & Housing

62. Minutes and Matters Arising

RESOLVED that the minutes of the meeting of the Panel held on 13 June 2017 be approved as a correct record and signed by the Chairman.

63. 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.

64. Urgent Items of Business

There were no items of urgent business.

65. Public Participation

No submissions had been made by members of the public under the Council's Public Participation Scheme for Overview and Scrutiny.

66. 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 first quarter of 2017/18 (April to June 2017) relating to Adult Social Care and Housing. The Chief Officer: Commissioning and Resources introduced a presentation highlighting some key activities across the service, expanding upon some of the areas covered in the QSR.

In particular the Panel noted:

Adult Social Care

- The Heathlands Procurement Plan in respect of the joint development of a care home facility at the site had been agreed between the Council, the Royal Borough of Windsor and Maidenhead and the CCG and a Memorandum of

Understanding was in the process of being signed by the parties, and the next stage would be to work on a binding agreement between the parties.

- The new Domiciliary Care contract had gone live on 14 August 2017 and users of the service were in the process of being moved from their existing providers to new providers, or providing a direct payment. Recruitment of staff continued to be difficult for the new providers; it was thought that the necessity for staff to have a car/own transport was a possible barrier.
- Work was continuing, jointly with Bracknell and Ascot CCG on trialling personal health budgets for people with learning disabilities, autistic spectrum disorders or mental health conditions, to allow them to choose how to spend to support their condition.
- A shadow team were working to bring into use a Connection Hub which will be a resource for all operational practitioners to use when supporting individuals to improve their health and wellbeing by using the resources available within their local communities.
- The new Model of Intermediate Care was being implemented, with the Bridgewell Centre due to close at the end of November 2017, four care beds commissioned at Astbury Manor Residential Care Home to support reablement, and community based care and rehabilitation for individuals in their own homes.
- A programme had commenced to identify people who could be transferred to the 16 block commissioned long term residential beds at Astbury Manor, to reduce high cost placements, together with other improvements for care of people with long term conditions.

Housing

- Forestcare had received a Good CQC rating, a real achievement for a new service. Forestcare would be taking on the out of hours Emergency Response service for Clement House which was more economic for the Council.
- BFC My Benefits was due to go live on 2 October – this would allow customers to apply for benefits online, advise changes in circumstances and track processing of claims. The telephone and face to face service would remain available for those customers who preferred it.

Public Health

- Four very pleasing recent achievements were highlighted:
 - a decreased rate of 'inactive adults'
 - an increased rate of weight loss among obese adults
 - the lowest rate of teen conceptions in the country
 - reduced social isolation (as measured by the Adult Social Care survey)
- Public Health have been identifying and building relationships with over 200 local groups, many of them very small independent groups. Each group was being supported through help with promotion, training or advice.
- There was a continued good level of use/access to the Public Health portal. Facebook contacts continued to rise month by month.
- The Kooth online counselling service continued to be well used, with 245 young people logging in during the quarter. The Panel recognised the valuable contribution of this service providing accessibility, anonymity and timely support (waiting times were consistently under two hours).

Arising from questions and discussion, comments were made on the following:

- Although a significant risk had emerged following the recent court ruling about the payment of carers providing sleep-in cover at the national minimum wage,

it was difficult to quantify this; there were ongoing discussions at a national level regarding the impact on Councils and providers. The first signs of providers increasing their costs had already been noted.

- Indicator NI155 (number of affordable homes delivered) showed a total of 5 against a target of 5 for the current quarter, substantially below the 49 delivered in Q4 last year. Was this simply because of a low number of completions? Why was the target as low as 5? The Panel requested that an explanation be circulated.
- Indicator L178 (number of household nights in non-self-contained accommodation) showed a figure of 303 for the current quarter (rated red). The Panel requested that further detail and an explanation be circulated.
- Although the figure of 41 vacant posts in Adult Social Care (15.29%) looked high, it was noted that some posts had been held vacant pending changes in the organisation to avoid the possibility of redundancies arising.
- Concern was expressed about high levels of sickness amongst Adult Social Care staff. It was suggested that this may be a cultural problem which would need to be addressed.

67. Annual Compliments and Complaints Report 2016-17 for Adult Social Care

The Panel considered a report presenting the Annual Compliments and Complaints report 2016-17.

There were 19 complaints about Adult Social Care services in 2016/17 (the same number as 2015/16). Of these, one complaint was upheld, five were partially upheld, twelve were not upheld and one complaint was ongoing at present. An analysis showed how the complaints were distributed according to services, nature of complaint and by equality strand. The Panel noted that the highest number (eight) related to mental health services, an increase from the previous year but still relatively low. Learning from complaints was an important part of the process and the Panel was pleased to see examples of a number of changes to practice or procedures which had been made as a result.

The Panel recognised that the consideration of complaints was only one measure of the quality of a service. The recent customer survey of Adult Social Care services had indicated high satisfaction rates. The report also referred to a total of 90 compliments received for Adult Social Care in 2016/17, distributed across the services.

68. Charging Options For Care and Support At Home

The Panel considered a report presented to the Executive advising on the outcome of the consultation in respect of charging options for care and support at home.

The consultation had taken place over a three month period ending in April 2017. The major change proposed that the Council, when financially assessing someone in receipt of Adult Social Care, fully takes account of the income received by people receiving the higher rate of benefit from Attendance Allowance, Disability Living Allowance and Personal Independence Payments. The report summarised the comments from 77 people responding to the consultation together with a resume of the approach taken on this policy by other authorities around the country.

The Panel noted that eligibility for the higher rate of benefit was assessed by the DWP and most individuals assessed would have been adjudged to be in need of night time support and therefore eligible for the night time component of one of the benefits. However, the Council's assessment criteria were different. The proposals

were designed to encourage people to take responsibility for their own care and support, as their night time benefit income would be taken into account in assessing their affordability to contribute towards the cost of their support, and their contribution would be reduced if they were paying for the night time support offer eg. from Forestcare.

The Panel accepted that the provisions of the Care Act were somewhat anomalous in that whilst it envisaged that financial assessments should be reviewed, it also stipulated that no-one should be made worse off by the reforms. The Council's proposals, which had now been approved by the Executive, had been opposed by the majority of those responding to the consultation. It had also been agreed that a period of protection would apply for people impacted by the proposals to allow time for them to adapt to the changes. It was anticipated that the proposals would result in increased income of approximately £115,000 once all the protection periods had come to an end.

The Panel concluded by expressing some disquiet at the implementation of the new charging policy for care and support at home, noting that a number of individuals would be adversely financially affected.

69. Transforming Care Programme

The Panel received a briefing on the progress of the Berkshire wide Transforming Care Programme (TCP) relating to care for people with learning difficulties.

The main thrust of the programme was to ensure as far as possible that less people with learning disability and/or autism were treated in hospital and were given the opportunity to transfer to or remain in a community environment in their own area. A number of workstreams had commenced to deliver the various proposals; funding had been sought for an adaptation grant to bring forward six flatlets in a property and to support ten people to purchase their own properties through the Home Ownership for people with Long-Term Disability (HOLD) scheme.

Specifically in Bracknell, all individuals in an 'out of area' placement had been identified and were being reviewed with a view to move them back into the area. One individual had now become a home owner through the HOLD scheme. Work was also progressing on provision and services locally that prevent isolation and all children and young people living in 38 and 52 week placements had been identified to inform forward planning and ensure community provision was sufficiently robust to meet their needs when they reached adulthood.

The Panel noted the target to re-settle all those identified within the next few years.

70. Merging of the Adult Social Care & Housing and the Health Overview and Scrutiny Panels

The Panel considered a report inviting members to join a new Overview and Scrutiny (O&S) Working Group which has been established by the Health O&S Panel to consider the principle and logistics of fully or partially merging the two Panels in the interests of streamlining O&S work and avoiding duplication.

Councillors Finnie, Mrs McCracken, Peacey and Virgo had been nominated by the Health O&S Panel and the Panel agreed that Councillors Harrison and Mrs Temperton should join them on the Working Group (NB. Councillor Finnie was a member of both O&S Panels).

71. Working Group Update Report

The Panel received an update of the progress of its Working Group reviewing Housing Strategy and Supply and the joint Working Group reviewing the NHS Sustainability and Transformation Partnership (STP).

The Housing Strategy and Supply Working Group had met on five occasions over the last ten months, the last meeting taking the form of a very interesting presentation and discussion about affordable housing led by a planning QC. The next step would be to review and respond to the Council's draft Housing Strategy.

The Working Group set up to review the Frimley Health and Care NHS Trust STP had met twice, had revisited its original terms of reference so as not to duplicate work carried by a neighbouring STP in respect of a vision and programme for digital transformation, and was seeking a meeting with the STP Integration and Transformation Director as its next step.

72. Executive Key and Non-Key Decisions

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

73. Other business – CQC Inspection

Following the recent CQC Inspection of Adult Social Care services, for which a number of members had been interviewed, the Panel considered it would be appropriate to invite the CQC to a future meeting of the Panel in order that feedback could be given and received first hand by members.

CHAIRMAN

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TO: ENVIRONMENT, CULTURE & COMMUNITIES OVERVIEW & SCRUTINY PANEL
9 January 2018
CHILDREN, YOUNG PEOPLE AND LEARNING OVERVIEW & SCRUTINY PANEL
10 January 2018
ADULT SOCIAL CARE & HOUSING OVERVIEW AND SCRUTINY PANEL
16 January 2018

DRAFT BUDGET PROPOSALS 2018/19 **(Borough Treasurer)**

1 INTRODUCTION

- 1.1 The Executive agreed the Council's draft budget proposals for 2018/19 at its meeting on 19 December 2017 as the basis for consultation with the Overview and Scrutiny Commission, Overview and Scrutiny Panels and other interested parties. The consultation period runs until 30 January 2018, after which the Executive will consider the representations made at its meeting on 13 February 2018, before recommending the budget to Council.

2 SUGGESTED ACTION

- 2.1 **That the Overview and Scrutiny Panels comment on the Council's draft budget proposals for 2018/19.**

3 SUPPORTING INFORMATION

- 3.1 Attached to this report are extracts from the 2018/19 Revenue Budget and Capital Programme reports that are of relevance to each of the Overview and Scrutiny Panels. These extracts are for information and background to assist consideration of the Council's draft budget proposals and comprise:

- Revenue Budget Report
- Commitment Budget
- Draft Revenue Budget Pressures
- Draft Revenue Budget Savings Proposals
- Proposed Fees and Charges
- Capital Programme Report and Summary
- Proposed Capital Schemes

The full 2018/19 Revenue Budget and Capital Programme reports are available on the Council's public website as part of the wider budget consultation (<http://consult.bracknell-forest.gov.uk/portal>).

ALTERNATIVE OPTIONS CONSIDERED/ ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS/ EQUALITIES IMPACT ASSESSMENT/ STRATEGIC RISK MANAGEMENT ISSUES / OTHER OFFICERS/ CONSULTATION – Not applicable

Background Papers

None

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TO: THE EXECUTIVE
DATE: 18 DECEMBER 2017

GENERAL FUND REVENUE BUDGET 2018/19
(Chief Executive/Borough Treasurer)

1. PURPOSE OF REPORT

- 1.1 Under the Council's constitution, the Executive is required to consult on its detailed budget proposals with the Council's Overview & Scrutiny Commission and any other interested parties or individuals for a period of at least six weeks. This report summarises the current position on the Council's budget preparations for 2018/19 as a basis for that consultation.
- 1.2 At the time the agenda was published the Provisional Local Government Financial Settlement had not been announced and is not expected until late December 2017. It is possible that this could change some of the assumptions in the report, however, as the Council accepted in Autumn 2016 the offer of a four year financial settlement, it is anticipated that funding will be in line with the indicative figures received on 20 February 2017 (as part of the Final Local Government Finance Settlement 2017/18).
- 1.3 All comments received on these budget proposals will be submitted to the Executive on 13 February 2018. This will allow the Executive to determine its final budget package and recommend the appropriate Council Tax level to Council, which will formally approve the 2018/19 budget and Council Tax on 28 February 2018.

2 RECOMMENDATIONS

That the Executive:

- 2.1 **Agree the draft budget proposals for 2018/19 as the basis for consultation with the Overview & Scrutiny Commission and other interested parties or individuals.**
- 2.2 **Agree the Treasury Management Strategy and associated documents at Annex E and request that the Governance and Audit Committee review each of the key elements.**
- 2.3 **Agree that the 2018/19 Schools Budget be set at the eventual level of grant income plus any accumulated balances, with the Executive Member for Children, Young People and Learning authorised to make amendments and agree budgets for schools and services centrally managed by the Council.**
- 2.4 **Agree that the authority to set town centre car park charges is delegated to the Regeneration Committee.**
- 2.5 **Support the bid submitted by Bracknell Forest Council on behalf of the Berkshire Unitaries to DCLG to form a pilot business rates pool across the County, that would see a greater proportion of business rates collected being retained locally to support priority infrastructure projects.**

- 2.6 Approve the virements relating to the 2017/18 budget as set out in Annexes F and G and recommend those that are over £0.100m for approval by Council.**

3 REASONS FOR RECOMMENDATIONS

- 3.1 The recommendations are designed to allow the Executive to consult on its draft budget proposals for 2018/19 as required by the Local Government Act 2003.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 The range of options being considered is included in the report and its Annexes.

SUPPORTING INFORMATION

5 COMMITMENT BUDGET 2018/19 – 2020/21

- 5.1 Initial preparations for the 2018/19 budget have focussed on the Council's Commitment Budget for 2018/19 – 2020/21. This brings together the Council's existing expenditure plans, taking account of approved commitments and the ongoing effects of service developments and efficiencies that were agreed when the 2017/18 budget was set.

- 5.2 A number of changes are proposed to the Commitment Budget since it was last considered by the Executive in February and are reflected in the summary in Table 1. The most significant changes in 2018/19 are set out below:

- The impact of the transformation programme is now reflected (-£6.417m) including forecast savings from Adults (-£1.800m) and Children's Services (-£1.165m), the Commercial Property Investment Strategy (-£1.000m) and the Leisure Services Review (-£0.600m), which are at different stages of delivery.
- The one-off additional Adult Social Care grant received in 2017/18 has been removed (£0.363m).
- Additional funding for Adult Social Care, announced as part of the Government's March 2017 Budget, has now been incorporated (-£1.016m). This is supplementary funding to the improved Better Care Fund payable between 2017/18 and 2019/20.

The overall impact of these changes is to decrease the Council's Commitment Budget by £7.230m compared to the position reported in February.

- 5.3 Taking account of these changes, Table 1 summarises the position and shows that base expenditure (excluding schools) is planned to decrease by £5.188m to £83.153m next year, before consideration is given to allowances for inflation and the budget proposals identified by individual Departments in 2018/19. The commitment budget is shown in more detail in Annexe A.

Table 1: Summary Commitment Budget 2018/19-2020/21

	Planned Expenditure		
	2018/19 £000	2019/20 £000	2020/21 £000
Base Budget	88,341	83,153	80,305
<i>Movements in Year:</i>			
Adult Social Care, Health and Housing	-2,483	-1,185	509
Children, Young People and Learning (excluding schools)	-827	-580	10
Environment, Culture & Communities Resources	-2,471	-622	-401
Non Departmental / Council Wide	-591	-6	0
	1,184	-455	417
<i>Total Movements</i>	-5,188	-2,848	535
Adjusted Base	83,153	80,305	80,840

6 PROVISIONAL LOCAL GOVERNMENT FINANCE SETTLEMENT 2018/19

- 6.1 The Council's budget is set within the context of a 4-year Local Government Funding Settlement (LGFS) published following the General Election in May 2015. As such, 2018/19 will be the third year of this agreement, and whilst the Council has relied on the published indicative figures there remains a risk that other funding streams provided by Central Government are potentially liable to change. These are noted below.
- 6.2 Alongside this 4-year settlement the Government announced plans to reform other key features of the local government finance system, including the move to 100% retention of Business Rates by 2020 (although this is now likely to be delayed), a major reduction in the funding available through the New Homes Bonus and the introduction of the Social Care Precept.
- 6.3 The estimates included in these budget projections assume that the indicative amounts published by the Department for Communities and Local Government (DCLG) will be adhered to. The Government will publish the first Autumn Budget on 22 November 2017, setting out the government's plans for the economy based on the latest forecasts from the Office for Budget Responsibility. Whilst this is unlikely to provide any further clarity at an individual council level it may update progress on reforms and a general direction for future public spending limits.
- 6.4 Funding from central government is currently received through Revenue Support Grant (RSG) and Specific Grants. For planning purposes an estimate of the reduction in central government support has been incorporated within these Budget Projections reflecting a further cut of £2.6m in RSG for 2018/19. These figures will be refined when the provisional LGFS is received, which as usual is expected to be published in December.

6.5 The Council also receives substantial external funding through a number of specific grants for which the following assumptions have been included within the latest budget projections.

a) New Homes Bonus

In 2015/16 the Government consulted on a number of possible reforms to the New Homes Bonus to sharpen the incentive for housebuilding and provide £800m for Adult Social Care. The outcome of the consultation was announced alongside the Provisional LGFS for 2017/18. The Government decided to:

- reduce the number of years for which legacy payments are made from 6 years to 5 years in 2017/18 and then to 4 years from 2018/19 and
- set a national baseline for housing growth to sharpen the incentive for councils to deliver more new homes. The Government chose to set the initial baseline in 2017/18 at 0.4% below which the Bonus will not be paid. The Government also retained the option of making adjustments to the baseline in 2018/19 and future years in the event of significant and unexpected housing growth.

This has resulted in a significant net reduction in the funding received by Bracknell Forest from 2017/18 – approximately £3.9m was received in 2016/17 with an expected £1.9m in 2018/19. However the Government intend to further reform the incentive and have consulted on linking a reduction in the Bonus to the quality of decision making by planning authorities, as measured by the number of homes granted planning permission only on appeal. This approach would link Bonus allocations to the ratio of successful appeals to residential planning decisions over an annual period.

The reforms have yet to be exemplified so it is difficult to ascertain how the Council will be impacted until the provisional allocations and new regime is published alongside the Provisional Settlement in December. However, based on the information available it is not expected that these latest reforms will have a material impact on our already reduced allocation.

b) Education Services Grant

Education Services Grant, used to fund education support services which local authorities provide centrally to maintained schools but for the most part academies secured independently, has now been completely withdrawn. The £0.401m one-off grant received in 2016/17 to ease the transition has been removed in the Commitment Budget. However, the Council will be able to retain some of the schools block funding to cover the statutory duties carried out for maintained schools which were previously funded through ESG (approximately-£0.2m). In addition “retained” duties, which local authorities must deliver for both maintained and academy schools, will also be funded via the Schools Block element of the DSG (-£0.26m).

c) Other Specific Grants

Some of the largest specific grants received by the Council are the ring-fenced Public Health, NHS funding streams and Better Care Fund. Estimated improved better care funding included in the Final Settlement last year has been included in the budget proposals; - £0.062m is reflected in Table 5 with the additional funding for Adult Social Care announced as part of the national Spring 2017 Budget (-£1.016m) included in the Commitment Budget. The Government has confirmed that the ring-

fence on Public Health will be retained until 2019. It is likely that any further changes to the methodology and allocations to these specific grants will be implemented as part of the changes to the overall Local Government Funding System and the introduction of 100% Business Rates retention whenever this is announced.

- 6.6 A third important stream of income for the Council is Business Rates, a proportion of which is retained locally following the introduction of the Business Rates Retention reforms in April 2013. The level of Business Rates changes each year due to inflationary increases (set by central government), the impact of appeals and local growth or decline as local businesses and economic conditions expand or contract. The Government sets a baseline level of funding against which any growth or reduction is shared between local and central government.
- 6.7 The Government has announced that by 2020 (a date likely to slip), local government will be able to retain 100% of Business Rates, RSG will be phased out and local government will be expected to take on new responsibilities. The government has indicated a plan to abolish the Uniform Business Rate and give councils the power to cut Business Rates to boost economic activity in their areas, although the draft Local Government Finance Bill that contained those proposals is not currently part of legislative plans. Prior to this year's general election, the DCLG embarked on consultation regarding changes to the local government finance system to pave the way for the implementation of the 100% Business Rates retention. A number of groups were also set up to examine various aspects of the new scheme. Following the election, these discussions groups were put on hold. Although some meetings have now recommenced, this delay is expected to have an impact on the 2020 implementation date.
- 6.8 Currently the Council collects significantly more Business Rates than it is allowed to keep and only receives approximately a quarter of any Business Rates growth. It is known that any new system will include an assessment of need and that there will be a re-distribution of resources between authorities to reflect this. The Government has also stated that it will transfer more responsibilities to local authorities, to ensure that the new system is fiscally neutral across the public sector. All of these issues suggest that, until the finer details of the scheme are announced, any potential longer-term benefits of a new finance system need to be viewed with caution.
- 6.9 DCLG has published an invitation to local authorities to pilot 100% business rates retention in 2018/19. Leaders of all the Berkshire Unitary Authorities have supported a bid to establish a pilot business rates pool across the County, with Bracknell Forest Council designated as the lead authority. It is estimated that this could enable around £35m of additional funding to be secured for the area. The proposal is that around 70% of this would be provided to the LEP to undertake improvements in transport infrastructure that would help secure further economic and housing growth to benefit the County. The remainder would be allocated across the individual authorities in proportion to their actual growth in business rates income. No authority will be worse off financially than they would have been under the current funding arrangements. The Government timetable meant that authorities were unable to secure formal support prior to the bid being submitted and therefore the Executive is now requested to endorse it. It is expected that the announcement regarding the successful bids will be made alongside the Local Government Finance Settlement.
- 6.10 As well as the uncertainty surrounding the introduction of the 100% rates retention there has been considerable Business Rates volatility following the transfer of a large multi-national company on to the Council's valuation list in 2013/14. Initially this significantly increased the level of Business Rates collected locally but following a successful appeal the rateable value was reduced by 28% in 2016/17. A further

appeal was lodged following the 2017 valuation which is still outstanding and the company has also applied to re-join the Central Rating List. As the timing and outcome of these events are uncertain, assumptions have had to be made in calculating future income levels. An unavoidable consequence of this has been significant volatility in the Collection Fund balance each year. A small surplus is currently forecast on the Business Rates element of the Collection Fund for 2017/18; however this is subject to change depending on the final impact of the town centre regeneration. This is in contrast to the significant one-off surplus for 2016/17 which was transferred into the Business Rates Equalisation Reserve in 2017/18 and has been reversed out of the budget proposals in Table 5 (£9.113m). A final projection will need to be made by the 31 January which will be incorporated into the February budget report.

- 6.11 At this stage, Business Rates income is forecast to grow in line with the Government's baseline assumptions plus additional growth resulting from the opening of the regenerated Town Centre. The 2017/18 budget assumed an additional -£0.750m of Business Rates from the Town Centre and the Commitment Budget currently assumes a further -£0.750m of income in 2018/19. Actual income will depend on the rateable values agreed for the let units, which have yet to be received from the Valuation Office, and how quickly the remaining units are let. It is hoped that this information will be available for the February report.
- 6.12 There is a risk that the Council could lose a significant proportion of the additional Business Rates income it receives over and above baseline funding when resources are redistributed under the 100% retention scheme. This is a consequence of Bracknell Forest having for many years been assessed as having significantly lower funding needs than most local authorities and there being no reason to believe this will change under a new funding system. Therefore, to reduce reliance on this additional income to balance the budget, a reduced sum will be taken to support the base budget and £0.250m will be transferred into the Business Rates Equalisation Reserve as part of the budget proposals.

7 COUNCIL TAX

- 7.1 Council Tax at present levels will generate total income of -£53.247m in 2018/19. An increase in the Council Tax Base arising from the occupation of new properties during 2018/19, is expected to contribute an additional -£0.871m. The Local Council Tax Benefit Support Scheme is treated as a discount i.e. a reduction in the calculation of the Council Tax Base. The latest information on the take-up of Council Tax support in the current year indicates that it will be less than that budgeted for in 2017/18; however the impact on Council Tax income in 2018/19 has still to be assessed. All these figures will be updated when the Council Tax Base is finalised during December.
- 7.2 The surplus/deficit on the Council Tax element of the Collection Fund in 2017/18 will need to be assessed by the 15 January 2018. This figure will impact on the 2018/19 budget and will be incorporated into the February budget report.
- 7.3 The Government limits Council Tax increases by requiring councils to hold a local referendum for any increases in excess of a threshold percentage which is normally included in the Local Government Financial Settlement. In 2017/18 a referendum was required for Council Tax increases of 2% or more. Early indications are that the same level will be set in 2018/19 but this will not be confirmed until the Provisional LGFS is received. As a council with Social Care responsibilities, it should also be possible for Council Tax to be raised by a further 3% in 2018/19 to support Social Care pressures

and the Council's Medium Term Financial Strategy. Each 1% increase in Council Tax would generate approximately -£0.54m of additional income.

- 7.3 The Executive at its meeting in February will recommend to Council the level of Council Tax in light of the Final Settlement, the results of the consultation and the final budget proposals.

8 BUDGET PROPOSALS 2018/19

Service Pressures and Developments

- 8.1 In the face of significant reductions in public expenditure in general and in grants to Local Government in particular the scope to invest in new service provision is severely restricted. Nevertheless, it is important to retain a clear focus to ensure that the Council continues to deliver its six strategic themes. In preparing the 2018/19 draft budget proposals each department has evaluated the potential pressures on its services and these are set out in Annex B. Table 2 summarises the pressures by department.

Table 2: Service Pressures/Development

Department	£'000
Adult Social Care, Health and Housing	2,633
Children, Young People and Learning (excluding schools)	1,357
Environment, Culture & Communities	521
Resources	602
Non Departmental / Council Wide	220
Total Pressures/Developments	5,333

- 8.2 Many of the pressures are simply unavoidable as they relate to current levels of demand or legislation changes. They do, however, also support the six strategic themes included in the new Council Plan in the following way:
- people have the life skills and education opportunities they need to thrive (£0.065m);
 - people live active and healthy lifestyles (£2.633m);
 - a clean, green, growing and sustainable place (0.221m);
 - strong, safe, supportive and self-reliant communities (£1.302m)
 - provide value for money (£0.577m).
- 8.3 Service pressures will be kept under review throughout the budget consultation period. There is always the risk in Social Care services in particular that the numbers of people requiring care packages, the content of existing care packages and contract inflation will vary considerably from the assumptions included in these draft budget proposals. Any revisions to service pressures will be reported to the Executive in February.
- 8.4 In addition to these revenue proposals the Council continues to invest in its priorities through targeted capital expenditure. Details are contained in the capital programme report, but the cost of funding all potential commitments arising from these various proposals is included in these draft budget proposals.

Service Economies

- 8.5 Members and officers have held regular meetings to determine options for savings and a list of potential draft budget savings has been developed, to supplement the Transformation savings included in the Commitment Budget. This list totals - £2.956m and is attached at Annexe C and summarised in Table 3. As in previous years, economies have focused as far as possible on increasing efficiency, income generation and reducing central and departmental support rather than on front line services. However, since it became a Unitary Authority the Council has successfully delivered savings of around £80m in total. As a result it is inevitable that there will be some impact on services, although this has been minimised.

Table 3: Summary Service Economies

Department	£'000
Adult Social Care, Health and Housing	-760
Children, Young People and Learning (excluding schools)	-421
Environment, Culture & Communities	-1,075
Resources	-477
Non Departmental / Council Wide	-202
Total Savings	-2,935

Significant Budget Decisions

- 8.6 Consideration and approval of the budget is a major policy decision. However, the budget, by its nature, includes a range of proposals, some of which in themselves represent important policy decisions. More details on each of the proposals are included in Annexe C.
- 8.7 As the budget report is a policy document and is subject to at least six weeks consultation, the identification of these issues within the budget report facilitates detailed consultation on a range of significant policy decisions.

Council Wide Issues

- 8.8 Apart from the specific budget proposals contained in Annexes B and C there are some Council wide issues affecting all departments' budgets which need to be considered. The precise impact of these corporate budgets is likely to change before the final budget proposals are recommended, however the current view on these issues is outlined in the following paragraphs.

a) Capital Programme

As outlined above, the scale of the Council's Capital Programme for 2018/19 will impact upon the revenue budget and will itself be subject to consultation over the coming weeks. All new spending on services will need to be funded from new capital receipts, government grants, developer contributions or borrowing. The proposed Council Funded Capital Programme of £10.976m and externally funded (including self-funding schemes) programme of £19.780m for 2018/19 features in a separate report on tonight's agenda. After allowing for projected receipts of approximately £8m in 2018/19 and carry forwards, the additional revenue costs will be £0.040m in 2018/19 and £0.340m in 2019/20. These figures include on-going costs associated with the

maintenance and support of IT capital purchases, which will help enable the Council's transformational change.

b) Interest and Investments

Now that the Council is no longer debt-free and is reliant on external borrowing to fund its capital investments, returns on surplus cash are likely to remain relatively low during 2018/19 and beyond.

As such the impact of interest rates on borrowing rates are of greater significance to the Council. The overall longer run trend is for gilt yields and PWLB rates to rise, albeit gently. In its November 2017 meeting, the Monetary Policy Committee (MPC) raised rates for the first time in 10-years – by 0.25%, in effect reversing the stimulus rate-cut introduced following the Brexit vote.

The MPC in its latest Inflation Report made some obvious comments around the fact that the UK is going through a period of heightened uncertainty due, particularly, to the unknowns around how the Brexit negotiations will proceed and the likely effect on households and companies. As such there is a wide spread of potential outcomes during the next 18-24 months. There is, therefore, a likelihood of heightened volatility as events actually unfold.

The Council's own forecasts are cautious and in line with a subdued path for increases in Bank Rate; we do not currently see inflation posing a significant threat over the next three years. Our assumptions are based on a 0.25% increase in November 2018 to 0.75%, 1.0% in November 2019 and 1.25% in August 2020. This is much in line with market expectations. Long-term interest rates are at historical lows with 10-year and 25-year Public Works Loan Board rates in the region of 2.2% to 2.7%. Short-term maturities are in the region of 1.5% offering a much smaller cost of carry (this being the difference between the cost of borrowing and the potential re-investment rates). Given a mix of borrowing maturities, the average interest rate on borrowing assumed in the Council's 2018/19 revenue budget is 2.5%

With borrowing rates at historical lows, the borrowing strategy of the Council will be to minimise the impact on the revenue account but recognising that better value is in the 40yr to 50yr range. The Council will therefore take a mix of borrowing maturities over the years reflecting the need for day-to-day cash flow and its longer-term capital investment strategy. The Council, in close co-ordination with its Treasury Management advisers, will monitor medium and long-term interest rates and take any necessary decisions based on the information available to effectively and efficiently fund the capital programme committed to by the Council.

The Council reviews the annual Treasury Management Strategy Statement under the requirement of the 2011 revised CIPFA Treasury Management in Public Services Code of Practice and Cross Sectoral Guidance Notes ("the CIPFA TM Code"). The Local Government Act 2003 required the Council to "have regard to the Prudential Code and to set Prudential Indicators for the next three years to ensure that the capital investment plans are affordable, prudent and sustainable". Annex E outlines the Council's prudential indicators for 2018/19 – 2020/21 and sets out the expected treasury management activities for this period. These take account of the Commercial Property Investment Strategy agreed by the Executive on 15 November 2016. It is recommended that the Executive agree the Treasury Management Strategy

and associated documents and in line with the Code of Practice request that the Governance and Audit Committee review each of the key elements.

c) Provision for Inflation and Pay Awards

The Commitment Budget excludes the cost of inflation on both expenditure and income. In past years, the Council has restricted the provision for inflation on prices as a general economy measure, to help address the underlying budget gap, although pay awards have been fully funded. In the context of the Council's overall financial position, it is again prudent to consider where the provision for inflation on prices can be limited as an economy measure, although some exceptions will be necessary to reflect actual increases that will not be containable without real service reductions or to meet contractual commitments. In particular it will be important to have realistic discussions with key providers about what level of inflation is genuinely necessary on some contracts and placements.

At this stage the inflation provision is not finalised, although for planning purposes a sum of £1.500m (£1.200m 2017/18) has been added to the budget. This will be achieved by:

- Assuming pay awards of no more than 1%;
- Negotiating to minimise inflation on contracts;
- Increasing fees and charges in line with the Council's income policy.

The National Employers made an offer to the unions on pay on 5 December. The proposal is for the majority of staff to receive a 2% pay rise from April 2018 and a further 2% rise in April 2019. To accommodate the introduction of the National Living Wage, the proposal also includes higher increases for staff on scale point 19 or below. Should the pay award be accepted, there would be an additional cost of approximately £0.5m compared to the £1.5m above.

The Council will need to consider where it is appropriate and necessary to provide for inflation over the coming weeks so that the actual inflation provision can be added to the final budget report in February 2018.

d) Fees and Charges

Increases in fees and charges are determined by the overall economic conditions, the willingness of customers to pay the higher charges and continued demand for Council services. The Council policy for fees and charges requires each Department to consider the level of charges against the following criteria:

- fees and charges should aim, as a minimum, to cover the costs of delivering the service;
- where a service operates in free market conditions, fees and charges should at least be set at the market rate;
- fees and charges should not be levied where this is an ineffective use of resources, i.e. the cost of collection exceeds any income generated.

Certain other fees will attract the percentage determined by statute. The proposed fees and charges are included in Annexe D, with the exception of those relating to town centre car parking. The level of increase in some car parks is limited by the agreement for lease on The Avenue car park and no

increase is likely before the Autumn. As such, it is suggested that authority to set town centre car park charges is delegated to the Regeneration Committee.

e) Corporate Contingency

The Council manages risks and uncertainties in the budget through the use of a general contingency added to the Council's budget. Every year the Council faces risks on its budget in relation to demand led services, Business Rates and the general economic climate. The Contingency has been increased by £0.5m to £2.5m as part of the draft budget proposals. This reflects the need to deliver significant savings in-year through the Transformation programmes, some of which are at early stages of implementation, whilst responding to rising service demands.

The Executive will need to make a judgement on the appropriate level of contingency at its February meeting, taking advice from the Borough Treasurer who will need to certify the robustness of the overall budget proposals in the context of the continuing progress on the Transformation Programme and the Council's remaining general and earmarked reserves. All the reserves will be reviewed to ensure that they are sufficient to manage the financial risks facing the Council in the coming years.

Spending on Schools

- 8.9 Changes by the Department for Education (DfE) to the way schools and education in general are funded are now reaching a conclusion and are intended to result in an efficient, simple and predictable funding system that is fair and supports pupils to achieve their potential. As the Council is the 6th lowest funded education authority, the expectation has always been that the most likely outcome for Bracknell Forest schools would be a funding gain.
- 8.10 As part of the process, the Education and Skills Funding Agency (ESFA), the executive agency of the DfE, intends to put in place a Schools National Funding Formula (SNFF) to directly fund all schools thereby reducing the role of councils. The main financial responsibilities remaining with councils would relate to ensuring the needs of vulnerable pupils are met, sufficient school places are available, working with schools to ensure they understand and discharge their safeguarding duties, ensuring fair access through admissions and promoting attendance.
- 8.11 To support the funding reforms, the ringfenced Dedicated Schools Grant (DSG) has been re-structured into 4 different elements; a Schools Block, an Early Years Block; a High Needs Block and a Central Schools Services Block. Each of these blocks has a new formula for allocating funds together with transitional funding protections to enable a measured move to the new arrangements.
- 8.12 In respect of the Schools Block, in December 2016, the DfE published illustrative financial information of the impact on individual schools from the proposed SNFF. For Bracknell Forest schools this showed that over the next 2 years, there would be an increase in overall funding of £3.24m (+5.1%). However in 2018/19, 4 of the smallest schools would receive reductions in funding ranging from 0.2% to 1.3% with 33 experiencing a gain of between 0.2% and 2.9%.
- 8.13 The publication of this data with the potential for reductions in some school budgets, coupled with the outcome from the general election where the government recognised that the electorate were concerned about the overall level of funding for schools as

Unrestricted

well as its distribution, resulted in further changes to school funding from the previous announcements. There would now be an extra £1.3bn funding nationally for schools (£416m in 2018/19 and another £884m in 2019/20) with a guarantee that every school would receive a funding increase. The key elements of the new funding arrangements would be:

- in each of the next 2 years, every schools would receive a minimum per pupil increase of 0.5% and a maximum increase of 3%; and
- a minimum per pupil funding rate in 2018/19 of £3,300 for primary aged pupils and £4,600 for secondary aged pupils, rising to £3,600 and £4,800 in 2019/20

- 8.14 Despite there being an additional £1.3bn of investment in core school budgets, there is no noticeable overall increase in funding allocated to Bracknell Forest schools compared to the December 2016 amount. Whilst there is an increase of £0.263m of funding in 2018/19, this is offset by a similar amount of reduction in 2019/20.
- 8.15 This unwelcome outcome arises because the latest changes guarantee a funding increase to all schools (a minimum of 0.5%) rather than the previous maximum reduction of 1.5%. Thus the additional funding is in general being used to increase funding to the schools that were previously facing a funding cut or relatively low increase.
- 8.16 To assist a smooth transition to the SNFF, councils will continue to use their local funding formula for the next 2 years. Additionally, DfE Regulations do not allow councils to replicate the SNFF and therefore school budgets will always be different to the SNFF. This is likely to be a cause of confusion for schools that will need to be managed.
- 8.17 The Schools Block will also include funding at council level for premises, mobility and centrally managed growth (which includes new school funding for start-up and diseconomy funding), based on historic spend. With Binfield Learning Village (BLV) scheduled to open to secondary aged pupils in September 2018, the cost of supporting new schools will increase from the amount set aside in the 2017/18 budget. A provisional estimate of the likely cost increase next year is £0.555m. This cost needs to be met as a first charge from the total increase in funding, reducing the amount available for existing schools from £1.696m to £1.141m.
- 8.18 The DfE recognise that funding councils based on historic spend for growth will not necessarily predict accurately the amount of funding that will be needed for growth in future. However, it is considered appropriate for 2018/19; with alternative options being considered for the longer term, with a formulaic approach the favoured solution at this stage. There is no timescale for when this will be resolved, or what the new formula may look like, but changes are expected for 2019/20 when there is estimated to be a further cost pressure of £0.479m arising from the effect of BLV being open for a full year.
- 8.19 In terms of funding provided for education related services, from 2017/18, the DfE withdrew the £600m funding source – the Education Services Grant (ESG) - at a cost to the Council of £1.5m. The Council's Transformation Programme is examining a range of additional income opportunities and reduction of costs to ensure relevant services move to an affordable level. Maintained schools agreed to contribute £20 per pupil in 2017/18 and if the same agreement is reached for 2018/19 this will contribute £0.239m to council costs.

- 8.20 For Early Years funding for 0-4 year olds, 2018/19 is the second year of a new funding framework intended to support the policy objective of enabling more families to work when they want to, by extending the free entitlement to childcare for 3 and 4 year olds from 15 to 30 hours per week. The DfE will provide £1 billion additional funding by 2019/20 to increase provider funding rates to encourage the development of the additional places that will be required from increased take-up. The DfE has yet to confirm final allocations for 2018/19, but based on the original proposals, the expectation is that there will be an increase in per child funding for the Council of 5.8% in 2018/19, which represents an estimated 20.1% increase in the funding rate over 2 years.
- 8.21 Funding for councils to support pupils with special educational needs and disabilities (SEND) from age 0-24 is provided through the High Needs Block. With 50% of the new formula being based on historic spending patterns and with funding protection in place to ensure all councils receive at least a 0.5% increase from their 2017/18 allocations, many councils are experiencing similar funding allocations to last year, and this is the case for Bracknell Forest.
- 8.22 Councils will continue to receive funding for a small number of services that support schools and pupils which fall into the Central Schools Services Block. The distribution will be based on cash protecting a range of defined services that support vulnerable pupils and providing a per pupil amount for the more general services. Bracknell Forest will receive a 1.5% reduction in funding for these services (circa £0.015m), which is the maximum funding can be reduced by.
- 8.23 Taking account of this information, £90.29m of grant income is estimated to be available to the Council for 2018/19 through the specific ring-fenced Dedicated Schools Grant (DSG). This comprises £67.50m for the Schools Block, £7.05m for the Early Years Block, £14.70m for the High Needs Block and £1.04m for the Central Schools Services Block.
- 8.24 The DfE requires councils to confirm the basis on which actual school budgets will be allocated, including per pupil and all other funding rates, by 19 January 2018. To meet this requirement, 2018/19 school budgets will have to be set on the basis of the estimated level of DSG plus any other grants and accumulated balances. The draft budget proposals are prepared on this basis.
- 8.25 In addition to the DSG, schools also receive revenue funding from other specific grants including School Sixth Forms (currently -£4.643m), the Pupil Premium (-£3.345m), Primary PE and Sports Premium (-0.292m) and the Universal Infant Free School Meals Grant (-£1.487m). All of these amounts are subject to change in 2018/19.
- 8.26 There is a tight timescale to agree the Schools Budget, with the DfE expected to release the data that councils must use to set school budgets on the 16 December 2017 and requiring individual 2018/19 school budgets to then be confirmed by 19 January 2018. Setting the overall level of the Schools Budget and the operation of the funding formula that distributes the money to schools is a statutory council function. Agreeing how much is centrally managed is a decision for the Schools Forum. To meet these deadlines, council statutory decisions around the Schools Budget are delegated by the Full Executive to the Executive Member for Children, Young People and Learning. Recommendation 2.3 sets the parameters for the formal decision to be made that the Schools Budget is set at the level of grant received plus any accumulated balances, which ensures that there can be no impact on Council

Taxpayers. The Executive Member also endorses the decisions of the Schools Forum when these are undertaken in its statutory decision making role.

Summary

- 8.27 Adding the draft proposals to the Commitment Budget and taking account of the corporate issues identified above would result in total expenditure of £79.588m as shown in Table 5.

Table 5: Summary of proposals:

	£'000
Commitment Budget	83,153
Budget Pressures	5,333
Budget Economies	-2,935
Capital Programme	40
Inflation Provision	1,500
Change in Contingency	500
Reversal of the one-off transfer into the Business Rates Equalisation Reserve (BRER) for the Collection Fund - Business Rates surplus in 2016/17	-9,113
Recurring transfer of Business Rates income into the BRER	250
Reduction in New Homes Bonus 2018/19	932
Additional Improved Better Care funding	-62
Draft Budget Requirement 2018/19	79,598

- 8.28 Without the Provisional Finance Settlement, assumptions have had to be made on the level of grant income. It has been assumed that the Council can anticipate income of up to -£74.787m. This arises from Revenue Support Grant and Business Rates baseline funding (-£20.669m) and Council Tax at the 2017/18 level (-£54.118m).
- 8.29 With the potential overall cost of the budget package being consulted on in the region of £79.598m, this leaves a potential gap of around £4.811m. Members can choose to adopt any or all of the following approaches in order to bridge the remaining gap:
- an increase in Council Tax;
 - an appropriate contribution from the Council's revenue reserves, bearing in mind the Medium Term Financial Strategy;
 - identifying further expenditure reductions.

9 RESERVES

- 9.1 The Council has an estimated £8.5m available in General Reserves at 31 March 2018. Details are contained in Table 6.

Table 6: General Reserves as at 31 March 2018

	£m
General Fund	11.1
Planned use in 2017/18	(2.6)
Estimated Balance as at 31 March 2018	8.5

- 9.2 The Council has, in the past, planned on maintaining a minimum prudential balance of £4m. This assessment is based on the financial risks which face the Council and the Borough Treasurer considers these in the February report to the Executive at which a final decision on the use of balances can be taken, taking account of the financial position likely to face the Council over the next five years.

10 CONCLUSION

- 10.1 The Council's constitution requires a consultation period of at least six week on the draft budget proposals. In this context, it is inevitable that, of the broad range of options proposed for consultation, not all will necessarily be included in the final budget package. It is also likely that some further issues with a financial impact will arise between now and February. When the Final Settlement is known, the Executive can consider the prudent use of revenue balances to support expenditure in line with the overall medium term financial strategy, along with any further expenditure reductions.
- 10.2 It is suggested, therefore, that the normal process whereby the Overview & Scrutiny Commission reviews the overall budget package and determines whether any specific issues should be considered further by the Overview and Scrutiny Panels at their meetings in January, is followed. The proposals will also be placed on the Council's website for public consultation.
- 10.3 All comments from the Overview & Scrutiny Commission, Overview and Scrutiny Panels and all others will then be submitted to the Executive on 13 February 2018. This will allow the Executive to determine the final budget package and recommend the appropriate Council Tax level to the Council on 28 February 2018.

11 BUDGET MONITORING 2017/18- VIREMENT REQUEST

- 11.1 A virement is the transfer of resources between two budgets but it does not increase the overall budget approved by the Council. Financial Regulations require formal approval by the Executive of any virement between £0.050m and £0.100m and of virements between departments of any amount. Full Council approval is required for virements over £0.100m. During 2017/18 a number of virements have been identified which require the approval of the Executive. These have been previously reported to the Corporate Management Team which recommends them to the Executive for approval. They have been included in the Quarterly Service Reports. Details of virements between departments are set out in Annexe F. Details of internal departmental virements exceeding £0.050m are set out in Annexe G.

12 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 12.1 Nothing to add to the report.

Borough Treasurer

- 12.2 The financial implications of this report are included in the supporting information.

Equalities Impact Assessment

- 12.3 The Council’s final budget proposals will potentially impact on all areas of the community. A detailed consultation process is planned in order to provide individuals and groups with the opportunity to comment on the draft proposals. This will ensure that in making final recommendations, the Executive can be made aware of the views of a broad section of residents and service users. A number of the budget proposals require specific equality impact assessments to be carried out and draft versions of these are attached in Annexe H. Consultation with equalities groups that are likely to be affected by the proposal is part of the assessment process.

Strategic Risk Management Issues

- 12.4 A sum of £2.5m is currently included in the draft proposals to meet the costs of unpredictable or unforeseen items that would represent in year budget risks. The Executive will need to make a judgement on the level of Contingency at its meeting in February.
- 12.5 The Borough Treasurer, as the Council’s Chief Finance Officer (Section 151 Officer), must formally certify that the budget is sound. This will involve identifying and assessing the key risk areas in the budget to ensure the robustness of estimates and ensuring that appropriate arrangements are in place to manage those risks, including maintaining an appropriate level of reserves and Contingency. This formalises work that is normally undertaken each year during the budget preparation stages and in monthly monitoring after the budget is agreed. The Borough Treasurer will report his findings in February, when the final budget package is recommended for approval.

13 CONSULTATION

Principal Groups Consulted

- 13.1 The Overview & Scrutiny Commission will be consulted on the budget proposals and may also choose to direct specific issues to individual overview and scrutiny panels. Targeted consultation exercises will be undertaken with business rate payers, the Schools Forum, town and parish councils and voluntary organisations. Comments and views will be sought on both the overall budget package and on the detailed budget proposals. In addition, this report and all the supporting information are publicly available to any individual or group who wish to comment on any proposal included within it. To facilitate this, the full budget package will be placed on the Council’s web site at <http://consult.bracknell-forest.gov.uk/portal>. There will also be a dedicated mailbox to collect comments.
- 13.2 The timetable for the approval of the 2018/19 Budget is as follows.

Executive agree proposals as basis for consultation	19 December 2018
Consultation period	20 December 2017 - 30 January 2018
Executive considers representations made and recommends budget.	13 February 2018
Council considers Executive budget proposals	28 February 2018

Background Papers

None

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Commitment Budget excluding Transformation Savings 2018/19 to 2020/21

	2017/18 £'000	2018/19 £'000	2019/20 £'000	2020/21 £'000
Adult Social Care, Health and Housing				
Approved Budget	31,673	32,028	31,345	31,860
Support to former Independent Living Fund recipients			8	
Review of Personal Assistants		-30		
Adult Social Care Support Grant		363		
Additional funding for Adult Social Care		-1,016	507	509
Net Inter Departmental Virements	355			
Adult Social Care and Health Adjusted Budget	32,028	31,345	31,860	32,369
Change in commitment budget		-683	515	509

Commitment Budget - Transformation Savings 2018/19 to 2020/21

	2017/18 £'000	2018/19 £'000	2019/20 £'000	2020/21 £'000
Adult Social Care, Health and Housing*				
Transformation		-1,800	-1,700	TBA
Adult Social Care and Health Total	0	-1,800	-1,700	0
Overall Change in Commitment Budget		-2,483	-1,185	509
Total Budget including Transformation Savings		29,545	28,360	28,869

* previous savings have been negated by the significant pressure built into 2018/19

Description of Commitment Budget Items for 2018/19 to 2020/21

Department and Item	Description
Adult Social Care, Health and Housing	
Support to former Independent Living Fund recipients	The Independent Living Fund closed in 2015 resulting in additional costs for local authorities. A pressure was built into the 2016/17 budget to cover the costs but grant funding was subsequently received. Indicative grant figures have also been received for the next three financial years.
Review of Personal Assistants	A reduction in the number of posts across the Council following a review of PA support.
Adult Social Care Support Grant	A one-off grant to support 2017/18 only.
Additional funding for Adult Social Care	Additional money to support Adult Social Care needs, reducing pressures on the NHS and stabilising the social care provider market. Announced as part of the 2017/18 Budget.
TRANSFORMATION RELATED	
Adult Social Care, Health and Housing	
Transformation	Savings from the Adult Social Care transformation are expected to materialise this financial year. In particular the new conversations model for care assessors, creation of a connections hub, the launch of the digital marketplace and negotiation of block contracts for residential care places should help manage and reduce care costs.

ADULT SOCIAL CARE, HEALTH AND HOUSING

Description	2018/19 £'000	2019/20 £'000	2020/21 £'000
<p>Adult Social Care residential pressures</p> <p>Costs of care packages have continued to increase, in particularly due to the increasing cost of nursing care for older people and clients with dementia. Providers have increased their prices, driven by higher inflation and demand (the latter being exacerbated by the closure of care homes in recent months).</p> <p>The solution to this problem is long term, and includes the redevelopment of the Heathlands site. Block contracts have been established with some care home providers as a short term measure to mitigate the pressure.</p> <p>These factors have combined to result in a cost base for residential Adult Social Care that is significantly in excess of the base budget.</p>	2,209		
<p>High cost care package transfers</p> <p>Transfers of care packages from Children's are often at high cost and difficult to reduce due to client and family expectations. Actions have been taken to mitigate the pressure, including the development of an integrated Children's / Adults team with dedicated transition workers.</p> <p>Longer term, the transformation programme is looking at development at local education programmes with colleges that will enable the cost of such packages to be managed more effectively.</p>	174		
<p>National minimum wage and carers providing a sleep-in</p> <p>A court ruling has indicated that carers providing sleep-in cover should be paid the national minimum wage for the period of that cover. This is significantly different to current practice whereby a flat rate is paid which often equates to less than minimum wage. It is likely that care providers will pass costs onto the Council.</p>	250		
ADULT SOCIAL CARE, HEALTH AND HOUSING TOTAL	2,633	0	0

ADULT SOCIAL CARE, HEALTH AND HOUSING

Description Impact	2018/19 £'000	2019/20 £'000	2020/21 £'000
Assistive equipment and technology Additional funding identified from the Better Care Fund.	-250		
Out of hours restructure Restructure of the out of hours service to a Multi-Agency Safeguarding Hub (MASH) is expected to yield savings through less use of agency and relief staff. The out of hours service is pan-Berkshire and the saving reflects the Bracknell element.	-18		
Waymead respite care Budget for rent of premises that is no longer required.	-27		
Local Healthwatch and Carers contract The Local Healthwatch and Carers services, which were previously provided separately, have been re-tendered. This has resulted in a reduction in costs for the Healthwatch element of the contract.	-45		
Grants As the Council seeks to transform the way in which social care is provided, grants to the voluntary sector are expected to reduce.	-75		
Property With the closure of Bridgewell intermediate care facility in the Winter 2017, it is anticipated that property repairs and maintenance costs will reduce.	-20		
Appointeeship income Additional income is being generated from an increase in clients for whom the Council manages their financial affairs.	-20		
Homelessness The creation of the Council-owned housing company, Downshire Homes, is helping to manage Bed and Breakfast costs, though they do still remain volatile. There are also two homeless properties which generate rental income for the Council for which an income budget needs to be created (Tenterden and York Town Road).	-45		

Description Impact	2018/19 £'000	2019/20 £'000	2020/21 £'000
<p>Housing Benefit overpayments</p> <p>Saving based on the forecast identification of Housing Benefit overpayments, for which the Council receives £0.40 subsidy for each £1 identified. Overpayments are variable and so some caution needs to be exercised, particularly with the move to universal credit, but there is scope to reduce the budget on the assumption that overpayments will continue to be identified.</p>	-50		
<p>Housing Benefits processing</p> <p>Due to electronic processing of housing benefits claims there will be reductions in processing, printing and postage costs. Two posts that are currently vacant will not be recruited to.</p>	-40		
<p>Forestcare income</p> <p>Additional income is being generated by Forestcare. This in part relates to the provision of care cover at Clement House, a Council-owned supported accommodation facility for older people.</p>	-60		
<p>Supporting people contract</p> <p>Full year-effect of saving on the supporting people contract re-tendered in the previous year.</p>	-30		
<p>My Homebuy</p> <p>Income in excess of budget in respect of tenants renting a proportion of their property from the Council under the My Homebuy scheme. Income is likely to reduce slightly over coming years as tenants' buy-out the remaining Council-owned portion of their property. It is difficult to forecast at what rate this will happen but the saving offered is considered a prudent estimate.</p>	-20		
<p>Public Health</p> <p>Public Health, which is funded by government grant, will be recharged for the cost of Council support services, including finance, HR and property. This is allowable under the conditions of the grant and ensures the full cost of the service is funded from grant.</p>	-60		
ADULT SOCIAL CARE, HEALTH AND HOUSING TOTAL	-760	0	0

**ADULT SOCIAL CARE, HEALTH & HOUSING DEPARTMENT
2018/19 PROPOSED FEES & CHARGES**

Service : Adult Residential and Nursing Care - Contributions from people supported

Purpose of the Charge: To contribute to the costs of accommodation

	2017/18 Budget	Proposed 2018/19 Budget
	£'000	£'000
Income the proposed fees will generate:	2,421	2,469

Are concessions available? Yes - The actual contribution will be assessed in accordance with the Care Act Guidance issued by the Department of Health (DoH).

Description	Current Fee (Exc VAT)	Proposed Fee (Exc VAT)	Increase
	£.p	£.p	%
Residential and Nursing Care This includes permanent, respite and short term care. Where people are in accommodation funded by the Council, the maximum contribution they will be asked to make is the cost of the accommodation, but this will be subject to a financial assessment under DH charging guidance and so the actual contribution may be lower. Fee increases in 2018/19 will depend on each person's financial circumstances but for most people will be linked to the increase in pensions and benefits they receive.	Various	Various	2% (Estimate)
Deferred Payments Interest payable The Council will adhere to the maximum interest rate which is set twice-yearly (1 Jan - 30 Jun, 1 Jul - 31 Dec) by the Department of Health.	1.85%		
Deferred Payment Arrangement Fee	900.00	925.00	2.8%
Deferred Payment Annual administration fee	300.00	310.00	3.3%
Arrangement of self funder social care Arrangement Fee * Annual Administration Fee *	300.00 200.00	310.00 205.00	3.3% 2.5%
Provider Failure Making arrangements for people who fund their own care, or people funded by Other Local Authorities, in the event of their current provider going out of business.	265.00	270.00	1.9%

**ADULT SOCIAL CARE, HEALTH & HOUSING DEPARTMENT
2018/19 PROPOSED FEES & CHARGES**

Service : Adult non residential services - Contributions from people supported

Purpose of the Charge: To contribute to the costs of support

	2017/18 Budget	Proposed 2018/19 Budget
	£'000	£'000
Income the proposed fees will generate:	1,646	1,679

Are concessions available? Yes - The actual contribution will be assessed in accordance with the Council's Charging Policy issued which complies with national guidance issued by the DoH under the Care Act.

Description	Current Fee (Exc VAT)	Proposed Fee (Exc VAT)	Increase
	£.p	£.p	%
Non Residential Support This includes direct payments, homecare, day care and other support in the community. Where people are supported by the Council, the maximum contribution they will be asked to make is the cost of the support, but this will be subject to a financial assessment under the Council's Charging Policy and so the actual contribution may be lower. Fee increases in 2017/18 will depend on each person's financial circumstances but for most people will be linked to the increase in pensions and benefits they receive.	Various	Various	2% (Estimate)

Service : Adult Residential Care - Charges when the council is not responsible for funding

Purpose of the Charge: To recover the full cost of the service used

	2017/18 Budget	Proposed 2018/19 Budget
	£'000	£'000
Income the proposed fees will generate:*	3	3

Are concessions available? No

Description	Current Fee (Exc VAT)	Proposed Fee (Exc VAT)	Increase
	£.p	£.p	%
Waymead Respite Charge per night	189.60	194.72	2.7%

**ADULT SOCIAL CARE, HEALTH & HOUSING DEPARTMENT
2018/19 PROPOSED FEES & CHARGES**

Annexe D

Service : Adult Day Care

Purpose of the Charge: To recover the costs of the service

	2017/18 Budget £'000	Proposed 2018/19 Budget £'000
Income the proposed fees will generate:	12	12

Are concessions available? No

Description	Current Fee (Exc VAT)	Proposed Fee (Exc VAT)	Increase
	£.p	£.p	%
Day Care			
Waymead Day Services			
Per hour	15.75	16.18	2.7%
Bracknell Day Centre			
Per day (CCG only, 2:1 high need support)*	124.36	127.72	2.7%
Per hour	15.75	16.18	2.7%
Glenfield			
Hourly rate	15.99	16.42	2.7%

** A separate rate is charged in respect of one individual who is CHC funded and who received a higher level of support.*

Service : Blue Badge Scheme

Purpose of the Charge: To contribute to the cost of the service

	2017/18 Budget £'000	Proposed 2018/19 Budget £'000
Income the proposed fees will generate:	1	1

Are concessions available? No

Description	Current Fee (Exc VAT)	Proposed Fee (Exc VAT)	Increase
	£.p	£.p	%
Blue Badge - Issues and Duplicate Badges	10.00	10.00	0.0%

**ADULT SOCIAL CARE, HEALTH & HOUSING DEPARTMENT
2018/19 PROPOSED FEES & CHARGES**

Service: Forestcare						
Purpose of the Charge: To recover the costs of the service						
	2017/18 Budget	Proposed 2018/19 Budget				
	£'000	£'000				
Income the proposed fees will generate:			1,072	1,072		
Are concessions available? No						
Description	Current Fee (Inc VAT)	Current Fee (Exc VAT)	Proposed Fee (Inc VAT)	Proposed Fee (Exc VAT)	Increase	
	£.p	£.p	£.p	£.p	%	
Lifeline Rental and Monitoring						
- BFBC	Per week 4.45	3.71	4.50	3.75	1.1%	
	Per month 19.30	16.08	19.30	16.08	0.0%	
- Others	Per week 4.76	3.97	4.80	4.00	0.8%	
	Per month 20.64	17.20	20.64	17.20	0.0%	
	Per quarter 61.93	51.61	61.93	51.61	0.0%	
Lifeline Monitoring only						
- BFBC	Per week 3.53	2.94	3.57	2.97	1.1%	
	Per month 15.29	12.74	15.29	12.74	0.0%	
	Per quarter 44.93	37.44	44.93	37.44	0.0%	
- Others	Per week 4.19	3.49	4.22	3.52	0.8%	
	Per month 18.14	15.12	18.14	15.12	0.0%	
	Per quarter 54.44	45.37	54.44	45.37	0.0%	
GSM Lifeline	Per week 7.80	6.50	7.80	6.50	0.0%	
Extra/Lost Pendants						
- Flat Charge	68.76	57.30	68.76	57.30	0.0%	
- Lost ivi Pendants	96.00	80.00	96.00	80.00	0.0%	
- Rental of additional pendant	Per week 1.20	1.00	1.20	1.00	0.0%	
Sensors						
Smoke	Per week 2.16	1.80	2.16	1.80	0.0%	
Carbon Monoxide	Per week 3.24	2.70	3.24	2.70	0.0%	
Flood	Per week 2.76	2.30	2.76	2.30	0.0%	
Temperature Extreme / Heat	Per week 2.16	1.80	2.16	1.80	0.0%	
Universal	Per week 1.20	1.00	1.20	1.00	0.0%	
PIR / Fast PIR	Per week 1.20	1.00	1.20	1.00	0.0%	
Medication Dispenser	Per week 4.80	4.00	4.80	4.00	0.0%	
Epilepsy sensor kit	Per week 12.00	10.00	12.00	10.00	0.0%	
Chair & bed sensor kit	Per week 6.00	5.00	6.00	5.00	0.0%	
Falls pendant	Per week 2.40	2.00	2.40	2.00	0.0%	
Bogus Caller	Per week 1.20	1.00	1.20	1.00	0.0%	
Minuet watch	Per week 2.40	2.00	2.40	2.00	0.0%	
Arm/ Disarm Zoning Trigger	Per week 1.20	1.00	1.20	1.00	0.0%	
Jellybean Switch	Per week 2.40	2.00	2.40	2.00	0.0%	
Natural Gas Detector	Per week 4.20	3.50	4.20	3.50	0.0%	
Wrist Worn Epilepsy Pendant	Per week 51.60	43.00	51.60	43.00	0.0%	
Responder service for lifeline customers						
- up to 12 visits per year	Per week 10.44	8.70	10.44	8.70	0.0%	
- up to 24 visits per year	18.00	15.00	18.00	15.00	0.0%	
- extra visits (excluding bank holidays)	37.20	31.00	37.20	31.00	0.0%	
- extra visits (including bank holidays)	55.80	46.50	55.80	46.50	0.0%	
Responder service for commercial customers						
- up to 6 visits per year	Per week 7.56	6.30	7.56	6.30	0.0%	
- per additional visit	54.00	45.00	54.00	45.00	0.0%	
Key Safes						
Keysafe Supply and Fit	Supply only 66.00	55.00	66.00	55.00	0.0%	
	Supply + fit 72.00	60.00	72.00	60.00	0.0%	
	Moving key safe 54.00	45.00	54.00	45.00	0.0%	
	Supply+fit subsequent visit 90.00	75.00	90.00	75.00	0.0%	
Monitoring of security diallers	Per week 12.54	10.45	12.54	10.45	0.0%	
Monitoring of two security diallers	Per week 18.36	15.30	18.36	15.30	0.0%	
Lone Workers						
Lone Workers	Per person per year 47.48	39.57	47.48	39.57	0.0%	
Lone Workers - with reports	Per person per year 49.50	41.25	49.50	41.25	0.0%	
GPS Lone Worker - BFC	Per person per year 238.80	199.00	238.80	199.00	0.0%	
GPS Lone Worker - External	Per person per year 330.00	275.00	330.00	275.00	0.0%	
Hourly charge for adhoc work	54.00	45.00	54.00	45.00	0.0%	
Extension lead	7.20	6.00	7.20	6.00	0.0%	
One telecare service / ivi falls pendant	Per week 0.98	0.82	0.98	0.82	0.0%	
Two telecare sensors	1.86	1.55	1.86	1.55	0.0%	
Three telecare sensors	2.74	2.28	2.74	2.28	0.0%	
Epilepsy bed sensor	Per week 3.00	2.50	3.00	2.50	0.0%	

**ADULT SOCIAL CARE, HEALTH & HOUSING DEPARTMENT
2018/19 PROPOSED FEES & CHARGES**

Service: Forestcare continued						
Care calls						
- 1 care call per day	Per week	9.60	8.00	9.60	8.00	0.0%
- 2 care calls per day	Per week	18.00	15.00	18.00	15.00	0.0%
- 3 care calls per day	Per week	24.00	20.00	24.00	20.00	0.0%
- 3 care calls per day + 1 customer	Per week	36.00	30.00	36.00	30.00	0.0%
Pocket Pal						
GPS Device - customer buying device	Per device	114.00	95.00	114.00	95.00	0.0%
GPS Device - customer buying device (sim rental)	Monthly	15.00	12.50	15.00	12.50	0.0%
GPS Device - customer renting device (includes SIM and monitoring)	Weekly	7.80	6.50	7.80	6.50	0.0%

**ADULT SOCIAL CARE, HEALTH & HOUSING DEPARTMENT
2018/19 PROPOSED FEES & CHARGES**

Annexe D

Service: Homelessness

Purpose of the Charge: To contribute to the costs of the service

	2017/18 Budget £'000	Proposed 2018/19 Budget £'000
Income the proposed fees will generate:	955	955

Are concessions available? No

Description	Current Fee (Inc VAT) £.p	Current Fee (Exc VAT) £.p	Proposed Fee (Inc VAT) £.p	Proposed Fee (Exc VAT) £.p	Increase %
Homelessness					
Bed and Breakfast					
- Current Tenancies	Per week	150.00		150.00	0.0%
10a Portman					
- Rent	Per week	150.00		150.00	0.0%
- Service Charge	Per week	18.42		18.42	0.0%
- Household	Per week	9.32		9.32	0.0%
- Fuel*	Per week	5.80		5.96	2.7%
- Water*	Per week	2.78		2.86	2.7%
Tenterden Lodge					
- Rent	Per week	160.00		160.00	0.0%
- Service Charge	Per week	12.47		12.47	0.0%
- Fuel*	Per week	3.18		3.27	2.7%
-Water*	Per week	2.78		2.86	2.7%
York Town Road					
- Rent	Per week	126.06		126.06	0.0%
- Service Charge	Per week	12.47		12.47	0.0%
- Fuel*	Per week	3.18		3.27	2.7%
-Water*	Per week	2.78		2.86	2.7%
Council owned properties: Reading					
- 1 bed	Per week	195.00		195.00	0.0%
- 2 bed	Per week	225.11		225.11	0.0%
- 3 bed	Per week	246.92		246.92	0.0%
- 4 bed	Per week	330.00		330.00	0.0%
Council owned properties: Blackwater Valley					
- 1 bed	Per week	184.63		184.63	0.0%
- 2 bed	Per week	215.77		215.77	0.0%
- 3 bed	Per week	208.11		208.11	0.0%
- 4 bed	Per week	330.00		330.00	0.0%
Council owned properties: East Thames Valley					
- 1 bed	Per week	195.00		195.00	0.0%
- 2 bed	Per week	236.53		236.53	0.0%
- 3 bed	Per week	267.69		267.69	0.0%
- 4 bed	Per week	371.53		371.53	0.0%
* These charges will be uplifted in line with fee increases from utility companies, 2.7% is assumed					
Small Landsales - Administration Fee					
Flat Charge	210.31	175.26	210.31	175.26	0.0%
Passport and Driving Licence Checking Service					
For landlords	24.00	20.00	24.00	20.00	0.0%
For employers	24.00	20.00	24.00	20.00	0.0%

**ADULT SOCIAL CARE, HEALTH & HOUSING DEPARTMENT
2018/19 PROPOSED FEES & CHARGES**

Service : Housing

Purpose of the Charge: To contribute to the costs of the service

	2017/18 Budget £'000	Proposed 2018/19 Budget £'000
Income the proposed fees will generate:	75	76

Are concessions available? No

Description	Current Fee (Exc VAT) £.p	Proposed Fee (Exc VAT) £.p	Increase %
Rents - Learning Disability Accommodation			
151 Holbeck Per week per bedroom	96.47	98.40	2.0%
9 Portman Close Per week per bedroom	96.47	98.40	2.0%
Service Charges			
151 Holbeck, 9 Portman Per week per bedroom	13.59	13.59	0.0%
Waymead			
Rent Per week per bedroom	156.06	156.06	0.0%
Service Charge Per week per bedroom	27.76	27.76	0.0%
Fuel* Per week per bedroom	5.80	5.80	0.0%
Water* Per week per bedroom	6.80	6.80	0.0%
Easthampstead Mobile Home Park			
Water Charge* Per week	23.52	24.15	2.7%
Site Rent Per week	46.81	48.07	2.7%

* These charges will be uplifted in line with fee increases from utility companies, 2.7% is assumed

**ADULT SOCIAL CARE, HEALTH & HOUSING DEPARTMENT
2018/19 PROPOSED FEES & CHARGES**

Service : Housing Benefit Service
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Purpose of the Charge: To set Council Tax Benefit (reduction scheme) annual uprating for working age people (people who have not reached the qualifying age for State Pension Credit).

	2016/17 Budget	Proposed 2017/18 Budget
	£'000	£'000
Income the proposed fees will generate:*	0	0

* The budget is held corporately

Are concessions available? No

Description	Current Fee (Exc VAT)	Proposed Fee (Exc VAT)	Increase
	£.p		%
Applicable amounts Disregards* <i>*War Widows pensions and War disablement pensions are fully disregarded as income.</i>	Housing Benefit Circular: 2017-18 Uprating.	Housing Benefit Circular: 2018-19 Uprating.	
Income-related social security benefits	Housing Benefit Circular: 2017-18 Uprating	Housing Benefit Circular: 2018-19 Uprating.	
Non income-related social security benefits	Housing Benefit Circular: 2017-18 Uprating	Housing Benefit Circular: 2018-19 Uprating.	
War pensions scheme benefits	Housing Benefit Circular: 2017-18 Uprating	Housing Benefit Circular: 2018-19 Uprating.	
Contributory and non-contributory social security rates	Housing Benefit Circular: 2017-18 Uprating	Housing Benefit Circular: 2018-19 Uprating.	
Non dependent deductions and bands	National prescribed regulations as set for the pensioner scheme, including whom should make housing cost contribution.	National prescribed regulations as set for the pensioner scheme, including whom should make housing cost contribution.	
Universal Credit Rates	Housing Benefit Circular: 2017-18 Uprating	Housing Benefit Circular: 2018-19 Uprating.	
Non-social security payments and rates	Housing Benefit Circular: 2017-18 Uprating	Housing Benefit Circular: 2018-19 Uprating.	

**TO: THE EXECUTIVE
19 DECEMBER 2017**

**CAPITAL PROGRAMME 2018/2019 - 2020/2021
(Borough Treasurer/Chief Executive)**

1 PURPOSE OF DECISION

- 1.1 Under the Council's constitution, the Executive is required to consult on its detailed budget proposals with the Council's Overview & Scrutiny Commission and any other interested parties or individuals for a period of at least six weeks. This report summarises the current position on the Council's Capital Programme budget preparations for 2018/19.
- 1.2 This report draws together each department's proposals so that the Executive can agree a draft capital programme for 2018/19-2020/21 as the basis for consultation. In compiling the draft programme the main focus is inevitably on determining the requirements for 2018/19, although future year's schemes do also form an important part of the programme.
- 1.3 The financial implications of the recommendations in this report are reflected in the subsequent report on the Council's draft revenue budget. Any revisions to the proposals put forward by each service would also need to be reflected in that report which will also be published as the basis for consultation following the Executive's meeting.

2 RECOMMENDATIONS

That the Executive:

- 2.1 **Approves, for consultation, an initial Council funded capital programme (excluding the Commercial Property Investment Strategy budget) of £10.546m for 2018/19 as set out in paragraph 5.16 and summarised in Annex A, including the new schemes listed in Annexes B – F.**
- 2.2 **Approves, for consultation, the inclusion of an additional budget of £1m for Invest-to-Save schemes.**
- 2.3 **Approves, for consultation, the inclusion of £3.48m of expenditure to be funded from S106 as outlined in paragraph 5.19.**
- 2.4 **Approves, for consultation, the inclusion of £13.850m of expenditure to be externally or self funded as outlined in paragraph 5.19.**
- 2.5 **Waive the Contract Standing Order (CSO) requirements relating to the Procurement Plan, Competition and Advertising elements for the procurement of offsite road works at the Blue Mountain development, the details of which are set out below (paragraph 5.26) and agree the appointment of Ringway (an existing BFC Term contractor) for the delivery of these works**

3 REASONS FOR RECOMMENDATIONS

- 3.1 The reasons for the recommendations are set out in the report.

4 ALTERNATIVE OPTIONS CONSIDERED

4.1 The alternative options are considered in the report.

5 SUPPORTING INFORMATION

Capital Resources

5.1 Each year the Council agrees a programme of capital schemes. In the past these schemes have been funded from three main sources:

- the Council's accumulated capital receipts
- Government Grants
- other external contributions

5.2 The Council's total usable capital receipts at 31st March 2017 are zero. The Council is partly reliant on capital receipts and other contributions to fund its capital programme, although interest generated from capital receipts can also help support the revenue budget in the short term – however with investment rates at historic lows it makes more economic sense to offset borrowing.

5.3 The proposed capital programme for 2018/19 has been developed, therefore, on the assumption that it will be funded by a combination of Government grants, other external contributions and borrowing in addition to capital receipts. Historically capital receipts have averaged around £5m per annum – however this has largely been made up of the VAT and Right-to-Buy sharing agreement contributions from Bracknell Forest Homes – these schemes have now ended. However receipts from two large sites and CIL contributions should enable £8m of the capital programme to be funded from receipts. Internal resources will be used in the first instance and borrowing from external sources (e.g. the PWLB) will be used when necessary. The financing costs associated with the General Fund Capital Programme have been provided for in the Council's revenue budget plans which also appear on tonight's agenda.

New Schemes

5.4 Within the general financial framework outlined above, Service Departments have considered new schemes for inclusion within the Council's Capital Programme for 2018/19 – 2020/21. Given that both capital and revenue resources are under pressure, each Department has evaluated and prioritised proposed schemes into broad categories in line with the Council's Asset Management Plan. Having done this, only the very highest priority schemes and programmes are being recommended for inclusion in the Capital Programme.

Other Unavoidable & Committed schemes

5.5 This category covers schemes which must proceed to ensure that the Council is not left open to legal sanction and includes items relating to health and safety issues, new legislation etc. Committed schemes also include those that have been started as part of the 2017/18 Capital Programme. Also included within this category are those schemes that were previously funded from the General Fund Revenue Account, but which by their nature could be legitimately capitalised, thereby reducing pressure on the revenue budget. Schemes in this category form the first call on the available capital resources.

Maintenance (Improvements and capitalised repairs)

- 5.6 An assessment has been made of the condition of the Council's property assets to arrive at an estimate of the outstanding maintenance works required. An assessment is made of the state of each building element and its repair priority with a condition rating and repair urgency.
- 5.7 The figures below are based on the information held in the Construction and Maintenance Groups' property management system. They have been adjusted to exclude those works that are already budgeted for within existing 2018/19 schools and corporate planned maintenance programmes.

The priorities can be broken down as follows:

Maintenance Backlog

		£ (000)	£ (000)
Schools	Priority 1C & 1D	2,245	
	Priority 2C & 2D	8,028	
	Lower Priorities	24,478	34,751
Corporate Properties	Priority 1C & 1D	1,640	
	Priority 2C & 2D	2,107	
	Lower Priorities	11,894	15,641
Total		<u>11,894</u>	<u>50,392</u>

- 5.8 The overall maintenance liability has reduced from £54.6m in 2017/18 to £50.4m. The last couple of years have seen large increases in building costs however this has been offset by previous maintenance programmes and the rationalisation of council properties.

Schools

- 5.9 Historically the Schools Maintenance Programme has been funded from the Capital Maintenance grant allocation from the Department for Education (DfE). The indicative allocation from the DfE for 2018/19 of £1.912m will be used to tackle the highest priority items identified in the condition surveys indicated above.

Non-schools

- 5.10 From an initial analysis of the work required it is clear that some works, whilst urgent, cannot be legitimately capitalised and must be met from a revenue budget. An allowance of £200,000 is available in the 2018/19 Revenue Budget proposals to meet these liabilities.
- 5.11 In line with the policy adopted last year the Asset Management Group has considered only those works that fall within categories 1C and 1D. Given the financial constraints on both the revenue and capital budgets an allocation of £1.125m is recommended to address the most pressing 1C & 1D priorities.
- 5.12 The implications of failing to maintain Council buildings and to address the backlog will be a significant issue for the Council over the coming years and efforts will be focussed on ensuring that the highest priority items are tackled first, that efficiencies are maximised in the procurement of works and that maintenance which will result in energy efficiencies are undertaken through the invest-to-save programme.

Rolling programmes

- 5.13 These programmes cover more than one year and give a degree of certainty for forward planning schemes to improve service delivery. They make an important contribution towards the Council's established Asset Management Plans.

Other Desirable Schemes

- 5.14 In addition to the schemes identified in the above categories, each service has requested funding for other high priority schemes that meet the needs and objectives of their service. The net cost of schemes which attract partial external funding are included in the schemes put forward.

Invest-To-Save Schemes

- 5.15 These are schemes where the additional revenue income or savings arising from their implementation exceeds the Council's borrowing costs. In the past the Council has allocated £1m per annum to fund potential Invest-to-Save (ITS) schemes that may present themselves during the year

Capital Programme 2018/19 – 2020/21

- 5.16 A summary of the cost of new schemes proposed by Departments is set out in the table below and in Annex A. A detailed list of suggested schemes within the draft capital programme, together with a brief description of each project, for each service is included in Annexes B – F.
- 5.17 The Executive on 21st November 2017 recommended that Council agree a further £30m be approved for investment in commercial property in line with the accepted Commercial Property Investment Strategy. This is included within the overall spending plans below.
- 5.18 Total Council funding for schemes amounts to £10.546m. However excluding the funding for the new Kings Academy School and the Civic Centre Accommodation the total Council funding requested is £5.411m in 2018/19 and this is reflected in the Revenue Budget proposals.

Capital Programme 2018/19-2020/21				
Annex	Service Area	2018/19 £000	2019/20 £000	2020/21 £000
B	Adult Social Care, Health & Housing	8,473	0	0
C	Children, Young People & Learning	8,289	850	250
D	Resources	2,135	70	0
E	Council Wide	32,313	363	388
F	Environment Culture & Communities	6,666	6,465	1,960
	Total Capital Programme	57,876	7,748	2,598
	Less Externally and Self Funded	17,330	5,685	1,475
	Less Commercial Property Investment	30,000	0	0
	Total request for Council funding	10,546	2,063	1,123

Externally Funded Schemes

- 5.19 A number of external funding sources are also available to fund schemes within the capital programme. External support has been identified from two main sources:

Government Grants

A number of capital schemes attract specific grants. It is proposed that all such schemes should be included in the capital programme at the level of external funding that is available.

A significant element of the grant-funded capital programme relates to the planned investment in Schools. The schools investment programme included in this report reflects the highest priority schemes identified by the Department and the Education Capital Programme Board. However as a result in a change to the capital funding formula and the perceived relative need for school places in Bracknell compared to other areas of the country, the Council will receive no Basic Needs Grant in 2018/19. This is the first year this has happened.

However the Council has clear need for investment in school places in the Borough and have identified two schemes that require funding in the coming years and are set out in Annex B. In addition to this Council funding a total of £2.178m will be invested in schools from specific capital grants

A second key constituent of capital grant funding relates to the Highway Maintenance and the Integrated Transport Block totalling £2.089m for 2018/19. A matched funding bid has also been accepted for the work on Downshire Way – this will attract grant of £3.29m to be matched with £1.4m of Council funding and developer contributions.

Section 106 (£3.480m)

Each year the Council enters into a number of agreements under Section 106 of the Town & Country Planning Act 1990 by which developers make a contribution towards the cost of providing facilities and infrastructure that may be required as a result of their development. Usually the monies are given for work in a particular area and/or for specific projects

Officers have identified a number of schemes that could be funded from Section 106 funds in 2018/19, where funding becomes available. These are summarised below

Department	Schemes	Budget
		<i>£000</i>
ASCHH	Edenfield-Stonewater	233
CYPL	Various School Schemes	2,236
ECC	Leisure & Culture	511
ECC	Local Transport Plan	350
ECC	SANGS	150
	Total	3,480

The level of new funding available through Section 106 is expected to reduce in the future following the introduction of the Community Infrastructure Levy (CIL). However the more flexible CIL funding should offset this reduction.

On-going Revenue Costs

- 5.20 Schemes may have associated on-going revenue costs and tend to become payable in the year after implementation. As such will be included within the

Council's Commitment Budget for 2018/19. These total £39,000 and relate to the licence and maintenance contracts associated with the new IT hardware investment.

Funding Options

- 5.21 The Council introduced CIL in April 2015. It is difficult to estimate the potential amount of CIL that will be generated as this will depend on the delivery of additional housing development in the Borough, which is to a large extent outside of the control of the authority. However based on the most recent housing trajectory estimates and knowledge of development schemes that will come forward in the next 18 months, it is estimated that £3m is an appropriate assumption for 2018/19.
- 5.22 The proposed capital programme for 2018/19 has been developed, therefore, on the assumption that it will be funded by a combination of approximately £8m of capital receipts, Government grants, other external contributions and borrowing. The financing costs associated with the Capital Programme have been provided for in the Council's revenue budget plans.
- 5.23 Given the level of investment agreed in 2017/18 and proposed in 2018/19, in particular Binfield Learning Village, the Council is now required to borrow externally. The timing of this will depend on the level of surplus cash held by the Council which will be used in the first instance to fund the Capital Programme commitments. Any external borrowing will require a sum to be set aside Minimum Revenue Position in addition to an interest charge depending on the maturity of the loan.
- 5.24 If any amendments are made to the capital programme, the revenue consequences will need to be adjusted accordingly. Executive Members will therefore need to consider the impact of the capital programme as part of the final revenue budget decisions.
- 5.25 Following the introduction of the Prudential Borrowing regime local authorities are able to determine the level of their own capital expenditure with regard only to affordability on the revenue account. In practice this represents the amount of borrowing they can afford to finance, and will necessitate taking a medium-term view of revenue income streams and capital investment needs.
- 5.26 To achieve its aim of ensuring that capital investment plans are affordable, prudent and sustainable, the Local Government Act requires all local authorities to set and keep under review a series of prudential indicators included in the CIPFA Prudential Code for Capital Finance in Local Authorities. The Capital Programme recommended in this report can be sustained and is within the prudential guidelines. Full Council will need to agree the prudential indicators for 2018/19 to 2020/21 in March 2018, alongside its consideration of the specific budget proposals for 2018/19 and the Council's medium-term financial prospects.
- 5.27 Members will need to carefully balance the level of the Capital Programme in future years against other revenue budget pressures and a thorough review, including the prioritisation of those schemes planned for 2019/20 onwards, will need to be undertaken during next summer.

Other Issues

- 5.28 The Executive on 19 July 2016 approved the award of the Main Works contract to Mace Limited for the construction of the Binfield Learning Village (the new Kings Academy School) and the supporting upgrade works to roads and utilities along with the updated procurement plan.

- 5.29 The construction of the new school is well underway and remains on time and within the allocated budget. The school is due to open in September 2018. The contract administration by the Council requires continual monitoring of the contractor's performance, programme of works, cost analysis and risk management.
- 5.30 Offsite road works (consisting of Wood Lane improvements, new toucan crossing on Temple Way, Popeswood Roundabout improvements, new northern car park and associated junction works) are an important element of the project deliverables. In accordance with the planning permission for the project and the associated conditions, the off-site road works need to be completed by the Council prior to occupation of the school buildings and dwellings.
- 5.31 On analysis of Mace's updated cost submission for the scope of works for Wood Lane improvements and the risk of delay to the completion (which would trigger extension of time claims by the contractor), it is prudent to omit the offsite road works from Mace's works contract and in its place appoint Ringway (Bracknell Forest Council's term contractor for highways works) to undertake the design and construction works. The estimated value of the works for Ringway to deliver the road improvements is c. £956k including design fee but excluding S278 fee and overhead and loss for Mace.
- 5.32 Works over £400k require Executive approval under the Contracting Standing Order (CSO). Hence, a waiver to the CSO is requested from the Executive for changing contractors from Mace (school works contractor) to Ringway (BFC term contractor) for delivering the offsite road works.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The authorisation for incurring capital expenditure by local authorities is contained in the legislation covering the service areas. Controls on capital expenditure are contained in the Local Government Act 2003 and regulations made thereunder.

Borough Treasurer

- 6.2 The financial implications are contained within the report.

Equalities Impact Assessment

- 6.3 The Council's final budget proposals will potentially impact on all areas of the community. A detailed consultation process is planned in order to provide individuals and groups with the opportunity to comment on the draft proposals. This will ensure that in making final recommendations, the Executive can be made aware of the views of a broad section of residents and service users. Where necessary, impact assessments on specific schemes within the capital programme will be undertaken before work commences.

Strategic Risk Management Issues

- 6.4 The most significant risk facing the Council is the impact of the capital programme on the revenue budget. The scale of the Council's Capital Programme for 2018/19 will impact upon the revenue budget and will itself be subject to consultation over the coming weeks. All new spending on services will need to be funded from new capital receipts or borrowing from internal resources. This effect is compounded by future year's capital programmes. As revenue resources are limited it is clear that a capital programme of this magnitude is not sustainable in the medium term without significant revenue economies. The generation of capital receipts in future years

may mitigate the impact on the revenue budget, but as the timing and scale of these receipts is uncertain their impact is unlikely to be significant.

- 6.5 There are also a range of risks that are common to all capital projects which include:
- Tender prices exceeding the budget
 - Planning issues and potential delays
 - Uncertainty of external funding
 - Building delays due to unavailability of materials or inclement weather
 - Availability of staff with appropriate skills to implement schemes
- 6.6 These can be managed through the use of appropriate professional officers and following best practice in project management techniques. The report also identifies the risk associated with the shortfall in maintenance expenditure compared to that identified by the latest condition surveys. With only those highest priorities receiving funding in 2018/19, there will be a further build up in the maintenance backlog and a risk that the deterioration in Council assets will hamper the ability to deliver good services.

7 CONSULTATION

- 7.1 The Overview & Scrutiny Commission will be consulted on the budget proposals and may also choose to direct specific issues to individual overview and scrutiny panels. Targeted consultation exercises will be undertaken with business rate payers, the Schools Forum, town and parish councils and voluntary organisations. Comments and views will be sought on both the overall budget package and on the detailed budget proposals. In addition, this report and all the supporting information are publicly available to any individual or group who wish to comment on any proposal included within it. To facilitate this, the full budget package will be placed on the Council's web site at <http://consult.bracknell-forest.gov.uk/portal>. There will also be a dedicated mailbox to collect comments.
- 7.2 The timetable for the approval of the 2018/19 Budget is as follows.

Executive agree proposals as basis for consultation	19 December 2017
Consultation period	20 December 2017 - 30 January 2018
Executive considers representations made and recommends budget.	13 February 2018
Council considers Executive budget proposals	28 February 2018

Background Papers

None

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CAPITAL PROGRAMME - BY CATEGORY

	2018/19 £000	2019/20 £000	2020/21 £000	TOTAL £000
Committed	1,540	735	735	3,010
Unavoidable	0	0	0	0
Maintenance	1,125	0	0	1,125
Rolling Programme / Other Desirable	2,746	1,258	388	4,392
Town Centre Highway Works	0	0	0	0
Council Funding	5,411	1,993	1,123	8,527
Commerical Property Investment Strategy	30,000	0	0	30,000
Civic Centre Accomodation	2,135	70	0	2,205
Binfield Learning Village	3,000	0	0	3,000
Total Council Funding	40,546	2,063	1,123	43,732
Total External Funding	17,330	5,685	1,475	24,490
Total Capital Programme	57,876	7,748	2,598	68,222

CAPITAL PROGRAMME - ALL DEPARTMENTS

	2018/19 £000	2019/20 £000	2020/21 £000	TOTAL £000
ASCH	8,473	0	0	8,473
CYPL	8,289	850	250	9,389
Resources	2,135	70	0	2,205
Council Wide	32,313	363	388	33,064
ECC	6,666	6,465	1,960	15,091
Total Capital Programme	57,876	7,748	2,598	68,222
External Funding	17,330	5,685	1,475	24,490
Council Funding	40,546	2,063	1,123	43,732

CAPITAL PROGRAMME - ADULT SOCIAL CARE, HEALTH & HOUSING

	2018/19 £000	2019/20 £000	2020/21 £000	TOTAL £000
Committed				
No Schemes	-	-	-	-
Unavoidable				
No Schemes	-	-	-	-
Maintenance				
See Council Wide	-	-	-	-
Rolling Programme / Other Desirable				
Cash Incentive Scheme	240	-	-	240
	240	-	-	240
TOTAL REQUEST FOR COUNCIL FUNDING	240	-	-	240
External Funding				
Downshire Homes (Self Funding)	8,000	-	-	-
Edenfield-Stonewater Housing Development (S106)	233	-	-	-
TOTAL EXTERNAL FUNDING	8,233	-	-	-
TOTAL CAPITAL PROGRAMME	8,473	-	-	240

Adult Social Care, Health and Housing

2018/19 Capital Programme Bids

1. Cash Incentive Scheme - £240,000

The cash incentive scheme provide a means tested cash grant of up to £60,000 to a household living in a registered provider property to help them purchase a home in the private sector. The agreement with the registered provider is that they will provide the Council with nomination to two properties (the property void from the move and one other that the Council would not normally be able to access) and as such the cash incentive grant provides housing for three households.

The cash incentive grant is a cost effective way of securing affordable housing in a timely way .If the two properties that are secured for nomination by the Council are reflected in the net cost to the Council of bed and breakfast accommodation on an annual basis it would equate to £28,080 against the £60,000 grant. However, access to the units will remain in perpetuity rather than for one year. Moreover, there are no cash benefits of households being able to live in more appropriate housing more quickly. There are three households who have already made applications.

2. Downshire Homes Ltd (DHL) – Local Housing Company Loan £8m

To increase the loan by £8,000,000 to Downshire Homes so that it can purchase 25 properties for homeless households and 5 properties for households with learning disabilities. The DHL business plan for the next 10 years is based on assumptions of predicting a trading surplus from year 2 onwards. The company is wholly owned by the Council. The company can decide to pay a dividend to its shareholder from its post tax surplus in future years.

3. Edenfield-Stonewater Housing Development - £233,000 (S106)

Stonewater registered provider are developing the Edenfield site to provide 48 units of affordable housing. The cost of development suffered considerable increases towards the end of 2016/17 such that the scheme showed a deficit of £446,000. The Homes and Communities Agency agreed to find half of the deficit on the basis that the Council funded the other half.

The business case for the Council is that if Stonewater did not develop the site it would be placed back on the market and as a qualifying site would deliver 25% affordable housing, which would be 12 units. Thus the Council providing local authority social housing grant of £223,000 provides additional 36 units of affordable housing at an average cost of £6,194 per unit representing very good value for money. Moreover this will be funded from S106 receipts earmarked to provide affordable housing.

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QUARTERLY SERVICE REPORT

ADULT SOCIAL CARE, HEALTH & HOUSING

Q2 2017 - 18
July - September 2017

Executive Member:
Councillor Dale Birch

Director:
Gill Vickers






Date completed – 1 November 2011

Contents




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Key

Actions

	Action is on schedule		Action has been completed
	Action may fall behind schedule		Action is no longer applicable
	Action is behind schedule	-	Not yet updated

Performance indicators

	On, above or within 5% of target
	Between 5% and 10% of target
	More than 10% from target

Section 1: Where we are now

Director's overview

There was significant activity within the Department in quarter 2.

The Heathlands Procurement Plan has been agreed, with a Project Board in place comprised of Atkins, the Council, the CCG and the Royal Borough of Windsor and Maidenhead. Engagement with potential operators will commence with a market event in November.

Adult Social Care is now live with the new Domiciliary Care contract and is in the process of moving everyone from their existing providers to new providers, or providing a direct payment. Recruitment is still proving a struggle even with the innovative approach of the new providers.

As part of the council's transformation programme, the Adult Social Care team continues to work with Bracknell and Ascot Clinical Commissioning Group to trial personal health budgets for people with learning disabilities, autistic spectrum disorders or mental health conditions. The new Resource Allocation system is in and operational, and we are closely reviewing its impact.

A Personal Health budget is money to pay for an individual's healthcare, which they are then able to spend on the treatment, personal care or equipment they choose to support their condition.

The Connection Hub will be a resource for all operational practitioners to use when supporting individuals to improve their health and well-being by using the resources available within their local communities

The hub will be made up of both brokerage, Direct Payments, community connectors and finance resources, and will also link into other teams such as Housing and Benefits to provide and aid people to build up natural support/relationships within their community.

Intermediate Care

The new Model of Intermediate Care is being implemented. Four care beds have been commissioned at Astbury Manor Residential care home to support with reablement. Discharge to assess and earned autonomy processes within the hospital pod are being piloted.

Long Term Conditions

Work to identify people who could be transferred to 16 block commissioned long term residential beds at Astbury Manor is being undertaken to reduce high cost placements. We are supporting people who are being transferred to the new domiciliary care provider or providing direct payments. We are also implementing the 3 conversations approach which underpins practice, focuses on prevention and support self management.

Housing

Housing Services have been very busy and, by the end of November, our Benefits customers will be able to make applications online and inform us of any changes in their circumstances. Also our Forest Care Service had their first CQC Inspection where they were rated "Good".

Forestcare takes on the out of hours Emergency Response service for Clement House which is more economic for the council.

Public Health

In the area of Online Counselling, 202 young people registered with KOOTH in the quarter which equates to 1,755 people since April 2015. A total of 245 young people logged into KOOTH this quarter with 81% of them making a return visit. Waiting times for the service are consistently under 2 hours.

The following feedback was received from young people:

"I think you're the only person left I feel might actually care about me and has never let me down. You've never met me...but you've always made me feel valued, thank you"

"KOOTH is the best things that has happened to me, because without KOOTH, I would feel lost and feel so much emotional pain"

"I'm so happy because I can finally eat again. You guys have kept me happy all the way through it and my mum and dad are so thankful, thanks."

"You've made a horrible day really great, it's nice to feel like I'm being listened to. You guys are my lifeline at the minute"

Highlights and remedial action

Good performance

Performance in Q2 was strong with 67 of the 77 actions either Completed or On Target. 6 actions were potentially delayed and 4 were delayed.

Adult Social Care

Transformation Programme

Over the three months from July to October, Adult Social Care has been through the most intensive part of the Transformation Programme and has delivered all of our key priorities (more of this in the Transformation Update) including the new online marketplace "Help Yourself".

The next challenge is to use the new ways of working, systems and tools to embed the changes in culture we are all hoping for. This will lead to much more autonomy and far less bureaucracy. Participation in ongoing training, reflective practice surgeries, team meetings and opportunities to discuss how things are going will be vital in helping us all to get the most out of the changes.

Local Area Review

During the quarter, Adult Social Care had a CQC 'Local Area Review' (Inspection) which took the form of 7 intensive days of visits by eight inspectors over two separate periods and a great deal of work in between. CQC looked at how well Care and Health organisations, including the private and voluntary sector, work together to deliver person centred and effective care to older people on their journey into and out of hospital. I am delighted to say that the CQC [report](#) found that we serve the people of Bracknell Forest well with positive findings against all of the 5 Key Lines of Enquiry.

CQC commented that "There was a system-wide commitment to serve the people of Bracknell Forest well. There was a shared understanding across system partners of the challenges the system faced and a willingness to work together to achieve solutions..."

Domiciliary Care

The handover of clients from the old providers to the new providers is nearly complete. Whilst there have been challenges along the way, principally caused by the difficulties providers have faced in trying to recruit, there are now only 9 more packages to move. A substantial number of clients have opted to switch to a direct payment in order to stay with their current providers.

Care Homes

The department has established a block contract for residential care for people with dementia, in order to peg prices and this has already started to produce significant savings. The department is now in the process of awarding a block contract for nursing care for people with dementia, which will have an even more significant impact. Both contracts are with brand new, modern, homes thus offering a better standard of care and accommodation, whilst delivering savings.

Recovery facilitation in Mental Health

The Bracknell Forest Community Network is a new service within the Community Mental Health Team providing high quality support in a person-centred way using recovery model principles and empowers people through choice and promoting the use of community assets to achieve independence.

Since the start of operation in May 2017, over sixty individuals have been introduced into the Network and have been offered support on their recovery journeys. The next stage of Network expansion will be to increase the number of local GPs introducing into the Network as well as developing the Community Mental Health for Older Adults introduction pathway.

Housing

Forestcare has received a Good CQC rating. This is significant achievement for a new service.

BFC My Benefits is to go live in November and will allow customers to apply for benefits on line, advise of changes in circumstances and track processing of claims. The system will pay for itself and generate economies and also will allow the telephone and face to face service offer to customers to be reviewed.

Public Health

Public Health won the National Self Care Award for their Year of Self Care. This programme was the first year long programme of Self Care in the country and many other areas have now adopted the idea. The award is to the credit of the whole health and care system, including the voluntary sector, who have made our area well known for its community focused prevention work. The prize included a £250 cheque - which will be passed on to community groups in a competition during the upcoming Self Care Week (13th to 19th November). Plans for Self Care Week are just being finalised and will be publicised soon.

Other recent achievements in Public health have included a decreased rate of inactive adults, an increased rate of weight loss amongst obese adults, the lowest rate of teen conceptions in the country and reduced social isolation.

In Community Development, Public Health have been identifying and building relationships with over 200 local groups. Each group is being supported through help with promotion, training or advice.

Community Safety Performance

Thames Valley Police's reported crime figures for the period 1 April 2017 to 30 September 2017 have seen a reduction in 46 incidents (-2%) crimes compared to the same period last year for the whole of the borough. Despite the significantly increased footfall in the Lexicon which opened well before the end of the quarter, together with the wide array of night-time eateries and availability of high-end goods, reported crime in the town centre saw a reduction of 62 incidents (-22%) compared to the same period last year which goes to show how safe Bracknell is.

Areas for improvement

There are 4 actions that are delayed as follows:

1.7.14 Direct payment marketplace development plan and position statement produced

The direct payment marketplace development plan is to be incorporated into the wider Marketplace Position Statement. This was due to be completed by end of second quarter, but slipped due to departure of key personnel

7.1.13 Control Your Care direct payment promotion plans and toolkit produced and implemented

This action has been deferred until further work on the 3 conversations model in Adult Social Care has been completed and greater clarity can therefore be gained on the optimal content of the resource

7.1.14 Care management system (LAS) upgrade and re-launch

The re-launch is set to go live on 20th October. Extensive training on the new system, and new business processes, has taken place. One part of the plan, for the Mobile App, is delayed

One indicator in quarter 2 did not meet target. L178 Number of household nights in non self contained accommodation achieved an outturn of 687 household nights against a target of 274 (where lower is better). There has been a higher number of single people with complex needs presenting as homeless during Q1. It has been necessary to place these households into B&B while appropriate housing solutions have been found. Risk assessments mean that those people cannot be placed in the Council's emergency accommodation and thus have been accommodated in B&B where they have remained during quarter 2. It is proving difficult to secure suitable long terms accommodation for these households. In addition at the end of the quarter it was necessary to place four families in B&B whilst appropriate housing was secured for them.

Audits and Risks

No audits or risks were identified in quarter 2.

Budget position

Revenue Budget

The quarter two forecast is an overspend of £1.9 million. The cause of this overspend is Adult Social Care costs, and in particular there continues to be pressures from nursing placements for older clients and those with dementia. This is due both to increasing numbers and limited supply of beds which pushes up the unit cost. Two block contracts are currently being negotiated with local providers which should help mitigate this pressure in the short term. In the medium term, the solution is likely to be through stimulation of the market through mechanisms such as the redevelopment of Heathlands.

Since the last quarter the Better Care Fund plan has been finalised with health partners and approved by NHS England, and any additional funding from this is now reflected in the forecast. A total of £0.9 million was allocated to Bracknell but has not yet been recognised in the forecast. However, we are confident indications are that the allocation will not change and the additional money will therefore improve the forecast outturn.

Public Health is reported to budget as the grant funding is ring fenced and not part of the Council's general fund. However, there is currently a forecast underspend of £0.4 million which should result in a year end public health reserve of £1 million.

Capital Budget













The most significant capital budget in the department relates to loans to Downshire Homes, the Council owned housing company. At the time of writing 14 property purchases had been completed. The Council is on target to purchase 21 properties in 2017/18, which will give Downshire Homes a total housing stock of 41 properties.


Section 2: Strategic Themes

Value for money








1: Value for money			
Sub-Action	Due Date	Status	Comments
1.2 The cost quality and delivery mechanism of all services will be reviewed by 2019			
1.2.17 New resource allocation system (RAS) needs assessment and care and support planning tools launched	30/04/2017		Action completed. The Resource Allocation System is in, with staff trained in the use of the form. Further expert training has been delivered to ensure consistency across all practitioners in the use of the form, and the application of the Bracknell core offer. Some tweaks have been made to the original configuration
1.2.18 Implement the new contract arrangements for the Clement House support service	31/08/2017		Action completed. The Clement House contract has been implemented
1.2.19 Provide 24 hour emergency personal care response service to Clement House via Forestcare service	30/06/2017		Action completed. Forestcare now provide emergency personal care to Clement House residents.
1.2.20 Procure housing related support for vulnerable single young people including care leavers	30/09/2017		Action completed. The new contract with Look Ahead has started
1.2.21 Subject to the procurement of housing related support to provide capital funding to secure accommodation for young single homeless people	30/09/2017		Action completed
1.2.23 Undertake mock CQC inspection of Forestcare responder service	30/04/2017		Action completed
1.3 We charge appropriately for services and seek opportunities to generate additional income			
1.3.02 Review local council tax reduction scheme	30/11/2016		Review has been completed and the revision of the scheme will be planned for 2019/20
1.7 Spending is within budget			
1.7.01 Implement savings as identified for 2017-18 (T)	31/03/2018		Savings from transformation are expected to materialise from Q3 onwards, particularly following refinement of the Resource Allocation System and the implementation of person centred care. That said, care costs have continued to rise in the first two quarters of the year which puts additional pressure on the plan to deliver
1.7.07 Operational improvement plans delivered (T)	30/11/2017		Conversations training and training on FACE RAS scoring has been completed. On target for roll out of conversations model by mid October. Mobile working kit and training is being rolled out enabling more agile working









1.7.08 Mobile and flexible working operating model and equipment requirements defined (T)	31/05/2017		Action completed
1.7.09 Digital operating model and flexible working implemented (T)	30/05/2017		Action completed
1.7.10 Joint EMI development procurement and contractor appointed (T)	30/09/2017		Action completed. The procurement plan has been approved. A project board has been established, comprising ASCHH officers, Property, and Atkins. Partners have been invited though yet to attend
1.7.11 Joint EMI site development planning consents granted (T)	30/04/2018		The procurement plan has been approved. The procurement plan date has slipped, but this does not affect the overall timetable, including the obtaining of planning consents
1.7.12 Placed based asset development plan produced (T)	30/06/2017		Action completed and plan implemented
1.7.13 Integrated health and social care living well centre site development plans produced (T)	30/09/2017		Action completed. Potential site and costs for integrated health and social care living centre have been identified
1.7.14 Direct payment marketplace development plan and position statement produced (T)	30/09/2017		The direct payment marketplace development plan is to be incorporated into the wider Marketplace Position Statement. This was due to be completed by end of second quarter, but slipped due to departure of key personnel
1.7.15 Continuing Health Care (CHC) process review complete (T)	31/07/2017		Action completed. Lead practitioner in post and working with all the community teams to enhance practice in the provision of CHC. Practice guidance for practitioners now available on BORIS for reference. Bi-Monthly meetings arranged and attended by CCG and Social Care
1.7.16 Integrated models of care and future organisation structure options appraisal completed (T)	30/12/2017		This needs amending to a smarter target as integration with Health is subject to the speed of working with partners in the Sustainability and Transformation Plans and Children Young People and Learning will be a phased integration
1.7.17 Integrated health and care workforce development plan produced and approved by all partner organisations (T)	31/12/2017		The integrated workforce planning is part of the Sustainability and Transformation Plan (STP) workstream and officers are contributing to this process by attending the regular STP monthly meetings
1.7.18 East Berkshire CCGs personal health budget direct payment transaction services service agreement approved by partner organisations (T)	30/06/2017		Action completed. The Personal Health Budget pilot is all set up to be able to accept clients from the CCG, however at this stage the CCG have not put anyone forward
1.7.19 East Berkshire CCGs personal health budget (PHB) direct payment transaction services operational (T)	31/07/2017		Action completed

1.7.20 Adult Social Care 2017-18 transformation savings commitments delivered (T)	31/03/2018		Culture change through the conversations model is at the pilot stage and a full evaluation will be presented at the next Transformation Delivery Board. The culture change is aimed at delivering efficiencies within Adult Social Care
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Active and Healthy Lifestyles










4: People live active and healthy lifestyles			
Sub-Action	Due Date	Status	Comments
4.3 Comprehensive Public Health programmes aimed at adults and young people including smoking cessation weight management and sexual health in place			
4.3.01 Enhance the emotional health and wellbeing of children and young people through the commissioning of online counselling structured sessions in schools and interactive social media projects	31/03/2018		Produced "easy read" version of the East Berkshire CAMHS Transformation Plan. This aims to help young people understand what's being done to improve emotional health and wellbeing in our area and to signpost them to sources of support. Continuing to develop resources based on the secondary schools' poetry challenge (part of our C&YP Emotional Wellbeing Programme)
4.3.03 Improve health outcomes for children and young people through the commissioning of school nursing health visiting and targeted programmes on health related behaviour	31/03/2018		Advert for new 0-19 public health nursing specification and contract closed on 21 July. Tender evaluations finalised on 7 September. Health visiting service continues to perform well against targets for the mandated visits and joint working with children's centres is continuing to improve. August was Childrens & Families month in Year of Self Care. Our social media campaign was very successful and reached 46,629 people
4.3.07 Maintain a range of accessible health improvement services including options for online access	31/03/2018		Action completed. Public Health Portal implemented and usage monitored as a performance indicator
4.4 Personal choices available to allow people to live at home are increased			
4.4.13 Procure 20 units of accommodation to provide homes for vulnerable households including homeless households and people with learning disabilities	31/03/2018		4 properties have been purchased and a further 16 properties are in the pipeline
4.4.14 Develop new housing options for older people	31/03/2018		Options for housing for older people are being developed as part of the Heathlands development

4.4.16 Work with providers to ensure that they add value by partnering with the voluntary sector to encourage the use of community based support to tackle issues such as social isolation	31/03/2018		A further workshop has been held with the Voluntary sector in partnership with Involve, with the domiciliary care providers in attendance, to introduce the two sectors to each other, so that they can start working together on the development of offers for people whose personal budget is held by the provider.
4.4.17 Work with care providers and stake holders to develop the new domiciliary care framework	31/03/2018		Action completed. The framework contract is now live, with people transferred to the new providers
4.4.18 Develop closer links with the acute hospitals to support people with dementia and their carers with planned admissions to and discharges from hospital enabling them to feel safe and supported	31/03/2018		The hospital discharge co-ordinator is linking up with hospital. CMHTOA will need to have more discussions with home to hospital project to gain understanding how the project can fit for CMHTOA clients.
4.5 Preventative activities such as falls prevention are increased			
4.5.03 Provide a falls risk assessment service as part of Forest care responder service	30/09/2017		Forestcare have the equipment to do this. We are in the process of developing a new model to support further with falls assessments
4.6 Integration of council and health services care pathways for long term conditions is increased			
4.6.01 Review the model of providing DAAT services and implement any improvement identified	31/03/2018		Action completed
4.6.02 Review the effectiveness of the Breaking Free online element of the DAAT service by monitoring the number of people accessing the service in this way and the outcomes achieved	31/03/2018		A further 9 people have registered for breaking free online during quarter 2 compared to 4 in the same quarter during 2016/17. Since implementing Breaking Free online in May 2016 a total of 59 people have used the online service and 94.7% have completed an extended brief intervention
4.6.10 Identify suitable venues across Bracknell Forest in community services such as GP surgeries and libraries in order to make substance misuse services more accessible	31/03/2018		Discussions are being held with faith organisations regarding the use of their buildings to hold drop in sessions to encourage people to use the service
4.6.11 Support the delivery of services which promote independence reduce delayed transfers of care and develop hospital avoidance schemes	31/03/2018		Discharge to assess models are being piloted. Biggest risk for delayed transfers of care is access to services. Capacity is being created in the Community Intermediate Care Service through the implementation of the new model of service. A block contract for 16 long term beds and 4 intermediate care beds has been secured with a residential care home and a block contract with a nursing home is being considered. The Domiciliary Care contract has been implemented but currently there are difficulties with 2 of the providers.

4.7 Accessibility and availability of mental health services for young people and adults is improved

4.7.06 Develop and deliver a new community network to support individuals with Mental Health needs gain independence through engaging with community assets and resources (E)	31/03/2018		CMHT have been working with staff to integrate the conversations model into practice. Staff have attended appropriate training and have been given support to ensure this is rolled out effectively. The Community Network is receiving referrals from outside agencies including GPs, the service is now well embedded and working effectively
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4. People live active and healthy lifestyles

Ind Ref	Short Description	Previous Figure Q1 2017/18	Current figure Q2 2017/18	Current Target	Current Status
OF1c.2a	Percentage of people using social care who receive direct payments (Quarterly)	27.3%	43.1%	25.0%	
L030	Number of lifelines installed in the quarter (Quarterly)	231	340	200	
L031	Percentage of lifeline calls handled in 60 seconds in the quarter (Quarterly)	96.70%	97.70%	97.50%	
L278	Percentage of adult social care records in the Adult Social Care IT System that contain the person's NHS number (Quarterly)	98.6%	98.2%	98.0%	
L279	The number of young people who are newly engaging with KOOTH (the online counselling service for young people) (cumulative - new plus existing registrations by end of year) (Quarterly)	1,755	1,910	1,700	
L280	The % of young people who receive a response from KOOTH (the online counselling service for young people) within 2 hours (Quarterly)	100.0%	100.0%	95.0%	
L309	Number of community groups worked with by Public Health to develop their support to local residents (Quarterly)	59	65	62	
L310	Number of people accessing online Public Health services via the Public Health portal (Quarterly)	1,251	1,621	800	
L311	Number of people actively engaged with Public Health social media channels (Quarterly)	1,870	2,032	1,800	



A clean, green, growing and sustainable place

5: A clean, green, growing and sustainable place			
Sub-Action	Due Date	Status	Comments
5.2 The right levels and types of housing are both approved and delivered			
5.2.06 To procure bespoke accommodation for people with learning disabilities	31/03/2018		A specialist provider has agreed to work in partnership with us to provide accommodation for people with a learning disability. A partnership agreement is currently being drafted


5. A clean, green, growing and sustainable place					
Ind Ref	Short Description	Previous Figure Q1 2017/18	Current figure Q2 2017/18	Current Target	Current Status
NI155	Number of affordable homes delivered (gross) (Quarterly)	5	8		
NI181	Time taken in number of days to process Housing Benefit or Council Tax Benefit new claims and change events (Quarterly)	5.4	6.7	8.0	
L178	Number of household nights in non self contained accommodation (Quarterly)	303	687	274	
L179	The percentage of homeless or potentially homeless customers who the council helped to keep their home or find another one (Quarterly)	84.00%	82.00%	80.00%	
L312	Number of families that have been in non self contained accommodation for over 6 weeks at quarter end (Bed & Breakfast) (Quarterly)	0	0	0	
L313	Number of families that have been in non self contained accommodation for over 6 weeks at quarter end (Non Bed & Breakfast) (Quarterly)	12	13	15	




Strong, safe, supportive and self-reliant communities

6: Strong, safe, supportive and self-reliant communities			
Sub-Action	Due Date	Status	Comments
6.1 Levels of volunteering and community action in the borough are increased			
6.1.01 Increase community involvement in Anti Social Behaviour problem solving through a process of engagement with the local community	31/03/2019		Engagement with the residents of Bracknell Forest has improved as the reporting process for anti social behaviour has been redesigned in line with the digital first principle to make self service reporting easier
6.2 High levels of community cohesion are maintained			
6.2.01 Ensure local work on the Prevent agenda addresses issues of community cohesion through the implementation of the Prevent Steering Group strategy (E)	31/03/2019		Continued delivery of awareness raising workshops within education, faith and community groups. Regular meetings of the Prevent Steering Group to discuss current issues and development of intervention and support practices to protect vulnerable individuals
6.3 There are low levels of crime and anti-social behaviour throughout the borough			
6.3.02 Ensure anti social behaviour is considered as part of the town centre regeneration plans through a programme of joint working with partners	31/03/2018		Run a monthly town centre sub group of the Partnership Problem Solving Group to identify issues arising or emerging themes around ASB and discuss how to tackle effectively
6.3.03 Implement a coordinated programme of action to address anti social behaviour	31/03/2019		Ongoing partnership working with Police Anti Social Behaviour officer and neighbourhood policing teams to resolve cases of Anti Social Behaviour
6.4 Safeguarding structures to safeguard children and vulnerable adults are well-established			
6.4.02 Lead the Bracknell Forest Safeguarding Adults Partnership Board's development plan taking into account the board's statutory footing	31/03/2018		The new Bracknell Forest and Windsor and Maidenhead strategic business plan, taking account of priorities previously identified in Bracknell Forest and Windsor & Maidenhead has been agreed during a development session of the new Joint Board which took place in September. A structure of sub groups for the new Board has also been agreed and development work is continuing to align performance information and quality assurance systems. Safeguarding Adult Reviews, which commenced prior to the formation of the joint board, are progressing. A learning event, highlighting lessons learnt from previous Safeguarding Adult Reviews is taking place in October









6.6 Joint planning between Thames Valley Police and Bracknell Forest Council is carried out on local activities










6.6.01 Work through the Partnership Problem Solving process with the Police to ensure a coordinated response to local activities	31/03/2019		The Partnership Problem Solving Group (PPSG) continues to meet monthly to review and discuss existing and upcoming issues affecting the community and how best to resolve them. The Community Safety Manager is now the Chair of the PPSG and the Terms of Reference have been updated along with a review of the current membership
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





6. Strong, safe, supportive and self-reliant communities







Ind Ref	Short Description	Previous Figure Q1 2017/18	Current figure Q2 2017/18	Current Target	Current Status
L185	Overall crime (Quarterly)	1,271			
L316	Forestcare - % of Lifeline demos within 7 days of customer request (Quarterly)	96%	97%	90%	

Section 3: Operational Priorities

7: Operational			
Sub-Action	Due Date	Status	Comments
7.1 Adult Social Care Health & Housing			
7.1.02 Develop the Adult Safeguarding Programme following the appointment of an independent chair and business support for the board to enhance capacity all round	01/04/2019		In line with the Memorandum of Understanding between Bracknell Forest and Windsor & Maidenhead, a new Safeguarding Adult Board business unit has been formed which includes the two Safeguarding Adult Board business managers from Bracknell Forest and Windsor & Maidenhead along with a new post of Business Support Officer (recruitment taking place during October). The unit is supported by democratic services, business intelligence and financial services from Bracknell Forest. Work is now in progress to develop the business unit and to co-ordinate the recently agreed strategic business plan
7.1.07 Commission a range of effective health improvement services aimed at improving outcomes such as smoking obesity and physical activity	03/04/2019		All programmes are on target.
7.1.10 Use monthly budget monitoring reports to identify and address any emerging overspends promptly	31/03/2019		Action completed. Budget reporting has been completed in line with agreed timescales
7.1.11 Digital marketplace platform set-up and launched	31/05/2017		The Digital Marketplace has now gone live with a soft launch. The next part of the project will be to market it to a wide audience
7.1.12 Direct payments established as the first choice care and support offer	30/04/2017		Action completed
7.1.13 Control Your Care direct payment promotion plans and toolkit produced and implemented	30/06/2017		This action has been deferred until further work on the 3 conversations model in Adult Social Care has been completed and greater clarity can therefore be gained on the optimal content of the resource
7.1.14 Care management system (LAS) upgrade and re-launch	30/09/2017		The re-launch is set to go live on 20th October. Extensive training on the new system, and new business processes, has taken place. One part of the plan, for the Mobile App, is delayed
7.1.15 Adult social care digital strategy plan produced	30/09/2017		Action completed. We have invested in Rally Round which is up and running and we are working in partnership with Open Objects. The conversations model of care promotes the use of digital platforms and self promotion and wellbeing

7.1.16 Transformed person centred care practice model design defined	30/04/2017		Action completed. Training of all operational staff on the Conversations model has been concluded. All training on the re-configuration of the LAS system will be completed by the 18/10/17. The model will go live in line with the LAS re-launch date which is yet to be set although expected to be late October 2017
7.1.17 Direct payments and brokerage function review complete	30/04/2017		Connection Hub is running a vital service and monthly reviews being held. 3 Community Connectors recruited, one has since withdrawn. 2 C.C due to start mid Nov. Induction programme being devised for C.C and manager in post. The service will have a 3 month review in February 18
7.1.18 Transformed care practice and brokerage operating model implemented	30/06/2017		This is up and running with current staffing as a vital team. Review due in February 2018
7.1.19 Operational and pathway alignment opportunities with Childrens Services defined	30/06/2017		Action completed. The project has been delivered and referrals are awaited from the CCG
7.1.20 Whole life disabilities service design proposal and options produced	31/12/2017		The initial paper completed had some advice from legal services which meant examination and exploration of a number of different issues. A working party has been formed between Adult Social Care and Children Young People & Learning to explore a range of options and models
7.1.21 Joint Elderly Mental Impairment (EMI - dementia care) and learning disabilities and respite residential care facilities development proposals.	30/04/2017		The Memorandum of Understanding has been signed by Bracknell Forest and the CCG, however the Royal Borough of Windsor and Maidenhead are considering their options
7.1.22 Bridgewell residential and intermediate care facility refit complete	30/09/2017		A decision has been taken to close the intermediate care facility at Bridgewell and move to the new intermediate care model. This is currently subject to staff consultation. At this stage therefore there are no plans to refit Bridgewell, However as this is out to consultation this may change
7.1.23 Community Asset Welcome Map produced and operational	30/04/2017		Action completed
7.1.24 Community organisation support service set-up and operational	30/04/2017		Action completed

7.1.25 New intermediate care service model operational	30/09/2017		Action completed. Consultation with Bridgewell Staff has been completed and planning for decommissioning of service by end of November 2017. Service specifications for intermediate care completed. Agreed that the CCG will have a variance on their contract for the BHFT element of intermediate care. Service specification being finalised. ACT posts - JDs have been evaluated and posts to be advertised Staff consultation for extended working hours - planned for end of October. As there are a number of vacant posts, the staff consultation for extended working hours is not business critical. On target for implementation by February 2018
7.1.26 Additional local supported living provision commissioned and operational	31/12/2017		Action completed. Working relationships in place and working effectively around housing needs
7.1.27 Forestcare Responder Service capacity increased and fully operational	30/06/2017		Action completed. Forestcare is now fully operational with its responder service. we are continuing to develop the service
7.1.28 New outcomes focused domiciliary care framework contract in operation	31/07/2017		Action completed. The contract commenced on 14th August 2017
7.1.29 Bracknell & Ascot CCG personal health budget direct payment transaction services operational	30/04/2017		Action completed. The local authority has all pathways and practitioners waiting to receive referrals from CCG
7.1.30 To work with CCG to identify suitable locations for integrated health hubs	31/03/2018		Work ongoing with CCG to identify suitable locations for integrated health hubs
7.1.31 Service specifications for joint EMI and intermediate care services and community pathways produced commissioned and contracted	30/09/2017		Action completed. The new enhanced community based intermediate care service is scheduled to go live on 30th November 2017
7.1.32 Connected care - Implement shared care record between health and social care professionals (T)	31/03/2018		Action completed. Connected care is now live for Adult Social Care in Bracknell. The wider project, to connect all local authorities and all Health partners, continues
7.1.33 Implement new overpayment recovery contract	31/03/2018		Bracknell have entered into a 12 month contract for collection of overpaid Housing Benefit with Reigate & Banstead Council
7.1.34 Implement e-benefits/digital solution for welfare services	31/03/2018		E-benefits self-serve solution has been procured through G-cloud 9 Framework. Agreement dated June 2017
7.1.35 Develop personal housing plans	31/03/2018		Personal Housing Plans will be introduced as part of the Homeless Reduction Act 2017 implementation. Draft plans will be in place by December 2017.
7.1.36 Review welfare and housing service against service purpose and operating principles	31/03/2018		There is ongoing work with welfare and housing teams to assess casework and identify how the service purpose can be better delivered. The introduction of BFC My benefits will offer customers a more flexible cost effective service

7.1.37 Undertake peer review of homelessness services	31/03/2018		The Homeless Forum did not meet in September. However, an outline peer review programme has been shared with officers and discussions are underway to arrange a peer review during the last quarter of 2017/18.
7.1.38 Review BFC Mychoice to extend digital operation	31/03/2018		We are reviewing options to enable customers to scan documents directly to their applications
7.3.10 Coordinate the work of the Community Safety Partnership (CSP) to implement the CSP Plan priorities	31/03/2019		The Community Safety Partnership (CSP) and CSP Executive Meetings have merged and realigned in-line with the current time periods to ensure issues and/or emerging themes are identified and addressed in a timely manner
7.3.11 Prevent a rise in levels of Serious Acquisitive Crime (Burglary Dwelling and Non Dwelling Motor Vehicle Crime and Robbery) through targeted action with prolific offenders	31/03/2019		Partnership working between Community Safety, Police and Probation to identify our active prolific offenders and manage them effectively through our Integrated Offender Management scheme
7.3.14 Work with perpetrators of domestic abuse to reduce levels of repeat victimisation.(E)	31/03/2019		Ongoing work through the Domestic Abuse Service Co-ordination Group to identify perpetrators of domestic abuse and targeted intervention between IOM Caseworker and other partner agencies to work with families to reduce the risk and harm
7.3.15 Hold monthly multi-agency meetings to coordinate the support and response for repeat and/or high risk victims of domestic abuse (E)	31/03/2019		Monthly Domestic Abuse Service Coordination and MARAC Meetings are attended by partner agencies to ensure victims of domestic abuse are fully supported and signposted to services

Annex A: Financial information

ADULT SOCIAL CARE HEALTH & HOUSING BUDGET MONITORING - SEPTEMBER 2017							
	Original Cash Budget	Virements & Budget C/fwds	Current approved cash budget	Spend to date %age	Department's Projected Outturn	Variance Over / (Under) Spend	Movement this quarter
	£000	£000	£000	%	£000	£000	£000
Director	557	(18)	539	59%	798	259	203
	557	(18)	539		798	259	203
Adult Social Care							
Community Mental Health Team	2,012	53	2,065	28%	1,924	(141)	84
Community Mental Health Team for Older Adults	4,712	106	4,818	62%	5,840	1,022	526
Internal Services: Glenfield	281	4	285	12%	294	9	(6)
Community Team for People with Learning Disabilities	10,856	172	11,028	40%	11,789	761	77
Internal Services: Waymead	751	1	752	50%	720	(32)	4
Older People and Long Term Conditions	6,587	(270)	6,317	71%	7,514	1,197	68
Assistive Equipment and Technology	358	0	358	24%	52	(306)	(399)
Community, Response & Reablement	987	35	1,022	95%	1,023	1	1
Emergency Duty Service	65	22	87	29%	77	(10)	(6)
Safeguarding	380	7	387	46%	330	(57)	(138)
	26,989	130	27,119		29,563	2,444	211
Housing							
Housing Options	391	77	468	19%	310	(158)	53
Housing Strategy	412	139	551	36%	499	(52)	0
Housing Management Services	(40)	0	(40)	61%	(74)	(34)	(4)
Supporting People	729	(70)	659	41%	658	(1)	0
Housing Benefits Administration	390	7	397	53%	468	71	41
Housing Benefits Payments	6	0	6	35%	(283)	(289)	(122)
Other Housing	18	0	18	38%	18	0	0
Forestcare	24	12	36	49%	105	69	(37)
Community Safety	0	143	143	10%	143	0	0
	1,930	308	2,238		1,844	(394)	(69)
Commissioning & Resources							
Drug & Alcohol Action Team	0	2	2	23%	3	1	0
Joint Commissioning	914	4	918	40%	672	(246)	(196)
Information Technology Team	324	(183)	141	145%	116	(25)	(18)
Property	66	0	66	30%	57	(9)	(9)
Performance & Complaints	182	(3)	179	41%	142	(37)	(27)
Finance & Appointeeships	539	(181)	358	62%	284	(74)	(7)
Human Resources Team	197	(95)	102	96%	97	(5)	(5)
	2,222	(456)	1,766		1,371	(395)	(262)
Public Health							
Bracknell Forest Local Team	(25)	11	(14)	33%	(14)	0	0
	(25)	11	(14)		(14)	0	0
TOTAL ASCHH	31,673	(25)	31,648		33,562	1,914	83
Memorandum item:							
Devolved Staffing Budget			14,469	54%	14,469	0	0
Non Cash Budgets							
Capital Charges	423	0	423		423	0	0
IAS19 Adjustments	979	0	979		979	0	0
Recharges	2,800	0	2,800		2,800	0	0
	4,202	0	4,202		4,202	0	0

Capital Budget

Cost Centre Description	Budget £'000	Expenditure to Date £'000	Estimated Outturn £'000	Carry forward to 2018/19 £'000	(Under)/ Over Spend £'000	Current Status
HOUSING						
Enabling more affordable housing	9.9	42.0	9.9	0.0	0.0	DH costs miscoded here.
Help to buy a home (cash incentive scheme)	140.0	59.0	140.0	0.0	0.0	
BFC My Home Buy	184.4	-2.0	184.4	0.0	0.0	
Downshire Homes	7,136.1	4,527.6	7,136.1	0.0	0.0	
Tenterton Guest House	44.8	85.0	44.8	0.0	0.0	Clarification to be sought on overspend.
Holly House	450.0	0.0	450.0	0.0	0.0	
Disabled Facilities Grant	973.5	189.6	973.5	0.0	0.0	£10k to be paid to the STP for adaptations work.
TOTAL HOUSING	8,938.7	4,901.2	8,938.7	0.0	0.0	
Percentages		54.8%	100.0%		0.0%	
ADULT SOCIAL CARE						
Care housing grant	4.5	0.0	4.5	0.0	0.0	
Community capacity grant	653.2	12.2	653.2	0.0	0.0	Earmarked for Stoney Lodge.
Improving information for social care	39.2	0.0	39.2	0.0	0.0	To be used for LAS upgrade.
IT systems replacement	56.2	13.8	56.2	0.0	0.0	To be used for LAS upgrade. Timing is dependent on other factors including implementation of new RAS and so some budget is to be carried forward.
TOTAL ADULT SOCIAL CARE	753.1	26.0	753.1	0.0	0.0	
Percentages		3.5%	100.0%		0.0%	
TOTAL CAPITAL PROGRAMME	9,691.8	4,927.2	9,691.8	0.0	0.0	
Percentages		50.8%	100.0%		0.0%	

Annex B: Annual indicators not reported this quarter

Council Plan indicators

None

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**TO: ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL
16 JANUARY 2018**

**BRACKNELL FOREST SAFEGUARDING ADULTS PARTNERSHIP BOARD
ANNUAL REPORT 2016/17
Director of Adult Social Care, Health and Housing**

1 PURPOSE OF REPORT

- 1.1 The Bracknell Forest Safeguarding Adults Partnership Board (BFSAPB) Annual Report which explains the work of the Board during 2016/17 is provided to the Panel, together with the covering report to the Executive, primarily for information.

2 RECOMMENDATION(S)

- 2.1 **That the Adult Social Care and Housing Overview and Scrutiny Panel notes the attached BFSAPB Annual Report 2016/17 and the key messages arising from it.**

3 REASONS FOR RECOMMENDATION(S)

- 3.1 To enable the Panel to receive and note the BFSAPB Annual Report 2016/17.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

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

- 5.1 Not applicable.

Background Papers

None.

Contact for further information

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**TO: EXECUTIVE
26 SEPTEMBER 2017**

**BRACKNELL FOREST SAFEGUARDING ADULTS PARTNERSHIP BOARD ANNUAL
REPORT**

Director of Adult Social Care, Health and Housing

1 PURPOSE OF REPORT

- 1.1 To inform the Executive of the work of the Bracknell Forest Safeguarding Adults Partnership Board during 2016-2017.

2 RECOMMENDATION

- 2.1 **That the executive notes the report.**

3 REASONS FOR RECOMMENDATION

- 3.1 The Care Act 2014 states that each local authority Safeguarding Adults Partnership Board (SAPB) must publish an annual report detailing what the SAPB has done during the year to achieve its main objectives, and what each member organisation has done to implement the strategy as well as detailing the findings of any Safeguarding Adults Reviews (previously known as Serious Case Reviews) and subsequent action.
- 3.2 This report details the breadth of activity undertaken by Board members and identifies the achievements against the Boards development plan for the year.
- 3.3 During 2016/17 the Bracknell Forest and the Windsor and Maidenhead Safeguarding Adult Boards endorsed the proposal to merge and to create a new single Bracknell Forest and Windsor and Maidenhead SAB. The new board arrangements commenced on 1 July 2017.
- 3.4 The progress against the aims and objectives of the Board's strategic plan are contained within the report. In line with the requirements set out in the Care Act the new joint Board will continually develop the strategic objectives and consult/ take into account feedback from the public during the year.
- 3.5 Ensuring there is a local Safeguarding Adults Board and that the Board is effective is a statutory duty for the Council; as such it is important that the executive are sighted on the work of the Board.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 Not applicable

5 SUPPORTING INFORMATION

- 5.1 The report highlights the achievements against development plans and the challenges identified during 2016/2017 along with the work developing for 2017/2018 and beyond. During 2016/2017 the board implemented all actions in line with timescales contained within the strategic plan.
- 5.2 As an outcome of the Board development day priorities for inclusion in a new Bracknell Forest and Windsor & Maidenhead Safeguarding Board strategic plan were identified and are highlighted within the report.

Contact for further information

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**Bracknell Forest Safeguarding
Adults Partnership Board**

Bracknell Forest Safeguarding Adults Partnership Board Annual Report

April 2016 – March 2017

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FOREWORD

I am pleased to introduce the 2016/17 Safeguarding Adults Annual Report on behalf of the Bracknell Forest Safeguarding Adults Board. The report presents an overview of significant progress and development over this 12 month period.

The report reflects a partnership that is embracing responsibilities set out in the Care and Support Statutory Guidance including the core principles for adult safeguarding which are at the heart of developments in Bracknell Forest. Case studies as well as some of the development plans of partner organisations demonstrate that *Making Safeguarding Personal*, which is a central objective for adult safeguarding (set out in the statutory guidance) is core to safeguarding practice in Bracknell Forest. This means that people who may be in need of safeguarding support are themselves engaged in a conversation about how best to respond to safeguarding issues in their lives and that safeguarding support 'enhances involvement, choice and control as well as improving quality of life, wellbeing and safety' (Care and Support Statutory Guidance, DH, 2016). Safeguarding support in Bracknell Forest aims to acknowledge and take account of what is important to people. The Safeguarding Adults Development Team in Bracknell Forest Council works hard to ensure this is a reality in practice across organisations.

This Annual Report demonstrates the strengthened commitment to working together on shared objectives that the Board identified as a goal last year. There is evidence of greater collective understanding of where the challenges are and of where there is a need for further development. There is a willingness across partners to take action together on those areas. This understanding has been facilitated in part through the development of a robust quality assurance framework which was identified as necessary early in 2015. The required actions indicated through the outputs of that framework (including data, case audits, Safeguarding Adult Reviews (SARs)) are supported with enthusiasm across partner organisations because those actions represent an opportunity to make a real difference in the lives of people who may be in need of safeguarding support.

These developments have come about through a great deal of hard work and sustained effort and because of a growing shared understanding and commitment to safeguarding adults as core business across all partner organisations. It has been striking that at a time when resources are stretched to the limit, partners have willingly engaged in developing new ways of working and in developing effective safeguarding through support to Board subgroups. Organisations have positively embraced the Board's self-audit tool and on the basis of this have engaged in discussion around shared challenges that form the basis for forward planning. The hard work of the Board Manager appointed during this year has played a significant role in engendering and sustaining this enthusiasm.

Partner organisations have demonstrated commitment to transparency in sharing where things have gone wrong, so that the whole partnership can act on necessary learning. The Safeguarding Adults Review (SAR) re 'J' is an example of this (see section 10), where one partner organisation shared its own learning so that all partners could learn from this. For the first time this year two SARs have been

undertaken by the Board. These show where development is needed with real lives at the centre of that learning. This has inspired and motivated Board members to support undertaking such reviews and to carrying out the necessary actions indicated by them. SARs remind us that although there has been much progress in adult safeguarding there is still much that requires development. These reviews support the Board's understanding of where the focus of further development needs to be.

There are numerous positive examples of development across all partner organisations set out in section 8 (organisations' development plans). Alongside developing specific areas of safeguarding such as practice in modern slavery; self-neglect and domestic abuse, and Making Safeguarding Personal, there is a theme across development plans of ensuring that issues raised and developed at Board level do not stay at Board level, but are disseminated widely by each partner organisation at grass roots level. For example, Involve and West London Mental Health Trust, communicating key safeguarding issues and messages across a broad sector / staff group; Berkshire Care Association (BCA) similarly proactive in disseminating best practice in adult safeguarding across the sector, including improving understanding of practice within the Mental Capacity Act. Bracknell and Ascot CCG is supporting and developing GPs in adult safeguarding, including disseminating learning from SARs. A Board bulletin instigated by the Board Manager will support consistent messages at all levels across all organisations.

I am standing down as Independent Chair of the Bracknell Forest Safeguarding Adults Board. A decision has been taken that the Board will form a joint Board with that of the Royal Borough of Windsor and Maidenhead. Ahead of standing down I have worked with the Board to identify key areas of focus in adult safeguarding that are significant for Bracknell Forest and where it will be important to sustain actions and development. These are outlined in this annual report. Board partners have indicated a commitment to work within the new Board to ensure that progress on those objectives is sustained.

Jane Lawson
Independent Chair of the Bracknell Forest Safeguarding Adults Board

INTRODUCTION

- 1.1 This is Bracknell Forest's Safeguarding Adult Board's (SAPB) second annual report since the introduction of the Care Act 2014. It represents an ongoing transition and it describes the implementation of the Board's 2016 / 17 strategic plan.
- 1.2 This report details the breadth of activity undertaken by the Board's members and identifies the achievements against the individual partners plans for 2016/17, as well as future challenges.
- 1.3 The aims and objectives of the Board's 2016-2019 strategic plan is contained within the report as well as the planned developments by partner agencies for the coming 12 months. In line with the requirements set out in the Care Act the Board has continued to develop its strategic plan during the year.

2 EXECUTIVE SUMMARY AND KEY MESSAGES

- 2.1 The report highlights the achievements against development plans and the challenges identified during 2016/17 along with the work developing for 2017/18 and beyond. A new strategic plan was implemented in 2016/7. All actions within the existing 2016/19 strategic plan are on target to be achieved within timescales.
- 2.2 Personalisation remains a focus for safeguarding within Bracknell Forest. The annual report highlights feedback from residents and views of practitioners that, along with the data provided, confirms that the approach to making safeguarding personal is ensuring that people are feeling safer as a result of enquiries they have been involved in.
- 2.3 Analysis of data for 2016/17 reveals that 100% of people who were subject to a safeguarding enquiry felt safer as a result of the enquiry. It is pleasing to report that the number of substantiated or partially substantiated concerns remains low (51) and for a second year is lower than the previous year. As in 2015/16, the majority of cases where abuse was substantiated or partially substantiated during 2016/17 occurred in the home. Further analysis has revealed that whilst this is in line with national statistics, this is due in part to the high percentage of supported accommodation in Bracknell Forest and that in 2016/17a small number of incidents involved a large number of individuals.
- 2.4 Also, as in 2015/16, in the majority of occasions the type of abuse experienced during 2016/17 was neglect. Analysis has revealed that approximately 30% of such cases involve acts of omission. Preventative work has included highlighting to practitioners the findings of analysis, and taking follow up action with perpetrators as a result of the safeguarding enquiry and care governance board monitoring and action plans.
- 2.5 The number of concerns received has fallen significantly during 2016/17. Analysis reveals that the amount of safeguarding referrals still being received is approximately similar to previous years but those referrals that do not meet

the criteria for a safeguarding concern are being filtered out at an earlier stage. Case file audits have provided assurance that concerns are being recorded more accurately and that those referrals that do not meet the concern criteria are being dealt with appropriately through care management, signposting or advice and guidance.

- 2.6 Although the data reveals that the percentage of safeguarding enquiries in which a person is asked the outcomes required is not at 100% as would be expected, case file audits have revealed that all persons who were subject of a safeguarding review were in fact asked their outcomes and they were taken on board. As a result work is now on going to improve data quality and to highlight the importance of accurate recording of cases.
- 2.7 Trends in Bracknell Forest are similar to those recorded nationally and reported in the NHS Digital Safeguarding Adults Annual Report – England 2015 – 16 Experimental Statistics. However the main difference is a much higher percentage of safeguarding enquiries involving those with a learning disability in Bracknell Forest as compared to other areas. Nationally people with physical support needs form the majority of safeguarding enquiry cases.
- 2.8 Bracknell Forest has seen a slight increase in the number of Deprivation of Liberty Safeguards during 2016/17 compared to 2015/16. However there remains an overall increase of over 3000% compared to 2013/14, this is due to the landmark Supreme Court ruling regarding what constitutes a Deprivation of Liberty.
- 2.10 During 2016/17 a decision was taken to merge the Bracknell Forest Safeguarding Adult Board with Windsor & Maidenhead Safeguarding Adult Board, effective from July 2017. As part of the decision to merge it was recognised local issues identified by the Board as part of its strategic plan needed to be maintained. This is particularly important where aspects of the strategic plan link to priorities highlighted by SARs. The report therefore contains the aims, objectives and actions confirmed at the Bracknell Forest Safeguarding Adult Board development day as a result of considering lessons learned from local SARS, analysis of local data and discussions with partners.

3 THE BRACKNELL FOREST SAFEGUARDING ADULT BOARD

- 3.1 All partner organisations in Bracknell Forest prioritise safeguarding with an approach based on promoting dignity, rights, respect, helping all people to feel safe and making sure safeguarding is everyone's business. The Board leads adult safeguarding arrangements across its locality.
- 3.2 The main objective of the Board is to assure itself that local safeguarding arrangements, and partners, act to help and protect adults in the area (para 14.133 statutory guidance) who meet the criteria set out in the Act¹. That is, they:
- Have needs for care and support and

¹ Care and Support Statutory Guidance, March 2016

- Are experiencing, or at risk of, abuse or neglect and;
- As a result of those care and support needs are unable to protect themselves from risk of, or experience of, abuse

3.3 The SAB has a role in overseeing and leading adult safeguarding across the locality. It has a role too as a source of advice and assistance. (Para 14.134-135). This includes a focus on:

- Assuring itself that safeguarding practice is person-centred and outcome-focused
- Working collaboratively to prevent abuse and neglect where possible
- Seeking assurance that agencies and individuals give timely and proportionate responses when abuse or neglect have occurred
- Assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

3.4 The Board develops and actively promotes a culture with its members, partners and the local community that recognises the values and principles contained in 'Making Safeguarding Personal'. The Board has an independent chair and meets on a quarterly basis. The attendance record for the Board is set out in Annex B. The Board's member organisations are currently:-

- Bracknell Forest Council
- Thames Valley Police
- Bracknell and Ascot Clinical Commissioning Group
- Berkshire Healthcare NHS Foundation Trust
- West London Mental Health Trust (Broadmoor Hospital)
- National Probation Service
- Berkshire Care Association
- Bracknell Forest Local Safeguarding Children's Board
- Frimley Health NHS Foundation Trust
- Royal Berkshire Fire and Rescue Service
- Involve (formally Bracknell Forest Voluntary Action)
- Bracknell Forest Healthwatch
- Care Quality Commission
- Local Safeguarding Children's Board

4 NATIONAL AND LOCAL CONTEXT

NATIONAL

The Care Act 2014

4.1 The Care Act legislation and guidance continue to have a significant impact on safeguarding adults practice and the role of the Safeguarding Adults Board. Key changes that the Care Act 2014 introduced for Boards are:

- 1 Safeguarding Adults Boards are now on a statutory footing
- 2 The objective of the Board as set out in 3.2-3.4
- 3 The Board has three core duties to

- Publish a strategic plan
 - Publish an annual report
 - Conduct Safeguarding Adult Reviews
- 4 Safeguarding Adults Boards must arrange a Safeguarding Adults Review (formerly serious case reviews) when someone with care and support needs dies as a result of neglect or abuse and there is a concern that the local authority or its partners could have worked more effectively to protect them.
 - 5 The SAB must also arrange a Safeguarding Adults Review if they know or suspect an adult in its area has experienced serious abuse or neglect.
 - 6 Duties to co-operate over the supply of information on relevant agencies
 - 7 Local authorities must arrange for an independent advocate to represent and support a person who is the subject of a safeguarding enquiry or review if the individual would experience substantial difficulty in participating.

Mental Capacity Act and the Deprivation of Liberty Safeguards

4.2 The Deprivation of Liberty Safeguards (DoLS) 2009 provide additional protection for the most vulnerable people living in residential homes, nursing homes, hospital environments and supported housing through the use of a rigorous, standardised assessment and authorisation process. They aim to protect those who lack capacity to consent to arrangements made in relation to their care and/or treatment, but who need to be deprived of their liberty in their own best interest to protect them from harm. They also offer the person concerned the right:

- To challenge the decision to deprive them of their liberty;
- To have a representative to act on their behalf and protect their interests; and
- To have their status reviewed and monitored on a regular basis.

4.3 DoLS help to ensure that an institution only restricts liberty safely and correctly and only when all other less restrictive options have been explored. The Local Authority manages this process and reports to the local Safeguarding Adults Board.

4.4 In 2014 the Supreme Court judgment in *P v Cheshire West and Chester Council and P v Surrey County Council*² (known as “Cheshire West”) gave a significantly wider definition of deprivation of liberty than that which had been previously understood. The Court held that a person who lacks capacity to consent to their confinement will be deprived of liberty where they are under continuous supervision and control and are not free to leave, irrespective of whether or not they appear to object to that state of affairs (subject to the deprivation of liberty being the responsibility of the state). Since the judgment the DoLS regime has struggled to cope with the increased number of cases and the impact on the public sector has been significant both from a practical and a financial position.

- 4.5 The Law Commission carried out a public consultation from 7 July until 2 November 2015 and their final report on Mental Capacity and Deprivation of Liberty was published on 13 March 2017. The report recommends that the DoLS should be repealed and a new scheme introduced as a matter of pressing urgency. The draft Bill attached to the report contains their recommended replacement scheme renamed the Liberty Protection Safeguards. The draft Bill would also amend other parts of the Mental Capacity Act to provide increased protection for people whose rights to respect for their private and family life and their home under Article 8 of the European Court of Human Rights are at risk, whether or not they risk being deprived of their liberty. The Law Commission have also undertaken a Mental Capacity and Deprivation of Liberty Impact Assessment (2017).

Making Safeguarding Personal (MSP)

- 4.6 Making Safeguarding Personal (MSP) is a sector led initiative which aims to develop an outcomes focus to safeguarding work, and a range of responses to support people to improve or resolve their circumstances.
- 4.7 MSP seeks to achieve:
- A personalised approach that enables safeguarding to be done with, not to, people
 - Practice that focuses on achieving meaningful improvement to people's circumstances rather than just on 'investigation' and 'conclusion'
 - An approach that utilises social work skills rather than just 'putting people through a process'
 - An approach that enables practitioners, families, teams and Safeguarding Adults Boards to know what difference has been made
- 4.8 ADASS commissioned a '[temperature check](#)' to assess the progress of MSP in local areas, as well as to help and encourage people to embed it within their authorities and with their Boards and partners. When compared to previous MSP evaluations, the results revealed a positive picture of dedication and innovation. The vast majority of those interviewed had built MSP into their mainstream services and were achieving better outcomes for people needing care and support who had experienced abuse or neglect.
- 4.9 Councils that engaged better with their neighbours and were outward facing and collaborative appeared to be further on with MSP than those who were fairly isolated regardless of resources. An emerging trend was that an MSP approach appears to take up no more time than a traditional approach to safeguarding but from experience to date seems to lead to better outcomes for service users and can save time and resources in the long run as people are able to manage their own safety a lot better.
- 4.10 The Care Act 2014 and enthusiasm of social workers were said to be the main drivers of change but to really get things going also required commitment and

support of senior management and changes to infrastructure such as: training, supervision, systems and partnership working.

A Suggested Road Map to MSP Implementation

4.11 The 'Temperature Check' suggests that, based on these findings, it is possible to construct a road map of the route to full implementation of MSP. It consists of ten steps which normally will follow in that sequence, but is not given as an iron rule as some areas will have unique local characteristics. It is offered as a method to aid leaders in judging where their organisation currently stands and then to check that the next steps are within their plans.

1. Not yet started.
2. MSP agreed as a strategic priority and planning is in progress.
3. Considering, piloting and testing ideas, innovations and recommended models.
4. MSP implementation plan agreed and implementation started.
5. Current systems and procedures revised and modified to incorporate MSP principles. Workers being trained in an MSP approach.
6. Period of embedding change of practice into the social care culture in the Local Authority.
7. MSP extended into multi-agency call centres and prioritisation arrangements.
8. MSP extended to partners who undertake safeguarding enquiries (Section 42 of the Care Act) on behalf of the local authority e.g. Mental Health Trusts, Care Providers.
9. Shift to user-focussed approach in core partner organisations.
10. Shift to user-focussed approach in all partner organisations

4.12 In Bracknell Forest MSP is a priority and work currently underway and led by the Bracknell Forest Safeguarding Adults Development Team is firmly extending MSP into the work of all partner organisations.

The Care Act Progress - National Stocktake

4.13 The following organisations: Association of Directors of Adult Social Services (ADASS); the Local Government Association (LGA) and the Department of Health (DH) have been monitoring the progress of the Care Act reforms within local authorities. Their final stocktake was taken during 2016/17. A summary of the findings includes:

- 75% of councils report an increase in the level of safeguarding activity post-implementation including 34% reporting that levels increased greatly; 17% of councils report activity remaining at about pre Care Act levels.
- Methods in use to monitor safeguarding outcomes include case file audits, feedback from people subject to safeguarding, safeguarding quality standards,

outcomes monitoring, questionnaires, rating scales, internal and external audit and peer review.

- Almost half of councils (44%) made specific reference to their use of Making Safeguarding Personal (MSP) to embed the necessary culture change to ensure the best possible outcomes for those being safeguarded.
- Some however, report IT systems unable to support electronic recording of safeguarding outcomes.

Impact on DoLS

4.13 The increase in Deprivation of Liberty Safeguards cases (DoLS) as a result of the Supreme Court judgement in March 2014, continues to create a heavy demand on the Independent Mental Capacity Advocacy service; this has impacted on the ability of local authorities to provide Care Act advocacy.

LOCAL CONTEXT

Demographics

4.14 Demographic changes provide a focus for the board; nationally between 500,000 and 800,000 older people are subject to abuse and/or neglect in the UK each year and this number is set to rise by 1.6 million by 2050. By 2021, the number of people aged 65 and over in Bracknell Forest is projected to rise to 19,673 people from a current population of 14,267 (ONS Mid-Year 2011 estimates). This, together with increasing numbers of people with disabilities reaching adulthood, places additional demands on adult services.

Local Challenges

4.15 Key challenges identified by the Board at a Board development Day which reflected on the period 2016/17 are summarised as follows:

- Ensuring safeguarding practice across the partnership focuses on improving the safety *and wellbeing* of people and the fulfilment of the outcomes they want
- Improving the understanding of the Mental Capacity Act 2005 and ensuring its principles are appropriately applied within a Making Safeguarding Personal approach
- Ensuring that risk is effectively identified, assessed and managed across the partnership
- A focus on prevention and early intervention, including ensuring support and intervention before the need for a section 42 safeguarding enquiry
- Community Engagement
- Workforce recruitment and retention and including workforce development that supports effective safeguarding and Making Safeguarding Personal

4.16 It is recognised that the Board needs to work effectively with other partnership Boards within Bracknell Forest (including the LSCB) and with other adult

safeguarding boards in East Berkshire. In developing an effective partnership Board and establishing sub groups, it has been recognised that there are additional demands on partners who are represented on other Adult Safeguarding Partnership Boards. A decision was taken to merge the Bracknell Forest and Windsor and Maidenhead Safeguarding Adult Boards from July 2017. The Board is committed to establishing an effective new joint board and to meet the challenge of ensuring that a local Bracknell Forest focus is also maintained. This includes ensuring that there is a meaningful process for people who may be in need of safeguarding services to engage with the board, and ensuring that links to other local partnerships boards are maintained. The Board recognises that this will be a priority over coming years.

- 4.17 **Local Best Practice seminars have identified** the importance of data quality and the need for further support and information in relation to accurate recording of safeguarding concerns and enquiries. The seminars have improved understanding of how data is used and reported to the board in order to continually improve safeguarding practice. Seminars have also confirmed the awareness of making safeguarding personal principles and the continual need for good partnership working.

Local Challenges highlighted by Partners

- 4.18 Main Challenges highlighted by partners which reflected on the period 2016/17 are summarised as follows:

- Information sharing Prevention and early intervention before gets to safeguarding
- Communication amongst partners and understanding of roles and priorities
- Capacity
- Austerity
- Identifying adults at risk
- Meeting the needs of those who don't meet thresholds
- Dealing effectively with high demand individuals – revolving door
- Co-ordinating referrals and support for victims of domestic abuse and modern slavery
- Working with perpetrators and recognising some perpetrators are victims themselves
- Evaluation of impact of training
- Understanding of the Mental Capacity Act
- Workforce development
- Community engagement

5 COMMUNITY INVOLVEMENT

Safeguarding Adults Forum

- 5.1 The Safeguarding Forum is an information sharing and consultation forum, which supports local stakeholders to remain engaged in the safeguarding agenda. Although it has met on a quarterly basis in the past, this will be changing to twice yearly with longer sessions as this appears to better meet the needs of the organisations/groups who regularly attend.
- 5.2 Topics this year have included: Loan Sharks, Victim Support, Scams, updates on the pan Berkshire multi-agency policy and procedures and a regular update on the work of the Board. Presentations have been provided by representatives of Trading Standards, Look Ahead, the Illegal Money Lending Team and the LADO (Local Authority Designated Officer – Children’s services) As a result of a request from community members a special session by organisations who keep people safe was organised. As requested presentations were provided by Royal Berkshire Fire and Rescue Service, Thames Valley Police and the Local Authority.
- 5.3 The Safeguarding Forum has provided evidence that safeguarding practitioners in partner organisations are implementing making safeguarding personal approaches. The forum has also provided evidence that the Board’s communication is effective with practitioners demonstrating awareness of recommendations of a Coroner’s Prevention of Future Death report, circulated by the board, highlighting the risks associated with E45 cream.

Domiciliary Care Provider Forum

- 5.4 This forum meets on a quarterly basis and provides an opportunity for Domiciliary Care Providers (and relevant representatives from the Council) to share information, discuss developments, issues or concerns and any actions that need to be taken. The Safeguarding Team has a designated slot for each of these sessions and feedback to the group on local and national safeguarding issues.

Community Engagement

- 5.5 The safeguarding development workers regularly engage with different community groups and organisations to raise awareness of safeguarding/Mental Capacity Act related information and the support that is available in Bracknell Forest. Examples include:
- Engagement with Be Heard (self advocacy group for people with learning disabilities), Healthwatch, Breakthrough (supported employment service offering a personalised approach to support people with a learning disability or autism to look for, access and retain employment) and day centres.

- ‘Safeguarding Awareness’ presentations to:
 - The Bracknell Macular Society
 - Police Training College.
 - Lookahead - Younger Adults Supported Living.
 - Clement House – Older Adults Supported Living.
 - Bracknell Licensed Vehicles – Taxi Drivers/Community Transport
 - The Wayz – Younger Adults Activities Centre.
 - Waymead Short Term Care
 - Sandhurst Day Centre
 - Bracknell Open Learning Centre
 - Woodmancoats Older persons Day Centre
 - Park House Dentist Surgery.

6 PARTNERSHIP WORKING

6.1 The Bracknell Forest Safeguarding Adults Development Team supports the Board to gain assurance that adult safeguarding links to other parts of the system. During 2016/17 the team contributed to co-operation and collaboration between agencies, which in turn contributed to the aim of the prevention of abuse and neglect, through strong links with the following groups:

- MAPPA (Multi Agency Public Protection Arrangements) – monthly meetings attended where arrangements to manage the risk posed by the most serious sexual and violent offenders have been discussed. We received a special mention during a MAPPA audit process that took place at their head office in Oxford for being a core member of the Bracknell group. This is not something that is replicated nationally.
- Partnership Problem Solving Group. This is a multi agency police tasking group - monthly meetings attended enabling the resolution of crime and anti social behaviour matters in Bracknell Forest.
- SEMRAC (Sexual Exploitation & Missing Risk Assessment Conference) – multi agency meetings attended reviewing referred young people and considering their current level of risk. A member of the Safeguarding Team attends this monthly meeting and also provides feedback on MAPPA related issues.
- LSCB Child Sexual Exploitation (CSE) Strategy Sub Group – meetings attended gaining awareness of those at risk of CSE in order to prevent children from becoming victims.
- MARAC (Multi Agency Risk Assessment Conference) – monthly risk management meetings attended where information on high risk cases of domestic violence and abuse has been shared and risk management plans implemented.

- DASC (Domestic Abuse Service Coordination) - monthly risk management meetings attended where information on medium risk cases of domestic violence and abuse has been shared, and risk management plans and actions implemented to prevent situations from escalating further.
- Domestic Abuse Forum – meetings attended to increase awareness of services to those affected by domestic abuse and identifying and promoting good practice.
- Domestic Abuse Executive Group – multi agency quarterly meetings attended developing strategy and overseeing the Domestic Abuse Form.
- Frimley Park Hospital Adult and Paediatric Safeguarding Meeting – monthly multi-agency meeting attended that looks at safeguarding and mental capacity related issues relevant to the hospital, identifying and promoting good practice.
- The Mount Lane Tasking Group – this multi agency group looks specifically at issues relating to properties in the Mount Lane location of Bracknell. Members of this group work closely alongside residents to offer practical support and guidance.
- PREVENT – a representative from the Safeguarding Team is a core group member of this group that looks at safeguarding people and communities from the threat of terrorism and radicalisation.

6.2 A review of forums and practice that have a focus on risk is taking place as part of the Board's strategic plan to maximise effectiveness.

7 KEY ACHIEVEMENTS and LEARNING

Progress against Board Objectives from 2016/17 Development Plan

7.1 The key objectives of the Boards' development plan were achieved during 2016/7. The Board's strategic plan for 2016/19 was implemented, and a structure of sub groups and task and finish groups was established to address the individual actions within the strategic plan.

Progress against the 2016/19 Strategic Plan

7.2 The strategic plan has been scrutinised and progress monitored at each Board meeting during the year. At the end of 2016/7 all strategic plan items were on track to being completed within timescales. A more detailed overview of the progress of actions within the strategic plan is provided in Annex A.

Work of Sub Groups and Task and Finish Groups

Quality Assurance Sub Group

7.3. The Quality Assurance Sub Group has met on a quarterly basis and has developed and implemented a quality assurance framework to drive its work. This work has included:

- Monitoring performance data - bringing together quantitative multi-agency data on: trends in the nature and reporting of abuse; multi-agency responses; and outcomes for adults at risk.
- Monitoring qualitative information - collating views/ feedback from customers, carers, families, and staff to establish that safeguarding arrangements are working, delivering the outcomes people want and making a difference.
- Carrying out a desk top review of the Board's work - looking at how well the Board fulfils its statutory duties to understand if partners are working effectively together to keep people safe.
- Implementing a partners self assessment audit - evaluating the quality of individual agency safeguarding arrangements and developing action plans to improve how agencies keep people safe.
- Monitoring case file audits.

7.4 This Sub Group identifies areas for further analysis and improvement and makes recommendations as to how these improvements can be achieved. The Quality Assurance Sub Group has reported it work to the board on a quarterly basis.

The Learning and Development Sub Group

7.5 The Learning and Development Sub Group has been redeveloped during 2016/7 with a new terms of reference agreed. The group has been focussing on organising an event to disseminate the learning resulting from the most recent safeguarding adult reviews carried out across East Berkshire. The event will take place in the Autumn of 2017/8.

The Policy and Procedures Sub Group

7.6 The group of has formally agreed its terms of reference and has a stated purpose of:

- Ensuring that policy commissioned by the Boards across Berkshire is developed and reviewed on a regular basis (twice yearly);
- Ensuring that procedures are developed to ensure that safeguarding adults activity in Berkshire is robustly and effectively co-ordinated between and within each agency;
- Ensuring that all policy and procedures promote confidentiality, dignity and effective access to safeguarding for all communities across Berkshire and promote Making Safeguarding Personal in line with legal requirements.

7.7 A new Berkshire Multi Agency Adult Safeguarding Policy & Procedures document has been produced, based on the pan London ADASS equivalent. The procedures continue to be kept under review and a 2nd version

was published in October 2016 following a period of consultation. The group has supported the lead local authority in the termination of the maintenance contract with Tri X and identified options for hosting the policies and procedures in an online format in the future. Following consultation with providers and practitioners, the Safeguarding Adult Boards in Berkshire have agreed to commission a provider to develop an interactive website.

The Safeguarding Adult Review (SAR) Sub Group

- 7.8 The SAR Sub Group has co-ordinated the completion of two Safeguarding Adult Reviews during 2016/7. The Board has a duty under the Care Act to report on completed Safeguarding Adult Reviews within its Annual Report and the summary of these two completed reviews are contained within Section 10.
- 7.9 The SAR Sub Group has initiated a further Safeguarding Adult Review during 2016/7. The outcomes of this review will be reported in a future annual report.

The Risk Framework Task and Finish Group

- 7.10 The task and finish group has produced an overarching risk framework to improve multi – agency working with adults at risk and to further improve outcomes for people. The risk framework will be piloted in Bracknell Forest during 2017/8. The task and finish group has also recommended the development of a system to improve awareness of all types of abuse and neglect as well as the corresponding referral routes and partnership forums to address specific cases of abuse and neglect. This will also be taken forward locally during 2017/8.

The Communications Task and Finish Group

- 7.10 The communication task and finish group has produced a Communication Strategy which involved identifying stakeholders, confirming the safeguarding messages for each stakeholder group and clarifying the call for action as a result of communications with each stakeholder group, The task and finish group also developed a new Board Bulletin highlighting local and national information for dissemination throughout the partnership. This will support consistent messages reaching front line staff across organisations. A Board induction pack was also produced by the group.

Approach to Keeping People Safe and Making Safeguarding Personal - Case Studies

- 7.11 The overall approach to safeguarding within Bracknell Forest aims to promote independence, wellbeing, social inclusion and maximise choice in service provision and safeguarding support. The following case studies demonstrate Bracknell Forest approaches to keeping people safe and the commitment to “making safeguarding personal”, and they include feedback from residents who confirm that their interests were the focus of the enquiries.

“R”

R is an elderly gentleman who lives in his own home with a live-in carer. He has a diagnosis of dementia, is incontinent and has mobility issues. His family (son and daughter) live nearby and visit him regularly; they have always expressed satisfaction with the live-in carer and her organisation and provided favourable feedback at the annual review held a few months ago. However, the family reported several concerns including: incorrect medication records, suspicions that incontinence pads were not being used on a daily basis and that R appeared to be wearing the same clothes more than 2 days in a row. The family decided to install a CCTV camera in their father's room secretly as they were also concerned about the amount of time the carer was spending with R, and then they provided the recordings to the local authority. They felt these demonstrated evidence of: R being left in bed all day, that on one of the days it showed R had not been given any food or drink and that the carer had spent less than an hour with him during one 24 hour period despite the fact that daily records indicated otherwise.

The safeguarding concerns led to a formal section 42 safeguarding enquiry, the care organisation was informed of the allegations and the police were contacted. The care organisation suspended the member of staff and provided a new live-in carer to replace them; they carried out a thorough investigation and also provided all relevant information to the police. This included CCTV footage as well as records relating to support and monitoring provided by the live-in carer which could then be compared with R's care & support plan. When questioned, R said he was unhappy about how he was being looked after but he was unable to provide details about what he was unhappy about and showed little insight into the level of support he needed. During the safeguarding meeting the care organisation stated that prior to this incident no concerns had been reported to them and their last impression had been positive at the review. However, they acknowledged that their monitoring systems had not picked up issues highlighted in some of the records and that several key records e.g. risk assessments were not fully completed due to a supervisor's long term illness. The care organisation agreed a plan to resolve all issues that had been raised. The family and local authority were happy with this plan as it significantly reduced the level of risk to R and was in keeping with his wishes. The family were made aware of the need to follow the Mental Capacity Act and Best interests process in relation to the use of CCTV cameras and decided therefore to remove the camera. The police who attended the meeting stated that the footage was of poor quality and could not be used to substantiate any of the allegations; also that there was not enough evidence to meet the threshold for wilful neglect.

Following the care organisations completed investigation they terminated the live-in carer's contract and made a referral to the Disclosure and Barring Service. Whilst the care organisation's response was appropriate for this particular safeguarding incident, it occurred at the same time as several other concerns about this provider and they were referred to the Care Governance Board (CGB). An amber flag was put in place and the organisation were monitored; welfare checks were carried out on all the BFC people using this service and new placements with this organisation could only occur if a detailed risk assessment was in place. The organisation was monitored for a period of three months after which it was felt that the concerns had been resolved and the restrictions placed on them could be removed.

This case highlighted that there was some particular learning in relation to the appropriate lines of communication, who to pass information on to, and awareness of the different responsibilities involved in the situation for R. As a result of these circumstances the CGB will be developing guidance that will address such situations for the future.

Mr and Mrs C

A safeguarding concern was raised to Bracknell Forest Council (BFC) by a District Nurse and involving a Mr and Mrs C who were an older couple. Mrs C was full time carer for Mr C and the District nurse had concerns about how she was managing medication for Mr C and the standard of hygiene within the home which may have contributed to a Grade 3 pressure sore on his hip. Mr C had been admitted to hospital and was there at the time the safeguarding concern was being looked into by BFC. The safeguarding concern met statutory safeguarding duties because Mr C had:

- needs for care and support (whether or not the local authority is meeting any of those needs)
- he was experiencing, or at risk of, abuse or neglect
- as a result of his care and support needs he was unable to protect himself from either the risk of, or the experience of abuse or neglect





The Safeguarding Assessor found that Mr. C was experiencing unintentional abuse from Mrs. C and judged that a formal section 42 safeguarding enquiry was appropriate; this was categorized, for recording purposes, as 'neglect and acts of omission'. The Safeguarding Assessor ensured the full involvement of the couple, some of their family members and health professionals before arranging a safeguarding meeting. This helped to establish that whilst domiciliary care were providing support to Mr. C, the couples chosen lifestyle and their somewhat alternative sleeping routines sometimes hindered the care arrangements and affected the benefits and protections to Mr. C's health and wellbeing. It appeared that the couple needed extra support but they viewed this as intrusive and did not accept there was a need for it to ensure safe care for Mr C and for the prevention of further neglect or acts of omission. There were also issues of mental capacity affecting Mr C who had an existing diagnosis of Dementia and it was evident that he may lack the capacity to make decisions about accepting long term support at home. It was suggested that a short respite stay in a care home after hospital discharge would be a protective measure allowing more time to plan for a safer home situation and for a long term support plan to be devised. Mr C agreed to this arrangement and made clear that his wish was to return home as soon as possible.



A mental capacity assessment was undertaken with Mr C for the decision about his long term support at home; he was found to lack capacity for this leading to the need for a best interest decision to be made. A best interest meeting was held which offered an opportunity for all options to be discussed with: his wife and family members, his advocate and Social Care staff and Health Professionals, and to develop some ideas about supporting the couple when Mr C. returned home. These included:

- A family rota to help Mrs C with housekeeping
- A home fire safety check with the Berkshire Fire and Rescue Service.
- A structured medication administration process to be carried out








Ongoing monitoring and clear communication between all concerned meant it was possible for Mr C to return home and to live in a safer situation in due course. When asked about his experience of the safeguarding process he stated that he had really disliked being in a care home and he was thankful to everybody for supporting him with his return home. He said that being at home was, "like having my freedom back".






8 PROGRESS AGAINST THE 2016 / 17 DEVELOPMENT PLANS





Status Legend	
Where there may be delay in achieving the action.	
Where the action has started, is not yet completed, but is on schedule	
Where the action has been completed (regardless of whether this was on time or not)	
Where the action is no longer applicable for whatever reason	



Developments	Year End Update	Status
Bracknell and Ascot Clinical Commissioning Group (CCG)		
<ul style="list-style-type: none"> ➤ New Named Professional to work 30 hours per week to support Deputy Director of Nursing (Safeguarding) 	Achieved	
<ul style="list-style-type: none"> ➤ Increase support to lead GPs for adult safeguarding by: implementing 6 monthly lead GP meetings, implementing annual newsletters, improving communications to GPs where there is concern about a relevant provider and increasing access to supervision from CCG safeguarding team where there are concerns. In line with safeguarding team annual plan. 	All Achieved and on-going	




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Developments	Year End Update	Status
<ul style="list-style-type: none"> ➤ CCG to continue to be actively represented at the SAPB and SAR subcommittee by the Deputy Director of Nursing (safeguarding) and the named professional safeguarding, with input from Director of Nursing. 	Achieved, CCG are active members of the SAB and relevant sub groups	
<ul style="list-style-type: none"> ➤ Annual primary care training to incorporate lessons learnt from local SARs and update in DoLS and MCA. 	Achieved; focus on adult safeguarding at GP training December 2016.	
<ul style="list-style-type: none"> ➤ Named Professional safeguarding to chair task and finish group to map safeguarding adult training with new intercollegiate guidance (2016) across the health economy and produce a safeguarding adult strategy in line with the guidance for primary care. 	Not achieved; national guidance was not published, but local safeguarding training strategies have been developed for health organisations for adult safeguarding as part of contracting.	
<ul style="list-style-type: none"> ➤ Named Professional safeguarding to review guidance for modern day slavery and disseminate professional guidance across the health economy. 	Achieved and the CCG are represented on appropriate Berkshire groups.	
<ul style="list-style-type: none"> ➤ CCG to request audit of quality of MCA assessments to be conducted by FPH and BHFT 2016/17. 	Achieved and on-going, rolling action	
<ul style="list-style-type: none"> ➤ Primary care safeguarding self-assessment to be undertaken and reported to the SAPB Autumn 2016. 	Achieved and presented to the SAB Autumn 2016.	
<ul style="list-style-type: none"> ➤ Safeguarding self-assessment to be undertaken by BHFT and FPH and reported to the SAPB during 2016/17. 	BHFT undertake self-assessment and FPH have agreed to undertake the assessment in 2017/18: rolled over.	





Developments	Year End Update	Status
<ul style="list-style-type: none"> ➤ Deputy Director of Nursing (safeguarding) to report to SAPB on SAR and DHR conducted in Slough and lessons learnt 2016/17. 	<p>Achieved: CCG and Slough LA presented lessons to SAB Autumn 2016.</p>	
Berkshire Care Association (BCA)		
<ul style="list-style-type: none"> ➤ Appointment of development officer for one year post working directly with care providers to promote best practice in all areas including Safeguarding, with particular emphasis on hard to reach services 	<p>Berkshire Care Association has appointed a development officer to work closely with care providers with an emphasis on compliance. The development officer has run MCA/DOLS event with individual providers to improve understanding of the five principles of the Mental Capacity Act.</p>	
<ul style="list-style-type: none"> ➤ Conference in Oct 2016 – Safeguarding one of the themes for presentation and workshop 	<p>BCA has run networking events throughout the year including presentations from BFC Safeguarding Lead. Specific event in June 2017 on MCA and DOLS.</p>	
<ul style="list-style-type: none"> ➤ Care providers safeguarding event planned for June 2016 with BFC 	<p>The BCA conference in Oct 2016 featured a presentation on Consent, Capacity and Safeguarding from Alex Bayliss. This one of the best rated part of the conference</p>	
Bracknell Forest Community Safety Partnership		
<ul style="list-style-type: none"> ➤ Maintain a programme of training around relevant community safety issues, such as Domestic Abuse, E-Safety and Prevent. 	<p>Regular DA training has been delivered to staff and partners by the BFC DA Co-ordinator. More training organised for 2017 Prevent awareness training (WRAP) has been delivered in schools and to staff within BFC. More training planned for 2017. E Safety training no longer sits within community safety but is delivered by departments within their own areas.</p>	





Developments	Year End Update	Status
<ul style="list-style-type: none"> ➤ Expand the remit of the DASC project to include victims of familial abuse, with a particular focus on vulnerable adults. 	DASC now includes familial abuse and takes account of adult vulnerabilities.	
<ul style="list-style-type: none"> ➤ Renew the Strategic Assessment process to consider emerging threats and trends, including issues such as modern slavery and trafficking. 	Modern slavery and trafficking now reflected in the CSP Plan 2017 – 19 which reflects the priorities in the PCCs strategic plan	
<ul style="list-style-type: none"> ➤ Develop a new protocol for Closure Orders involving vulnerable drug users ensuring that appropriate support and safeguards against trafficking are in place 	A new protocol for closure orders which takes account of vulnerabilities is now in an advanced state of development	
Bracknell Forest Council Adults Social Care, Health and Housing		
<ul style="list-style-type: none"> ➤ To create an up-to-date current training programme linked to the necessary competencies. Once reviewed and developed, training will include the following stages: <ul style="list-style-type: none"> • Induction • Level 1 • Level 2 & 3 (with separate courses for practitioners and external partners) Training will be delivered in a variety of mediums ranging from short e-learning courses to more intensive workshops. 	<p>The safeguarding team have developed and delivered a training plan which includes training goals, learning objectives, learning methods, activities and evaluation for the following areas:</p> <p>Safeguarding Level 1 Safeguarding Level 2 and 3 MCA and DoLS</p> <p>In addition a number of bespoke sessions have been delivered both internally and externally where a clear need has been demonstrated to provide support in particular on MCA and DoLS issues. These programmes are reviewed on a regular basis with reference to contemporary cases, case law and new information that is relevant to the subject area. Best practice seminars on</p>	




Developments	Year End Update	Status
	specific subjects relevant to safeguarding are delivered quarterly throughout the year to social care practitioners. The electronic social care recording (ESCR) system for adult safeguarding training has been enhanced by the introduction of a practical input to support practitioners in their local authority recording requirements for safeguarding activity.	
<ul style="list-style-type: none"> ➤ To review and update our current audit process to ensure each person going through the process receives a consistent service that is a. Care Act compliant b. Follows best practice guidance c. Ensures the person is at the centre of the process (Making Safeguarding Personal) 	<p>The safeguarding audit process has been reviewed and updated to ensure that it is:</p> <ul style="list-style-type: none"> a. Care Act compliant b. Follows best practice guidance c. Ensures the person is at the centre of the process (Making Safeguarding Personal) 	
<ul style="list-style-type: none"> ➤ To develop a strategy to support individuals who are going through the financial abuse process in order to ensure a more robust and consistent response. This will include raising awareness of the process internally as well as with partner agencies; involving financial institutions in the creation of a more responsive and accessible pathway and developing better links with support services 	<p>Coercion and control and financial abuse continue to present issues for many people in the community who have care and support needs and engagement with financial institutions and businesses on how to safeguard people from abuse remains a challenge. Work with colleagues from the trading standards department has taken place in specific cases where their ability to support and to challenge wrongdoing by organisations and businesses has been helpful to the individuals concerned. The complexities and sensitivities involved in many cases of financial</p>	






Developments	Year End Update	Status
	abuse indicate that there is an ongoing need for continued focus on this area.	
Bracknell Forest Council Learning and Development		
<ul style="list-style-type: none"> ➤ Fully implement the electronic impact assessment process to identify how people have improved their practice as a result of undertaking learning opportunities. 	The measuring of impact of learning and development on practice. This continues to prove difficult to achieve as it is reliant on managers and employees to complete an electronic survey form within 3 months of attendance on a workshop. With the transformations taking place within the Council there will be fewer face to face sessions and more reliance on employees recording their own learning in the new self service Learning Management system. A wider range of opportunities will also exist as well as face to face sessions e.g. action learning sets, e-learning, discussion groups, coaching and mentoring, etc.	
<ul style="list-style-type: none"> ➤ Ensure that any Best Interest Assessor standard and refresher training meets the needs of the Council and that an East Berkshire BIA Forum is developed to enable the sharing of best practice 	Achieved	
<ul style="list-style-type: none"> ➤ Regularly update the contents of the Introduction to Safeguarding and the Mental Capacity Act training programmes 	Achieved	
Bracknell Forest Safeguarding Adults Board		




Developments	Year End Update	Status
➤ Implement Strategic Plan	Achieved	
Berkshire Healthcare Foundation NHS Trust		
➤ Greater awareness of self neglect and safeguarding	Safeguarding adult training has been strengthened to increase awareness of self-neglect using learning from local safeguarding adult reviews and circulation of the clutter scale.	
➤ Maintaining compliance with training targets	Safeguarding adult training compliance at Level one has increased to 93.8% and at level two has increased by 30% to over 60% compliance with an ongoing rolling programme to continue to increase compliance further. Compliance to MCA and DOLS training is above target at over 80%.	
➤ Closer working with the trust domestic abuse practitioner	the safeguarding children and adults teams have amalgamated and the specialist practitioner domestic abuse now works across both areas, providing training and advice to staff and updating staff on any new developments/legislation	
Frimley Park NHS Foundation Trust		
➤ There is an on-going work-stream around safer discharge from hospital which is resulting in a number of safeguarding alerts made back in to the hospital for a variety of reasons.	On-going but processes are being strengthened	
➤ There is on-going work to strengthen the identification of domestic abuse and use of the DASH risk assessments	On-Going but processes are being strengthened	


Developments	Year End Update	Status
<p>within the Emergency departments, EDOU's and the ward areas. There is also a piece of work linked to confidentiality and breaching this when the patient has asked specifically for their information not to be shared</p>		
National Probation Service		
<ul style="list-style-type: none"> ➤ For the NPS to be aware of the complexities and sliding scale of the condition of Autism and other learning disabilities/difficulties; 	Completed and On -Going	
<ul style="list-style-type: none"> ➤ To work with other organisations involved in adult safeguarding to risk manage and support offenders with learning disabilities/difficulties. To understand the offender's needs and the links to their offending behaviour; 	Completed and On-Going	
<ul style="list-style-type: none"> ➤ To work with other organisations involved in adult safeguarding to support victims of serious sexual and violent offending, ensuring offenders do not commit further offences against the victim of the original serious offences. 	Completed and On-Going	
Royal Berkshire Fire and Rescue Service (RBFRS)		
<ul style="list-style-type: none"> ➤ Continue to develop stronger links with the Adult Safeguarding Partnership with the aim of further improving awareness of services provided by RBFRS which can support the Boards objectives 	Royal Berkshire Fire & Rescue Service (RBFRS) continue to support the Adult Safeguard Partnership and sub groups as comprehensively as possible. Our internal re-structure process is due to be completed by the end of August 2017, inclusive of the	

Developments	Year End Update	Status
	dedicated Designated Safeguarding Officer which will provide a significant capacity and service delivery improvement.	
<ul style="list-style-type: none"> ➤ Continue to reduce the number of fire deaths and injury from fire and to work closely in partnership to learn where incidents do occur 	Our service performance has continued to drive down fire deaths and casualties in our communities. Our Integrated Risk Management Process (IRMP) has just completed the public consultation cycle with proposals to further develop and improve our service. This will focus our attention on those groups evidenced at being vulnerable to fire death and those whose lifestyle choice places them at elevated risk of having an accidental fire and receiving associated injury	
<ul style="list-style-type: none"> ➤ Develop “making every contact count” and “safe and well” toolkits enhancing the home fire safety check programme further supporting the vulnerable in the community 	RBFRS is working in partnership to provide falls, age related and winter warmth services, delivered as part of our Home Fire Safety Check process, signposting those assessed at risk to partner agencies	
Thames Valley Police		
<ul style="list-style-type: none"> ➤ Domestic Abuse will continue to be a focus, with the learning from the local DASC project used to inform and improve local safeguarding outcomes. 	The actions are complete – although both remain areas of priority. Domestic Abuse remains a key focus, with the DASC continuing to identify further cohorts and the wider domestic abuse strategy addressing hand in hand with key local partners.	
<ul style="list-style-type: none"> ➤ Crime reduction and safeguarding messages around fraud, both online and in person, will be developed. The 	There has been extensive messaging and awareness raising in relation to fraud, both through local messages (Thames Alert)	

Developments	Year End Update	Status
particular risk to vulnerable adults from this sort of offending will be integral to those messages	and as part of a wider force wide campaign: "Protectyourworld" which supports the wider Stay Safe Online initiative. This has included local Police Cadets providing safety and security advice to local older people, including in care homes	
West London Mental Health Trust (Broadmoor Hospital)		
<ul style="list-style-type: none"> ➤ At Broadmoor Hospital, we will strive for all staff within the hospital to have completed the mandatory PREVENT training and engage in the Mental Capacity Act Training as a mandatory course, either face to face or via the new E-Learning package 	Quick guides on the Mental Capacity Act and PREVENT have been produced and are further included within the Safeguarding Adult User Guide	
<ul style="list-style-type: none"> ➤ Patient leaflets will continue to be distributed and a revised MCA brief information card will be distributed across the hospital. An existing MCA "pocket guide" has already been distributed across the Hospital and the revised guide will be distributed shortly. 	The hospital has clear procedures in relation to undertaking Capacity Assessments and the mandatory training has assisted in ensuring staff follow the agreed procedures and act in the best interest of those who may lack capacity for making certain decisions.	
<ul style="list-style-type: none"> ➤ There will be planned briefing and discussion sessions on Safeguarding and the MCA with Carers as part of the Carers Forum, a quarterly event for relatives and friends of Broadmoor Hospital patients, held on a Saturday. 	Staff within the hospital are developing their knowledge of the Care Act and how this applies to the work with patients, their Carers and families. Work has been on-going in emphasising patients' views and wishes under the terms of the Making Safeguarding Personal agenda. The hospital has developed the principles of full patient	

Developments	Year End Update	Status
	involvement within their safeguarding plans and has held review meetings where patients have attended and contributed in full	
<ul style="list-style-type: none"> ➤ There will be an evaluation and analysis of closure forms and exit questionnaires to measure effective outcome data 	We have introduced closure forms and patient exit questionnaires where patients can feedback how well the process worked for them. The hospital has continued to make use of the advocacy service within the hospital to represent patient's wishes for those who have "significant difficulty" in being part of, or understanding the safeguarding provisions	
<ul style="list-style-type: none"> ➤ The Hospital will remain committed to ensuring Care Act compliance with its safeguarding procedures. 	The developments during 2016-2017 have resulted in a much more focused service provision in respect of Safeguarding Adults	
<ul style="list-style-type: none"> ➤ The Hospital will ensure that PREVENT referrals are made accordingly throughout this next year. 	Quick guides on the Mental Capacity Act and PREVENT have been produced and are further included within the Safeguarding Adult User Guide.	
<ul style="list-style-type: none"> ➤ A revised Tri-Partite agreement will be completed to reflect the changes required within The Care Act 2014 and the vision and strategy of the SAPB. 	There remains a fully transparent approach within the hospital in terms of safeguarding adults. There is a close working relationship with Bracknell Forest Council. The strategic Tri-partite agreement between the London Borough of Ealing, Bracknell Forest Council and the Trust has been revised and the post Saville risk assessment has been finalised.	
Involve		
<ul style="list-style-type: none"> ➤ Proactive membership and involvement with the ASB 	This has been our first year as a member of the board. It has been very useful to attend and give the perspective of the	

Developments	Year End Update	Status
	Voluntary and Community Sector and network with local partners/ providers regarding Safeguarding Adults. All staff and volunteers at involve have been safeguarding trained as well as receiving training re: PREVENT and Making Safeguarding Personal.	
<ul style="list-style-type: none"> ➤ Disseminate important information regarding safeguarding adults to the Voluntary and Community Sector 	<p>Via involves e-bulletin we have pushed key messages and training opportunities regarding Safeguarding Adults to the local Voluntary and Community Sector. These have included information regarding; health & wellbeing, domestic abuse, loan sharks, hate crime and more.</p> <p>We have also been a member of the Communications sub group supporting the development of the communication strategy for the board.</p> <p>Working with the Board and Healthwatch a safeguarding 'healthcheck' tool has been developed which will be rolled out to further support organisations with their safeguarding needs and establish what further training/ information may be required by the sector.</p>	
<ul style="list-style-type: none"> ➤ Deliver level 1 adult safeguarding training for volunteers and the voluntary and community sector 	<p>involve is a key local provider of Adult Safeguarding training in Bracknell Forest for the local Voluntary and Community Sector. In 16/17 involve has delivered 19 courses With 130 people attending.</p>	
<ul style="list-style-type: none"> ➤ Support charities and community groups within Bracknell Forest regarding their safeguarding policies and 	<p>Involve has supported a number of groups locally regarding safeguarding adults giving advice, information, signposting to</p>	

Developments	Year End Update	Status
procedures (as required)	resources and training in the year.	
SCAS		
<ul style="list-style-type: none"> ➤ Support the development plan of the Board 	<p>Where possible South Central Ambulance NHS Foundation Trust (SCAS) complies with Bracknell Forrest Safeguarding Adults Boards development plan. As an organisation that covers 7 counties we have to include where possible all of the Boards development plans with in our own safeguarding development SCAS works closely with all our partner agencies and Safeguarding Boards across our area to ensure that all developments benefit the people who use our many services</p>	

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9 PERFORMANCE SUMMARY

Performance Summary 2016/17

How many safeguarding concerns were recorded?

9.1 The table shows that there was a decrease in the number of concerns recorded during 2016/17 compared to the previous year. However there was an increase in the percentage of concerns that led to enquiries during 2016/17 compared to the previous year. Analysis reveals that the amount of safeguarding referrals being received is approximately similar to previous years but those referrals that do not meet the criteria for a safeguarding concern are being filtered out at an earlier stage. Case file audits have provided assurance that those referrals not recorded as concerns are being dealt with appropriately through care management, signposting or advice and guidance.

	2013/14	2014/15	2015/16	2016/17
No of Concerns	452	738	632	253
No of Enquiries	181	118	173	93
% concerns leading to enquiry	40%	16%	27.4%	36.8%

What was the source of the safeguarding concerns?

9.2 The table below shows the source of concerns which demonstrates the engagement within the partnership during 2016/17.

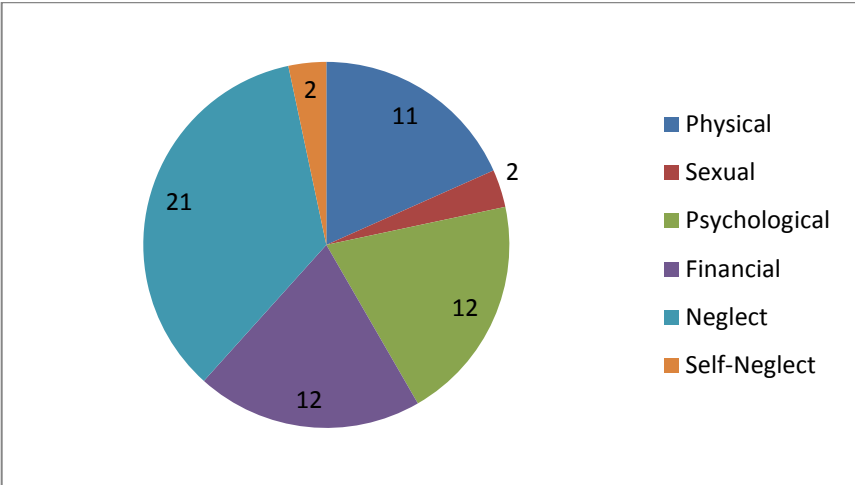
Organisation / Sector	Concerns	Enquiries	Percentage Progressed
Adult Social Care Staff and service provider	99	43	43
Health Staff	41	6	14
Self	28	17	60
Family / Friend/ Neighbour	30	6	20
Other Service Users	0	0	0
CQC	2	1	50
Housing	3	1	33
other	25	13	52
Police	14	3	21.4
Other local authority	11	3	27

Who was referred for a Safeguarding Enquiry?

9.2 Data from the enquiries carried out and that were closed shows that most enquiries in 2016/17 were for the over 18-64 age groups (52%), During 2016/7 more men (58%) were referred than women (42%) and the majority of referrals have continued to relate to adults at risk who are of white ethnic origin.

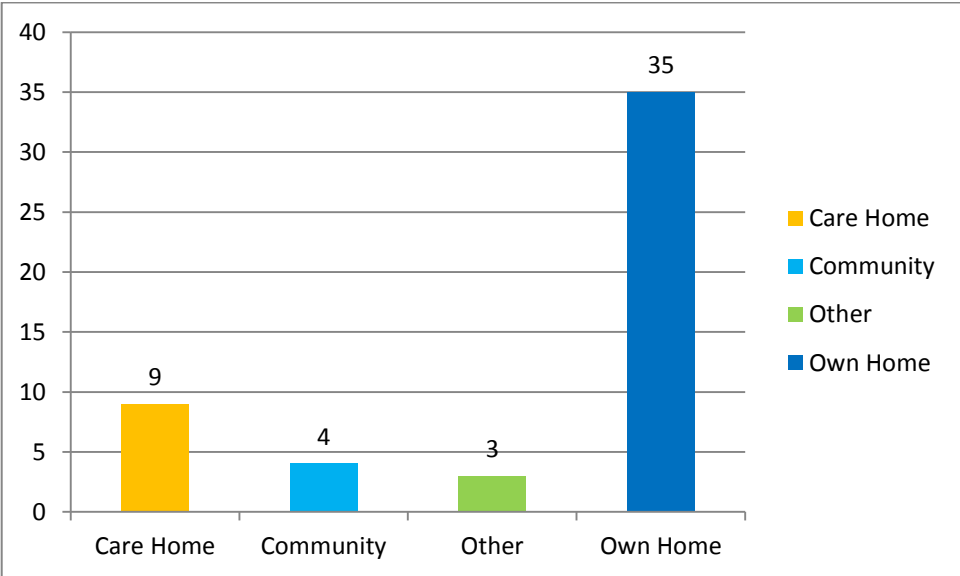
What type of abuse was alleged?

9.3 The diagram shows that, from the information for enquiries closed where the outcome was substantiated or partially substantiated, the most commonly alleged type of abuse in Bracknell Forest during 2016/17 was neglect. The other most common types of abuse were financial and psychological. This is similar to 2015/16 where the main categories of abuse were neglect followed by physical and psychological.



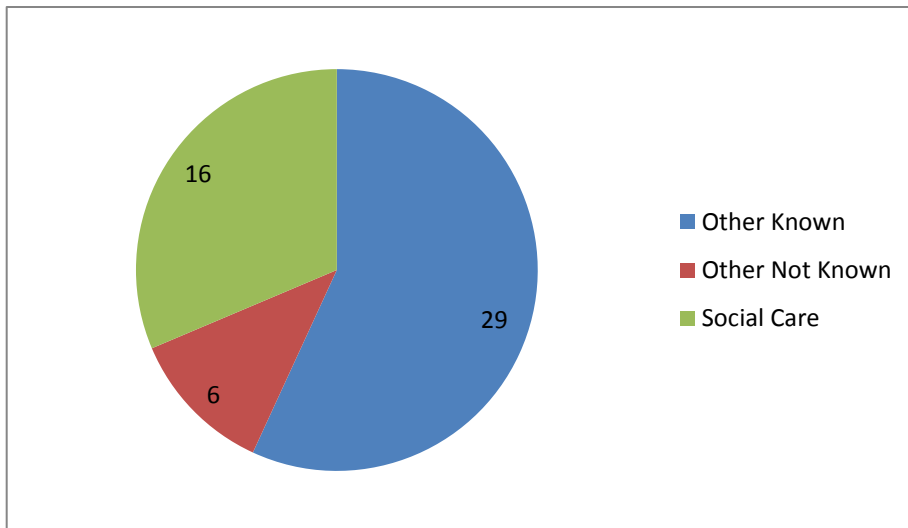
Where did the alleged abuse take place and what was the source of risk?

9.4 The chart shows that, for enquiries closed, where abuse was wholly or partially substantiated, as in previous years adults, at risk are most likely to experience abuse in their own home (35 cases or 69 % of cases in 2016/17 compared with 36 or 70% of cases in 2015/16).



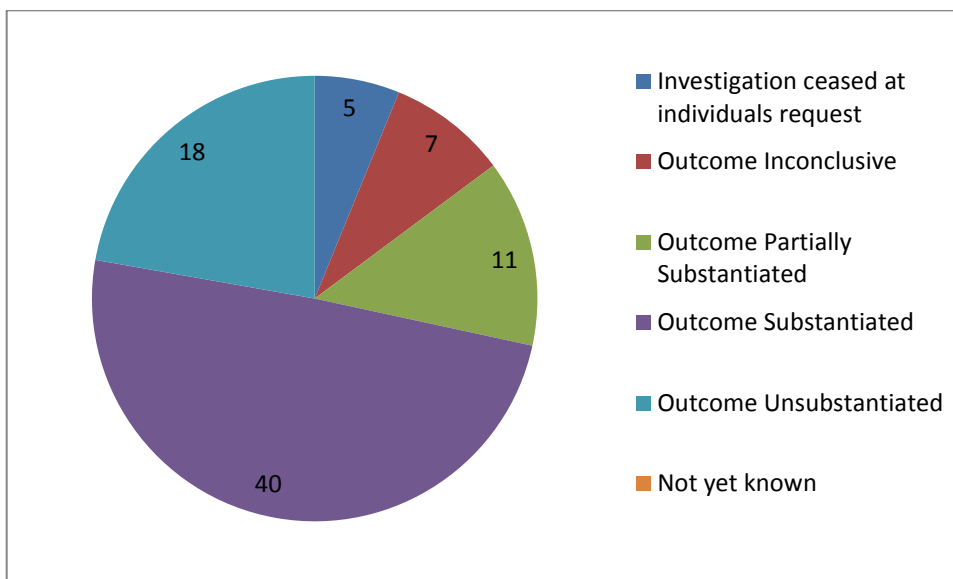
9.5 The diagram shows that, in term of the source of risk, on the majority of the enquiries that were closed where abuse was substantiated or partially

substantiated, the alleged perpetrator was known to the person. On 29 (57%) occasions the person who caused harm (where this was substantiated or partially substantiated) was a health provider or anyone who was not a social care provider. This is roughly similar to the number recorded during 2015/16. On 16 (31%) of occasions the person who caused harm was a member of the social care workforce, this is a reduction from the 31 occasions in 2015/16. For the remaining 6 occasions where harm was substantiated or partially substantiated, the harm was caused by someone not known to the individual. This compares to 1 occasion during 2015/16 where harm was caused by someone not known.



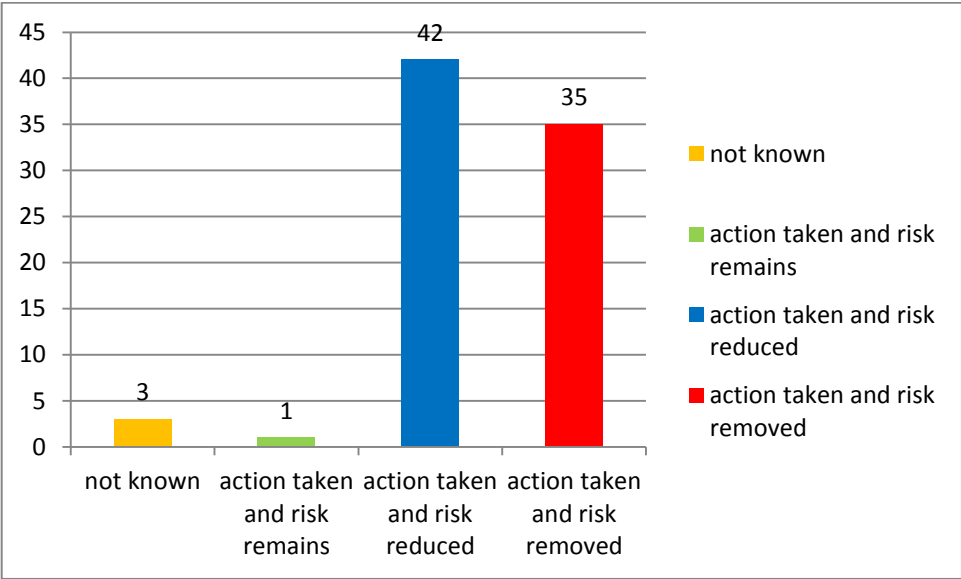
What was the outcome of our investigations?

9.6 The diagram shows that, for enquiries closed, the proportion of cases where abuse has been wholly or partially substantiated was 63% (51 cases). This compares to 46% (51 cases) of safeguarding assessments that concluded that abuse was wholly or partially substantiated in 2015/16. During 2016/17 5 investigations ceased at the individuals request, compared to 13 in 2015/6



What action has been taken to manage the risks people face?

9.7 The chart shows that, for enquiries closed during 2016/17, risk reduced and risk removed are the most common types of action taken to manage the risk that people face (95%). This compares closely to 2015/16 when 87% of enquiries closed resulted in the risk being reduced or removed. The small number where safeguarding action has been taken and the risk remains involves people who have capacity. These people receive ongoing support through care management processes which supports managing the risks.



How safe do our service users feel now?

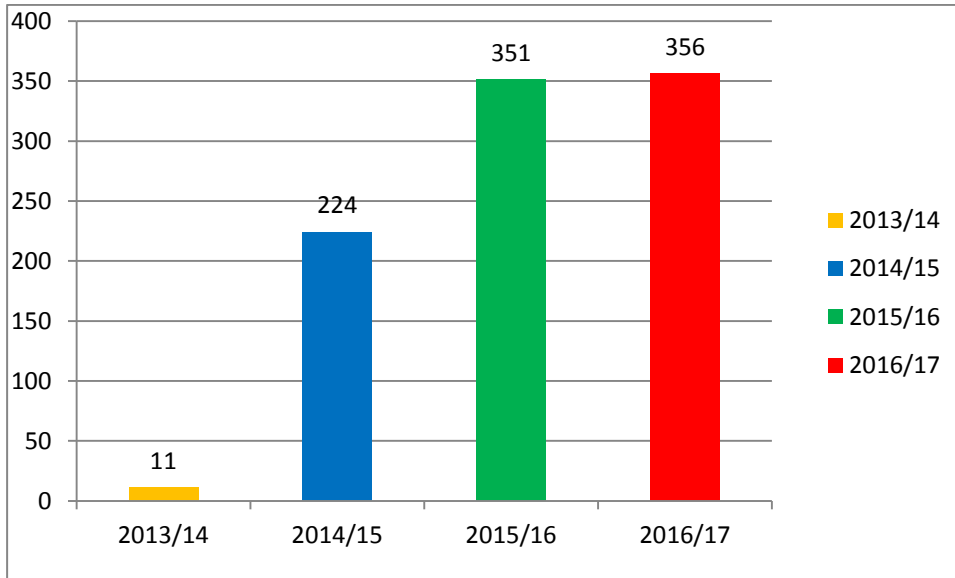
9.8 Local authorities conduct an annual survey for social care service users, including people who have been through the safeguarding process. The survey includes questions that aim to find out what proportion of people feel as safe as they want to be, and whether care and support services help people feel safe.

9.9 Information collected for enquiry closed during 2016/17 reveal that 100% of people who were subject of a safeguarding enquiry felt safer as a result of the enquiry. This compares to 2015/16 where 69% of people who were subject of a safeguarding enquiry felt safer as a result of the enquiry with 11 persons not able to communicate their views, and 2 persons reporting that they did not feel safer.

Deprivation of Liberty Safeguards (DoLS)

Applications received

9.10 The chart shows that a total of 356 applications for authorisation of deprivation of liberty were received in 2016/17, which is a 1.4% increase on the number received during 2015/6 (351).

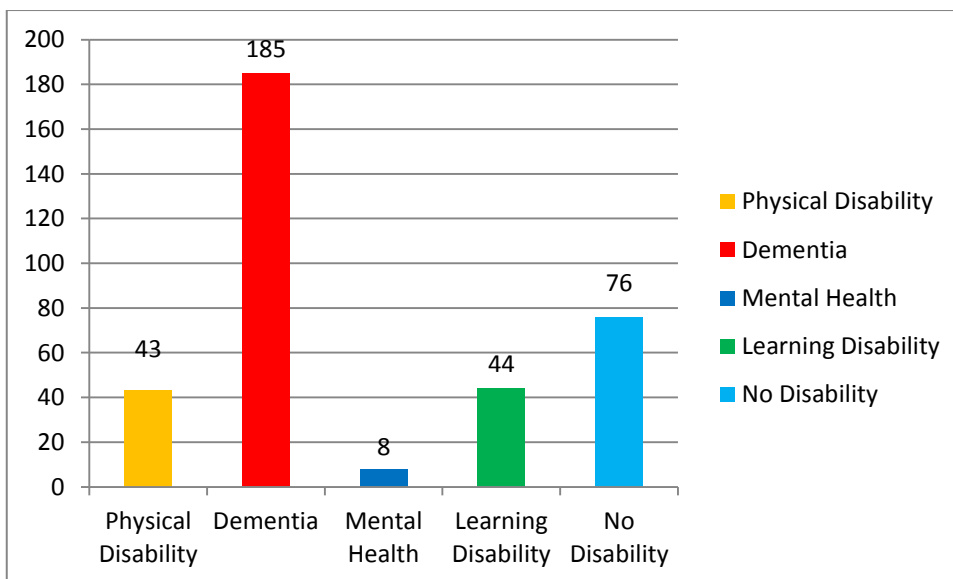


Applications Granted

9.11 During 2016/17, 155 of the applications (44%) were granted and 83 (23%) were not granted, with 117 application awaiting decision and 1 withdrawn. This compares to 261 applications (74%) being granted during 2015/16, with 51 (15%) not granted and 5 (1.5%) withdrawn, and 34 (10%) not yet being signed off.

Primary Reason for Support

9.12 The chart identifies that of the applications received, 185 (52%) related to people whose primary reason for support were related to dementia. 43 (12%) applications related to people whose primary support reason was physical disability, 44 (12%) related to learning disability, 8 (2%) related to mental health issues and 76 (21%) related to no disability.



10 SAFEGUARDING ADULT REVIEWS (SARS)

- 10.1 Safeguarding Adults Boards must arrange a Safeguarding Adults Review (SAR) when someone with care and support needs dies as a result of neglect or abuse and there is a concern that the local authority or its partners could have worked more effectively to protect them. A SAR is also intended to ensure that lessons are learned, and the Board is required to publish the outcomes in its Annual Report.
- 10.2 The Bracknell Forest Safeguarding Adult Board completed two Safeguarding Adult Reviews during 2016 – 17.

AB Nursing Home - The circumstances that led to a Safeguarding Adults Review being undertaken in this case

- 10.3 The AB Nursing Home (ABNH) had been a cause for concern for a number of years, with its quality of care often verging on inadequate, and its CQC ratings in recent years had been poor. Bracknell Forest Council (BFC) had put a great deal of effort into supporting the home to improve but this had proved to be very difficult for the home to sustain. The specific incident that triggered the SAR was that a resident suffered severe scalding from being hoisted into a bath that was too hot. There was a delay in calling the ambulance and reporting of this safeguarding incident by ABNH had also not been in line with requirements. The resident died on 8th February 2015. The case was referred to the coroner who did not consider it necessary to hold an inquest.
- 10.4 The death of the resident was subject to an ongoing police investigation so the SAR could not address the detailed operational issues relating to the provider's actions. However, the Bracknell Safeguarding Adult Board agreed that it was necessary and appropriate to review all the surrounding activities relevant to managing this kind of provider so that as much learning can be gained and implemented as possible at this stage. The situation was felt to meet the criteria that confer on the SAB the power to commission:

“A review of a case involving an adult in its area with needs for care and support (whether or not the local authority has been meeting any of those needs) if –

- a) There is reasonable cause for concern about how the SAPB, members of it or other persons with relevant functions worked together to safeguard the adult,
- b) The adult had died, and the SAPB knows or suspects that the adult has experienced serious abuse or neglect, or
- c) The adult is still alive, and the SAPB knows or suspects that the adult has experienced serious abuse or neglect”²

- 10.5 The circumstances of the review indicated that it should be based on themes to be researched rather than the details of the specific event. The specific areas of enquiry identified for the review were:

² Care Act 2014

- How all professional organisations can “bridge” the related issues of quality and safety in their relationships (commissioning, monitoring, contracts) with providers of care; how providers are commissioned and how this can be a process that promotes safe care.
- What the rights, risks, roles and responsibilities are in this work and to whom they belong, including:
 - those with professional roles associated to the care commissioning and provision
 - the service user and their relatives
 - other individuals or organisations that may have contact with the care provider
- Information sharing and communication
- How people and their families can be well-informed about the quality of care they should expect and supported to raise their concerns/ assert their requirements.

10.6 All of these themes included consideration of how well current policies and processes support good practice and what changes may be needed. In order to be able to see the pattern of activity over a significant timescale, the period reviewed was set at 1st December 2012 to 31st December 2015. The review completed within six months and made recommendations including in relation to -

- Training and Development
- Care Governance and Decision-Making
- Service User and Family Involvement and Information Provision
- Policy and process issues

10.7 There is a robust action plan which is being monitored by the Safeguarding Adults Board. The Bracknell Forest SAB has recommended that the new joint Board formally monitor progress at its meeting at the end of 2017. The SAR report will be posted on the Safeguarding Adults Website.

SAR re “J” - The Circumstances that led to a review in this case:

10.8 J lived alone in a flat and died in a fire in her home in 2015. She had been accessing a number of services in the period leading up to her death. Because the involvement was chiefly with a single organisation which had undertaken a very detailed review, the SAR was based very much upon the findings of the single agency review, but focused on the wider learning which might support other organisations' learning and development and enhance the effectiveness of safeguarding across the partnership. .

10.9 The completed review made recommendations in relation to:

- Working with risk
- Mental Capacity Act and the interface with working with risk; balancing choice and safety

- Engaging positively with families / carers
- Managing organisational changes / pressures to minimise risk
- Clarity for professionals and the public in respect of mental health pathways
- Prevention / identification of those at high risk of harm; particular focus on fire risk / safety
- Accountability (where there is a multi agency response to circumstances, a clear understanding of how each agency is supporting the patient)
- Co-ordination of Care

Further Safeguarding Adult Reviews Taking Place during 2017/18

- 10.6 During 2016/17 the Bracknell Forest Safeguarding Adult Board took a decision to commission a further Safeguarding Adult Review. This will commence during 2017/8 and will be reported in the 2017/18 annual report.

11 QUALITY ASSURANCE

Care Governance

- 11.1 It is the responsibility of the local authorities to work with providers of adult social care to ensure continuous improvement. This is particularly important where services are not judged to meet appropriate standards. The approach to Care Governance is one of working in partnership with care and support providers to ensure the safety and quality of services within the borough, and to residents who have been placed in care settings outside the borough where the Council retains a duty of care for those individuals. The main decision making body in relation to this is the Care Governance Board which has ultimate responsibility for ensuring the quality and safety of the support provided. The Board makes decisions on the 'flag status' of providers which has an impact on whether support will be commissioned from them. The Board also decides actions that need to be taken to improve the quality of support and may decide that people receiving support need to be visited and welfare checks undertaken to ensure they are not being placed at risk. The purpose of Care Governance is to ensure there is effective monitoring and, where necessary, action to ensure that people are in receipt of good quality care and support to achieve their required outcomes. This action includes managing risk and providing assurance that the right things are being done in the right way and at the right time.

- 11.2 The Care Governance Board meets monthly to share, discuss and agree actions in relation to information received from internal and external sources regarding providers of services. The Board receives information from a range of sources including:

- CQC reports and regulatory letters/information
- Other local authorities and NHS partners
- Safeguarding concerns and / or referrals
- Requests and authorisations for deprivation of liberty

- Quality assurance visits completed by Adult Social Care Contracts Team
- Reviews undertaken by health and social care practitioners
- Complaints, MP enquiries and Member enquiries
- Financial checks and Insurance checks
- Feedback from people receiving support and their families and informal carers

11.3 The Board considers each 'referral' on its own merits and what action, if any, is required. Where appropriate, the provider is supported to develop an action plan which identifies the actions required and timescales for completion. Where concerns have been identified regarding a provider, their commissioning status will be reviewed by the Care Governance Board on a monthly basis. The status is assessed as being red, (high risk – do not use), amber, (medium risk – use with caution) or green (low risk) from the information provided to the Board. A subgroup of the Care Governance Board meets once a month prior to Board meetings to share findings and update on actions requested at the last meeting.

Quality Assurance -Safeguarding Adults

11.4 In order to ensure that the safeguarding process is carried out consistently and to a high standard across the department, audits of the process are carried out at a number of levels:

- Safeguarding questionnaires are completed for all safeguarding cases where the individual (or family member) agrees to this. Support with completing this is provided by either an adult safeguarding development worker or an advocate if the person was unable to attend the meeting. A Family member may be asked to complete the questionnaire if this is more appropriate.
- An internal audit is carried out within the recording system through completion of the safeguarding case on the database and approval must be gained at agreed points within the process.
- Regular audits are held between the safeguarding team and the 4 individual adult social care teams. These audits have been devised so that the following areas of practice can be monitored:
 - Compliance with the safeguarding procedures
 - Person centred practice
 - Quality of record keeping
 - Multi agency working

11.5 Learning gathered from any of the above processes can then be shared with other teams and through other forums as appropriate. Use of adult safeguarding development workers as safeguarding chairs also ensures a level of consistency across teams, enabling good practice to be shared, trends to be identified and monitoring to occur in a more informal and person-centred way. A range of other meetings and forums e.g. team meetings, departmental administrator meetings,

designated safeguarding manager forum, safeguarding forum and best practice seminars also feed into the quality assurance process by providing opportunities to share information, raise awareness, identify trends and ensure consistency.

12 TRAINING PROVIDED BY BRACKNELL FOREST COUNCIL

Workshops/e-learning provided via Bracknell Forest Council	Total attendance (numbers attending from Private, Independent and Voluntary organisations)
Adult Safeguarding Best Practice Seminar 1	12 (0)
Adult Safeguarding Best Practice Seminar 2	19 (0)
Adult Safeguarding Best Practice Seminar 3	28 (0)
Adult Safeguarding Best Practice Seminar 4	26 (0)
Introduction to the Mental Capacity Act	40 (10)
Safeguarding Adults Level 1- introduction to safeguarding	104 (56)
Safeguarding Adults Level2 & 3	19 (0)
Safeguarding Adults Level 1- introduction to safeguarding e-learning	201 (0)
MCA & DOLs e-learning	16 (0)

- 12.1 The table above sets out the breadth of training opportunities made available to local stakeholders during 2016/2017. The Bracknell Adult Safeguarding team has also provided a number of safeguarding awareness sessions to prevent and neglect and there are a range of e-learning packages provided.

13 DEVELOPMENT PLANS FOR 2017 -2018

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Agency	Actions
Berkshire Healthcare NHS Foundation Trust	<ul style="list-style-type: none"> ➤ Develop staff in the practical application of the mental capacity act. Six MCA champions have been appointed to move forward this work on the community wards across Berkshire with the support of the safeguarding team ➤ Introduce MCA form as part of admission pack on community wards ➤ Continue to achieve high staff compliance to safeguarding adults and MCA and DOLS training ➤ Introduce safeguarding adults/children combined training at level two (think family approach). Already achieved and well received at level one. ➤ Increase recognition of domestic abuse and staff confidence in use of DASH form ➤ Increase permanent staff and reduce use of agency staff at Prospect Park Hospital
Berkshire Care Association.	<ul style="list-style-type: none"> ➤ Safeguarding will be an ongoing theme at networking events and the BCA conference in Oct 2017. ➤ Specific event in May 2017 on Duty of Candour

Agency	Actions
Bracknell and Ascot Clinical Commissioning Group	<ul style="list-style-type: none"> ➤ . Continue the high level of CCG commitment as an active partner of the SAB. ➤ Continue to support the SAR and partnership review process. ➤ Monitor and resolve any issues raised with DoLs applications and support primary care to continue to work collaboratively with the local authority. ➤ Increase the named professional role from 30hours per week to 37.5 hours per week to support the Associate Director in her safeguarding portfolio. ➤ Continue GP lead safeguarding meetings 6 monthly to disseminate safeguarding local and national updates. ➤ Implement specialist safeguarding group supervision for GPs who work with care homes. ➤ Ensure learning events are held across East Berkshire to share learning about forced marriage and exploitation

Agency	Actions
Bracknell Forest Adult Social Care	<ul style="list-style-type: none"> ➤ To ensure that adult safeguarding in Bracknell Forest continues to develop and respond to local needs and priorities and that the successful and robust BFC operational and strategic safeguarding collaboration that has been established continues under the joint Bracknell Forest and Windsor & Maidenhead Board. ➤ To continue to promote better understanding of how mental capacity plays a role in many adult safeguarding concerns and section 42 enquiries with the people we support, the wider community, providers and with other services involved with the people we support. A particular focus will be on the issue of mental capacity and coercive control affecting adults with care and support needs. ➤ To develop understanding with the police on the category of abuse entitled 'Modern Slavery' in the Care Act 2014 and to establish a collective understanding of the scope of this issue in Bracknell Forest and to agree on methods of how to support adults to deal with this particular form of abuse. ➤ To explore an effective Multi-agency Safeguarding Hub (MASH) model for adults in the borough of Bracknell Forest through a task and finish exercise consulting with safeguarding professionals from all adult social care departments and to form a proposal for this service. ➤ To pilot with BFC Adult Social Care departments – ACT and CTPLD, the risk framework and the risk recording tool developed by the SAB Risk framework task and finish group. This framework is intended to focus on those people who fall between Adult Social Care thresholds but who remain at risk for some reason. The tool is intended to be used as a multi-agency narrative for balancing risk, and for recording the reasons and benefits for taking actions, or, for not taking actions.

Agency	Actions
Bracknell Forest Community Safety Partnership	<ul style="list-style-type: none"> ➤ Maintain a programme of training around relevant community safety issues, such as Domestic Abuse, E-Safety and Prevent. ➤ Expand the remit of the DASC project to include victims of familial abuse, with a particular focus on vulnerable adults. ➤ Renew the Strategic Assessment process to consider emerging threats and trends, including issues such as modern slavery and trafficking. ➤ Develop a new protocol for Closure Orders involving vulnerable drug users ensuring that appropriate support and safeguards against trafficking are in place. ➤
Bracknell Forest Council Learning and Development Team	<ul style="list-style-type: none"> ➤ As part of the wider transformation of services within the Council, the whole learning and development offer is being reviewed to enable people to learn in a wider range of ways and at varying times, to take account of increased flexibility of working arrangements. A new Organisational Development strategy has recently been approved by the Corporate Management Team and a detailed action plan is currently being produced. This will include a range of development opportunities aimed at managers initially but extended at a later stage to all other employees. ➤ Specific emphasis this year will be on enabling Best Interest Assessors to maintain their knowledge and skills and looking at how best to enable employees to undertake Approved Mental Health Practitioner training. The Adult Social care Learning and Development Forum is currently looking at how best to extend the range of e-learning opportunities which are available to employees and the private, independent and voluntary sector, as one means of enabling greater access to refresher learning.

Agency	Actions
Royal Berkshire Fire and Rescue service	<ul style="list-style-type: none"> ➤ Reduce the number of vulnerable people dying in fires. ➤ Reduce the volume of fires occurring in homes and the injuries that result from them. ➤ Work with partners to reduce road deaths by 20% over the next 5 years. ➤ Align our work to the UK drowning prevention strategy with stated aim 50% death reduction by 2026. ➤ Expand our HFSC scope to look for other vulnerabilities to the resident. ➤ Expand schemes to deliver a range of services to support health and wellbeing. ➤ Develop relationships with county wide organisations to progress pathways to employment and apprenticeships for young people. ➤ Introduce counselling to reduce fire setting activity amongst adults
Thames Valley Police	<ul style="list-style-type: none"> ➤ Domestic Abuse will continue to be a focus, with the learning from the local DASC project used to inform and improve local safeguarding outcomes. ➤ Crime reduction and safeguarding messages around fraud, both online and in person, will be developed. The particular risk to vulnerable adults from this sort of offending will be integral to those messages. ➤ Identification and effective response to human trafficking – manifested locally through the exploitation of vulnerable adult drug users by organised crime groups seeking to deal drugs within the local market.

Agency	Actions
West London Mental Health Trust	<ul style="list-style-type: none"> ➤ Ensuring all staff at Broadmoor Hospital have received the mandatory Mental Capacity Act and Prevent training. ➤ To develop the understanding and application of Making Safeguarding Personal. ➤ To secure an agreed protocol for IMCA support to the hospital. ➤ To evaluate safeguarding adults outcomes and experience. ➤ To provide Carers and families with relevant information on safeguarding, the Mental Capacity Act and the Care Act. ➤ To record and monitor behaviours with a safeguarding element that do not require a full safeguarding referral.
Involve	<ul style="list-style-type: none"> ➤ Launch the Safeguarding Healthcheck Tool and manage responses ➤ Continue delivery of adult safeguarding training to local charities, volunteers and others ➤ Support to the local VCS re: safeguarding needs including policies, procedures ➤ Additional awareness raising events, activities or promotions re: key safeguarding areas.
Healthwatch	<ul style="list-style-type: none"> ➤ Run a range of courses as and when required to groups to highlight safeguarding. ➤ Disseminate relevant information via a variety of mediums with regards safeguarding ➤ Be involved where necessary in making sure CVS organisations comply with basic safeguarding best practice

Agency	Actions
SCAS	<ul style="list-style-type: none">➤ To forge closer links with safeguarding hubs across our area.➤ To move to a paperless referral process.➤ Regularly undertake multi agency audits and reviews of safeguarding referrals.➤ Encourage regular feedback from partner agencies with regard to safeguarding cases

14 STRATEGIC PLAN 2016/19 UPDATED PRIORITIES AND ACTIONS

Background

- 14.1 The strategic plan 2016 – 2019 was developed during 2016/17 to deliver the Board's vision. This strategic plan containing comments to report progress is contained within Annex 1. The 2017 Board development day noted the progress in achieving the actions in the strategic plan, and having considered challenges faced by the Board and partner organisations, the Board confirmed the elements which would be recommended as needing to be taken forward into the new arrangements for a joint Bracknell Forest / Windsor and Maidenhead Safeguarding Adult Board, The Board recommended that the aims, objectives and actions listed below were to be taken forward either within a new Bracknell Forest / Windsor and Maidenhead Joint Safeguarding Adult Board strategic plan or implemented locally in Bracknell Forest and overseen by a local safeguarding operational group.

Recommended Aims, Objectives and Actions for 2017/18 and Beyond.

AIM 1: Establish a robust and committed partnership

Objective 1 To ensure that the specific measures required of the Board by the Care Act are in place

- *Put in place the Board's Terms of Reference, Strategy & Strategic Plan; establish subgroups to reflect the Care Act requirements and to support realising strategic objectives.*
- *Put in place a revised guidance on SARs*
- *Ensure a commitment to follow up on lessons from*
- *Collectively establish an adequate resource base for the Board to carry out its responsibilities in line with the Care Act (2014)*

Objective 2 To ensure partner organisations and board members are aware of their duties and responsibilities

- *Support the voluntary sector in the establishment of a baseline of what needs to be in place in respect of safeguarding – implement CVS self assessment audit*
- *Ensure that the Board / partners shares and disseminates consistent advice/support/best practice as it becomes available. – implement communication strategy*

Objective 3 To implement an effective quality assurance framework

- *Establish a Quality Assurance framework so that the Board is assured of effective practice across the partnership, and an understanding of practice within each partner organisation.*

AIM 2: Making Safeguarding Personal is embraced across organisations

Objective 1 To ensure individuals are at the centre of the safeguarding process

- *Ensure that the Board receives evidence that people in need of safeguarding support are asked what outcomes they want.*
- *Make information available to people so that they know what to expect from safeguarding support/enquiries, they can engage meaningfully in the process and it is easier for people to report safeguarding issues*
- *Establish an effective and meaningful process for people who may be in need of safeguarding services to engage with the board – to include an open forum in a community setting to find out what the key issues are for them; develop a repository to hold records of feedback from people who engage with partners*

Objective 2 To ensure the board engages with people who may be in need of safeguarding services

- *Promote engagement of the whole partnership in MSP through a focus on and improvement in working within the MCA principles and through establishing confidence in taking person centred approaches to working with risk.*
- *Seek evidence of the development of independent advocacy in response to the Care Act focussing on the range of advocacy; commissioning of advocacy; and appropriate referral for and provision of advocacy*

Objective 3 To ensure support for the person centred approach

- *Seek assurance that that the five principles of the MCA are a feature of case file audit and a feature of practice*
- *Seek assurance that information is made available to people who may be in need of safeguarding support on the Mental Capacity Act; its implications in their lives and what they can expect from professionals*

AIM 3 Mental Capacity Act and DoLS

Objective 1 To ensure that the partnership promotes, and partner organisations demonstrate, a clear working understanding and competence in applying the core principles of the MCA

- *Seek assurance that that the five principles of the MCA are a feature of case file audit and a feature of practice.*
- *Seek assurance that information is made available to people who may be in need of safeguarding support on the Mental Capacity Act; its implications in their lives and what they can expect from professionals.*
- *Ensure a focus on best interests decision making through; Facilitating an audit of sample of cases against legal requirements to ascertain any development needs and Seeking assurance that any emerging development needs are addressed*

Aim 4 To work alongside people to offer effective support in addressing risk

Objective 1 To ensure a partnership framework of principles is in place (and supported by L&D opportunities) that embraces the core safeguarding principles and supports service users in decision making

- *Refine and implement local risk framework to guide consistent practice across organisations in working with risk alongside service users*

Objective 2 Multiagency forums for managing risk support effective management of key areas of risk that are in the scope of safeguarding adults

- *promote a good understanding of the forums available to address specific needs of adults at risk and promote awareness of the need to implement bespoke multi agency meetings for those cases for which there is not a relevant forum;*

Objective 3 To seek assurance of partnership and public awareness of areas of risk

- *Support enhancing of awareness of indicators of risk and ensure safe responses through awareness of referral routes and sources of support.*
- *Determine the extent to which safeguarding cases equate to familial DA and identify actions to make joint working more effective. Ensure the range of professionals understand the range of social work and legal interventions/options when working with DA.*

- *Monitor emerging significant areas of risk in Bracknell (for example Internet Crime; SCAMS, risks associated with people purchasing their own care through personalised budgets) and ensure communication with other partnership boards.*
- *Support engagement across the partnership with the issue of fire risk*

Aim 5 Prevention and Early Intervention

Objective 1 Assurance of effective transition

- *Ensure there is a focus on joint working with the LSCB to ensure that risks identified, monitored and managed for children are picked up in transition to adult services/support. CSE is one example of this*

Objective 2 Assurance of effective use of data and intelligence

- *promote and support identification, from the data and other intelligence, areas where safeguarding issues are commonly occurring.; the Board will target these areas, seeking assurance that preventive measures are put in place*
- *Work closely with the voluntary sector in recognition of its growing role in safeguarding, early intervention and prevention, community resilience and transformation*

Objective 3 Assurance of quality and safeguarding in provider services

- *Ensure a robust system in place to join up intelligence to identify quality concerns in provider services early on and put in place support to address concerns before they become safeguarding issues*
- *The board is assured of safety in service provision and of appropriate improvement plans having been put in place.*

Objective 4 Ensure support for adults at risk who do not meet safeguarding thresholds

- *Produce guidance to ensure that cases of abuse and neglect that do not meet the section 42 criteria are reported and recorded in adult safeguarding; this is particularly important for new abuse types of domestic abuse, modern slavery, exploitation and self neglect*
- *Monitor data and carry out case file audits of safeguarding reports that do not meet the section 42 enquiry criteria*

Aim 6 Workforce development

Objective 1 To ensure workforce development and to support Making Safeguarding Personal






- *Seek assurance that that staff are developed in the skills to get alongside people and understand their perspective.*
- *Evaluate the impact of training*
- *Implement training on the mental capacity act*
- *support the voluntary sector to develop good safeguarding practice in response to the findings of the CVS self assessment audit*
- *Develop/adopt common workforce standards to support safeguarding across the partnership. This to include workforce recruitment and retention resources such as those available from skills for Care and including best practice in recruitment, supervision and staff development.*

Strategic Plan Progress





Annex A

AIM 1: Establish a robust and committed partnership demonstrating clarity as to how the SAPB will hold partners to account and gain assurance of effectiveness of arrangements. This to include establishing a Quality Assurance framework and making effective links with other partnerships



Objective 1 To ensure that the specific measures required of the Board by the Care Act are in place

Action	When	Success Criteria	Comment	Progress
Put in place the Board's Terms of Reference, Strategy & Strategic Plan; establish subgroups to reflect the Care Act requirements and to support realising strategic objectives.	Sept 16	TOR's, strategy, strategic plan and Sub Groups in place	TOR, Strategy, Strategic Plan in place Sub groups established	
Put in place a revised guidance on SARs and a revised approach to the Annual Report	Sept 16	Guidance on SAR'S and revised approach to annual report in place	Guidance on SAR'S and revised approach to annual report in place	
Ensure a commitment to follow up on lessons from SARs (both local and national SARs where relevant)	Sept 16 and ongoing	Evidence in minutes; TOR's and SAR framework in place Annual Report reports on SAR's; L&D framework supports necessary learning; these are made publicly available QA subgroup monitors key issues from SARs	SAR Sub group is leading on learning from SARs. Development Day in April to focus on learning from SARs; Commitment for SAR learning 3 rd quarter of 2017	
Establish effective cross-partnership links	Sept 16	Cross-cutting issues involving LSCB and CSP identified and addressed jointly via "virtual" sub-group. Examples highlighted in annual report.	Partnership links highlighted in annual report. Joint Protocol document agreed Meetings established with CSP, LSCB and HWBB representatives	
Collectively establish an adequate resource base for the Board to carry out its responsibilities in line with the Care Act (2014):	June / Oct 2016	Methodology in place going forward. Resources contributed across key statutory agencies	Methodology established in May and October budget meeting of statutory partners.	

Objective 2 To ensure partner organisations and board members are aware of their duties and responsibilities




Action	When	Success Criteria	Comment	
<p>Support board members to participate in the board through</p> <ul style="list-style-type: none"> - Creation of an induction for board members - Holding at least biennial meetings of Chair with each member organisation to discuss how they have contributed to the board's work and how the board has supported them and their organisation. - Creation of a Board bulletin to facilitate dissemination of consistent key messages by Board members to their sector/organisation. 	April 17	<p>Board members feel supported to participate</p> <p>New Members receive an induction</p> <p>Annual meetings of the chair and each member takes place</p> <p>Key messages are disseminated to each partner organisation</p> <p>Board bulletin in place</p>	<p>Induction pack developed</p> <p>Meeting of chair and each member has taken place in Autumn 2015 – further meetings to be scheduled for 2017</p> <p>Bulletin developed</p> <p>Communication Sub Group has developed a communication strategy and plan</p>	
<p>Utilise a checklist to ensure that policies and procedures are in place in all organisations to address the implications of the Care Act</p>	April 2017	Implications of Care Act recognised in practice across partnership	Checklist circulated to board members – extended to June 2017	
Support the voluntary sector in the establishment of a baseline of what needs to be in place in respect of safeguarding	March 2017	Baseline advice established and disseminated	Baseline questionnaire agreed; recommended to transfer implementation to new strategic plan	
Ensure that the Board shares and disseminates consistent advice/support/best practice as it becomes available. (for example through the Court of Protection, guidance and SAR's) and that Board members disseminate this within their own sectors/organisations	March 2017	<p>Evidence that information is disseminated effectively</p> <p>Board bulletin in place</p>	<p>Communication task and finish group has produced a draft communication strategy and plan. Board bulletin has been developed. Evidence of information is being shared e.g. prevention of future deaths report</p>	

Objective 3 To implement an effective quality assurance framework



Action	When	Success Criteria	Comment	
<p>Establish a Quality Assurance framework so that the Board is assured of effective practice across the partnership. This includes</p> <ul style="list-style-type: none"> - Partners participate in an annual self-audit and challenge event - Quality audit tools (case file audit) within the council reflect statutory guidance priorities/principles - Performance information includes an outcomes focus on both safety and wellbeing - The Safeguarding adult data report is a bi-annual agenda item and informs priorities and improvement as well as L&D plan 	<p>March 2018 and ongoing</p>	<p>Improved engagement by the whole partnership in quality assurance initiatives</p>	<p>Quality Assurance sub group established and a quality assurance framework developed</p>	
<p>Ensure that the Board learns lessons from local/national case reviews to enhance quality of services and supports putting these into practice as appropriate</p>	<p>On going</p>	<p>Evidence that learning from local and national case reviews takes place QA mechanisms test out that learning is put into practice when the need for it is highlighted in local SARs</p>	<p>SAR sub group meets to co-ordinate SAR's & process in place to ensure learning takes place from the existing SARs QA group has developed a quality framework to include providing assurance that lessons are put into practice</p>	

AIM 2: Making Safeguarding Personal is embraced across organisations: the way in which people experience safeguarding support is personal and supports them in achieving the outcomes they want. People who may be in need of safeguarding support influence the development of safeguarding in Bracknell.



Objective 1 To ensure individuals are at the centre of the safeguarding process


Action	When	Success Criteria		
Ensure that the Board receives evidence that people in need of safeguarding support are asked what outcomes they want.	March 2018	Information on outcomes is provided reflecting a focus on both safety and wellbeing of individuals and this information informs development in safeguarding in Bracknell and Board activity through safeguarding development reports	Assurance received by QA Sub group as part of the quality assurance framework Board agreed at its March meeting to maintain this action to march 2018 to gain assurance over a longer period of time	
138 Make information available to people so that <ul style="list-style-type: none"> - they know what to expect from safeguarding support/enquiries - they can engage meaningfully in the process and - it is easier for people to report safeguarding issues. 	March 2018	Positive feedback from those receiving safeguarding support	QA sub group has received reports on case file audits providing assurance. Questionnaire used at safeguarding enquiries being adapted to improve quality of information gathered to provide assurance. Board agreed at its March meeting to maintain this action to march 2018 to gain assurance over a longer period of time	
Ensure that the SAB is grounded in the lives of real people.	March 2019	Experiences and stories are a foundation for discussion and learning across the partnership. These are a feature of the annual report; Board meetings; training; outcomes information. Safeguarding Adult Reviews across East Berkshire are a key focus in this respect	Process for learning as a result of lessons from SARs is being established across east berkshire and within BFSAPB meetings. BFSAPB annual report contains case studies.	

Objective 2 To ensure the board engages with people who may be in need of safeguarding services

Action	Timescale	Success Criteria	Comment	
Establish an effective and meaningful process for people who may be in need of safeguarding services to engage with the board – to include an open forum in a community setting to find out what the key issues are for them	March 2019	Those who engage are supported in their understanding of safeguarding and build resilience and confidence; they inform the Board so that the Board learns and it develops safeguarding in response to this engagement	The draft communications strategy and plan includes methods of establishing effective and meaningful ways for engagement with the board	
Good news stories about safeguarding support and MSP are generated and used publicly to support positive public perception of safeguarding and to encourage seeking of safeguarding support. This to reflect too positive stories from provider sector.	ongoing	Good news stories identified and promoted by Board partners Enhanced referral rate from public	Communications strategy and plan contains actions to support positive public perception of safeguarding Annual report contains case studies which have received good feedback Referral rate being monitored	




Objective 3 To ensure support for the person centred approach

Action	Timescale	Success Criteria		
Promote engagement of the whole partnership in MSP through a focus on and improvement in working within the MCA principles and through establishing confidence in taking person centred approaches to working with risk.	March 2018	Evidence of effective partnership approach to MSP through multiagency case file audit evidence of improved working within MCA principles through multiagency case file audit	Safeguarding development team is supporting the development of MSP / MCA in partner organisations. Visits to partners has commenced in November 2016. Good feedback continues to be received	
Seek assurance that that staff are developed in the skills to get alongside people and understand their perspective.	March 2018	L&D plan reflects this and Board receives assurance that it makes a difference to practice	Esat berkshire l/d group has been re-established and Bracknell forest training process in place.	

Seek evidence of the development of independent advocacy in response to the Care Act focussing on the range of advocacy; commissioning of advocacy; and appropriate referral for and provision of advocacy	Sept 2017	Individuals are supported effectively through advocacy in line with the requirements of the Care Act	Quality assurance sub group is monitoring provision of advocacy as part of performance monitoring; case file audits to take place in 2 nd quarter of 2017/18	
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AIM 3 MCA and DoLS: To understand what the priority issues are that can support more confident and person-centred practice in safeguarding. The principles of the MCA are integrated into safeguarding support/practice so as to transform the experience of safeguarding support.

Objective 1 To ensure that the partnership promotes, and partner organisations demonstrate, a clear working understanding and competence in applying the core principles of the Mental Capacity Act. This promotes a Human Rights based approach and a personalised approach to safeguarding support. It promotes a focus on wellbeing as well as safety.


Action	When	Success Criteria	Comment	
Seek assurance that that the five principles of the MCA are a feature of case file audit and a feature of practice.	March 2018	Evidence of the principle of supported decision making - particularly significant in the context of MSP Audit/ case studies/ service user feedback demonstrate this	Audit programme developed and the quality assurance sub group has received assurance from case file audits and feedback. Board agreed at its March meeting to maintain this action to march 2018 to gain assurance over a longer period of time	
Seek assurance that information is made available to people who may be in need of safeguarding support on the Mental Capacity Act; its implications in their lives and what they can expect from professionals.	March 2017	Evidence that information is made available	Quality assurance group has been established and received assurance that information on the MCA is made available as part of an agreed quality assurance framework. Recommended that this action is carried forward in new plan	
Ensure a focus on best interests decision making through; Facilitating an audit of sample of cases against legal requirements to ascertain any development needs & seeking assurance that emerging development needs are addressed	March 2018	Repeated case file audit demonstrates development.	Case file audits have been reported to the QA sub group. The L/D east berkshire sub group has been re-established to ensure learning	

Aim 4 To work alongside people to offer effective support in addressing risk in their lives: risk is effectively identified, assessed and managed and resilience is enhanced





Objective 1 To ensure a partnership framework of principles is in place (and supported by L&D opportunities) that embraces the core safeguarding principles and supports service users in decision making. This to support all organisations/ staff/ professionals in effectively balancing choice, wellbeing and safety, alongside service users, with reference to the MCA. Integrate approach to self-neglect within this framework

Action	When	Success Criteria	Comment	
Framework to guide consistent practice across organisations in working with risk alongside service users is in place L&D agenda supports this	March 2018	Case audit demonstrates effective practice: robust person centred risk assessment and protection planning	Draft risk enablement policy developed and pilot taking place locally. Esat Berkshire L/D group is being re-established	

Objective 2 Multiagency forums for managing risk support effective management of key areas of risk that are in the scope of safeguarding adults

Action	When	Success Criteria	Comment	
Review the current frameworks/processes in place for working with risk to include - What do they cover? - Where are the gaps? - A review of forums and practice that have a focus on risk and maximise their effectiveness (e.g. role of housing panel). - A review of models elsewhere (e.g. Camden; West Berkshire) for high risk panels and develop a local response from best practice	March 2018	Review completed and recommendations provided	Initial review of current frameworks / processes carried out and recommendations provided. Further work to finalise future model taking place as part of piloting risk framework	


Objective 3 To seek assurance of partnership and public awareness of areas of risk including (those highlighted in Chapter 14 of the Care and Support Statutory guidance as requiring a focus within safeguarding support services): domestic abuse; human trafficking; radicalisation; FGM; forced marriage

Action	When	Success Criteria	comment	
Support enhancing of awareness of indicators of risk and ensure safe responses through awareness of referral routes and sources of support.	March 2018	Data reflects level of engagement with these issues.	Communications strategy in place. Enhancing of awareness of risk to be developed as part of pilot implementation of risk framework Quality Assurance sub group is monitoring number of concerns. Board agreed at its March meeting to maintain this action to march 2018 to gain assurance over a longer period of time	
Determine the extent to which safeguarding cases equate to familial DA and identify actions to make joint working more effective. Ensure the range of professionals understand the range of social work and legal interventions/options when working with DA.	March 2018	Action plan in place Evidence of understanding of the range social work and legal interventions in place amongst partners	A focus on DA is included as part of its work to ensure that all board partners know what to look for and where to refer into Quality assurance sub is monitoring performance measures relating to concerns and enquiries relating to DA.	
Monitor emerging significant areas of risk in Bracknell (for example Internet Crime; SCAMS) and ensure communication with other partnership boards. These might come to light through local organisations' experience and/ or SARs.	March 2018	Emerging risks integrated into Board work plans/ strategic plan	Draft Risk framework developed to support partners to be aware of what to look for and where to refer for emerging areas of risk. QA sub is monitoring performance to identify emerging areas of risk.	
Support engagement across the partnership with the issue of fire risk. - Fire Service presents six monthly reports to the Board on source and levels of referrals as well as fire service activity to raise awareness.	March 2017	Regular reporting by fire and rescue service Evidence of quality referrals of those at greatest risk of fire	Regular reporting is taking place. QA group recommends that FRS reports are absorbed into new partnership scorecard. Recommended that this action continues in new strategic plan	


- The Board and partners act on the information so that there is greater referral of those at greatest risk from fire to the Fire Service across all partner organisations				
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Aim 5 Prevention:



Objective 1 Assurance of effective transition

Action	When	Success Criteria		
Ensure there is a focus on joint working with the LSCB to ensure that risks identified, monitored and managed for children are picked up in transition to adult services/support. CSE is one example of this	March 2018	Evidence of effective joint working Risks are identified, monitored and managed for children are picked up in transition to adult services/support	The draft risk framework includes a focus on exploitation. Discussions continuing with LSCB to ensure risks are picked up in transition from children to adults	

Objective 2 Assurance of effective use of data and intelligence

The Board will promote and support identification, from the data and other intelligence, areas where safeguarding issues are commonly occurring.; the Board will target these areas, seeking assurance that preventive measures are put in place (e.g. pressure ulcers, scams/doorstep traders and a focus on loneliness/isolation to reduce abuse)	March 2018	Evidence that safeguarding issues identified are being targeted for action by relevant Board members. Data begins to show the effect of this over time.	QA sub group is monitoring performance and identifying where safeguarding issues are occurring. The board has received lessons from SARs The risk framework is being piloted to ensure safeguarding issues are identified and preventative action takes place.	
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Objective 3 Assurance of quality and safeguarding in provider services

Action	When	Success Criteria	comment	
Ensure a robust system in place to join up intelligence to identify quality concerns in provider services early on and put in place support to address concerns before they become safeguarding issues	March 2018	Evidence of effective intelligence sharing mechanisms in place	Learning from SARS taking place. Reports on quality assurance and care governance discussed at board meetings. QA sub group recommends extending deadline to March 2018 to ensure learning from SARS and monitoring is embedded	
The board is assured of safety in service provision and of appropriate improvement plans having been put in place. 144	March 2018	Individual cases are escalated to the Board appropriately. The Board is made aware of patterns and themes of concerns in provider services across health and social care including: CQC reports from Health providers; reports from Council care governance group; reports from CCG on patterns in respect of Serious Incidents	Learning from SARS taking place with action plan developed	

BRACKNELL FOREST SAFEGUARDING ADULTS BOARD ATTENDANCE 2016 - 2017

Organisation	2013/14	2014/2015	2015/16	2016/17
LSCB	40%	80%	25%	100%
South Central Ambulance Service	0%	0%	0%	25%
Bracknell Forest Council – Learning and Development	80%	20%	75%	50%
BFC - Housing Strategy & Needs	100%	100%	50%	75%
W. London Mental Health Trust (Broadmoor Hospital)	40%	40%	75%	50%
National Probation Trust (formally Thames Valley Probation Trust)	40%	60%	75%	50%
Berkshire Care Association	60%	80%	75%	100%
Berkshire Healthcare NHS Foundation Trust	60%	80%	100%	75%
Director of Adult Social Care, Health and Housing - BFC	100%	80%	75%	100%
Bracknell Forest Council - Community Safety Team	100%	80%	100%	75%
Thames Valley Police	80%	40%	100%	75%
Bracknell Forest Council – Legal Services	60%	40%	25%	25%
Bracknell Forest Council – Adult Social Care	100%	100%	100%	100%
Frimley Park Hospital	80%	60%	50%	50%
Bracknell and Ascot CCG	80%	100%	100%	100%
Royal Berkshire Fire & Rescue Service	-	-	50%	75%
Involve	-	-	-	75%

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**TO: ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL
16 JANUARY 2018**

**LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN
ANNUAL REVIEW LETTER 2017
Director of Adult Social Care, Health and Housing**

1 PURPOSE OF REPORT

- 1.1 This report presents the attached Local Government and Social Care Ombudsman Annual Review Letter 2017 together with a covering report to the Executive.

2 RECOMMENDATION(S)

- 2.1 **That the Adult Social Care and Housing Overview and Scrutiny Panel considers the 2017 Annual Review Letter of the Local Government and Social Care Ombudsman.**

3 REASONS FOR RECOMMENDATION(S)

- 3.1 To enable the Panel to consider complaints to the Ombudsman relating to Adult Social Care and Housing in 2017 and to assess the Council's performance in handling such complaints.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

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

- 5.1 Not applicable.

Background Papers

None.

Contact for further information

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**TO: EXECUTIVE
21 NOVEMBER 2017**

**LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN
ANNUAL REVIEW LETTER 2017
Chief Executive**

1 PURPOSE OF REPORT

- 1.1 To receive the Local Government and Social Care Ombudsman Annual Review letter 2017.

2 RECOMMENDATION

- 2.1 **To note the Local Government and Social Care Ombudsman Annual Review letter 2017 at Appendix A.**

3 REASONS FOR RECOMMENDATION

- 3.1 The Annual review letter provides the Executive with information to help assess the Council's performance in handling complaints.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None considered.

5 SUPPORTING INFORMATION

- 5.1 The Local Government Ombudsman (LGO) investigates complaints about all local authorities and social care providers in England. Every year it publishes the information it sends to councils to help with transparency and improve local services for residents. This annual summary is the number of complaints and enquiries it has received about the council, and the decisions made about those complaints. The objective of the LGO is to secure, where appropriate, satisfactory redress for complainants and better administration for the authorities.
- 5.2 The LGO usually requires complainants to give the council an opportunity to deal with a complaint against it first, using the council's own complaints procedure. If the complainant is not satisfied with the action the council takes, he or she can complain to the LGO. The LGO's Annual Review letter is therefore, to some extent, an independent measure of the effectiveness of the Council's complaints resolution process.
- 5.3 One of the Ombudsman's main roles is to remedy injustice, and try to put people back in the position they would have been in, had the fault not occurred. Recommendations may include apologies, financial remedies and/or procedural changes to help improve services for others.
- 5.4 The LGO's Annual Review Letter to the Council for 2016/17 is attached at Appendix A. Key points to note are:

- 23 complaints were received by the LGO against the Council in 2016/17, 26 were received in 2015/16 and 18 in 2014/15.
- As in 2016 the number of complaints made to the LGO about the Council was lower than any other Unitary Authority in Berkshire, and around half the national average for all councils.
- The LGO made formal decisions on 24 complaints against the Council (some of which related to complaints from 2015/16).
- Four complaints were subject to a detailed investigation and three were upheld against the Council.
- The upheld figure was lower than any other Council in Berkshire, and half of the national average for all councils.
- Although the upheld rate appears high at 75% the number of detailed investigations carried out was the lowest amongst the Berkshire Councils and nearly a third of the national average investigated.

5.5 The Borough Solicitor, as Monitoring Officer, is required by Section 5A of the Local Government and Housing Act 1989 to prepare a report to the Executive on any cases where the LGO had determined there was maladministration by the Council in the discharge of its Executive functions or the Council for those relating to a non Executive functions. These reports are required to be copied to each Member of the Council. There is an additional and quite separate requirement on the Council which is subject to a finding of Maladministration under the Local Government Act 1974 to notify the LGO within three months from the publication of the LGO's final report of the action which has been taken or will be taken in response to the report.

5.6 During 2016/17 the LGO decided to uphold three complaints against the Council. The full circumstances were reported to the Executive on 11 April 2017, Council on 26 April 2017 and Council on 12 July 2017. In each case, the extent of maladministration and the impact of any errors made by the Council were minimal and no corrective action was suggested by the LGO in any case.

5.7 The new LGO, Michael King, has clarified that the Council should respond to such findings proportionately which is a welcome change given the resources that have had to be used to respond to vexatious or minor complaints during the last year, including one where the LGO actually found maladministration. The Council will therefore follow the guidelines provided whilst continuing to ensure that Members are kept informed of the Council's performance.

5.8 The Council continues to seek to learn from complaints and monitors complaints and their outcomes through the Quarterly Service Reports (QSRs). Separate annual reports are published on complaints received by Adult Social Care, Children's Social Care and Public Health which are governed by statutory requirements.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

6.1 The Monitoring Officer is required by law to report to the Executive on any Local Government Ombudsman findings of maladministration against the Council relating

to its Executive functions (and the Council in relation to non Executive functions). He has had cause to issue three such reports in 2016/17 as detailed in paragraph 5.6.

Borough Treasurer

- 6.2 There are no financial implications arising from the recommendations in this report.

Equalities Impact Assessment

- 6.3 There are no direct impact issues to be considered.

Strategic Risk Management Issues

- 6.4 This report presents no strategic risk management issues for the Council.

7 CONSULTATION

Principal Groups Consulted

- 7.1 Corporate Management Team

Method of Consultation

- 7.2 Consultation was carried out on the draft information report.

Representations Received

- 7.3 None.

Background Papers

Quarterly Service Reports (QSRs) 2016/17

Contact for further information

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20 July 2017

By email

Timothy Wheadon
Chief Executive
Bracknell Forest Council

Dear Timothy Wheadon,

Annual Review letter 2017

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGO) about your authority for the year ended 31 March 2017. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

The reporting year saw the retirement of Dr Jane Martin after completing her seven year tenure as Local Government Ombudsman. I was delighted to be appointed to the role of Ombudsman in January and look forward to working with you and colleagues across the local government sector in my new role.

You may notice the inclusion of the '*Social Care Ombudsman*' in our name and logo. You will be aware that since 2010 we have operated with jurisdiction over all registered adult social care providers, able to investigate complaints about care funded and arranged privately. The change is in response to frequent feedback from care providers who tell us that our current name is a real barrier to recognition within the social care sector. We hope this change will help to give this part of our jurisdiction the profile it deserves.

Complaint statistics

Last year, we provided for the first time statistics on how the complaints we upheld against your authority were remedied. This year's letter, again, includes a breakdown of upheld complaints to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us.

We have chosen not to include a 'compliance rate' this year; this indicated a council's compliance with our recommendations to remedy a fault. From April 2016, we established a new mechanism for ensuring the recommendations we make to councils are implemented, where they are agreed to. This has meant the recommendations we make are more specific, and will often include a time-frame for completion. We will then follow up with a council and seek evidence that recommendations have been implemented. As a result of this new process, we plan to report a more sophisticated suite of information about compliance and service improvement in the future.

This is likely to be just one of several changes we will make to our annual letters and the way we present our data to you in the future. We surveyed councils earlier in the year to find out, amongst other things, how they use the data in annual letters and what data is the most useful; thank you to those officers who responded. The feedback will inform new work to

provide you, your officers and elected members, and members of the public, with more meaningful data that allows for more effective scrutiny and easier comparison with other councils. We will keep in touch with you as this work progresses.

I want to emphasise that the statistics in this letter comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

The statutory duty to report Ombudsman findings and recommendations

As you will no doubt be aware, there is duty under section 5(2) of the Local Government and Housing Act 1989 for your Monitoring Officer to prepare a formal report to the council where it appears that the authority, or any part of it, has acted or is likely to act in such a manner as to constitute maladministration or service failure, and where the LGO has conducted an investigation in relation to the matter.

This requirement applies to all Ombudsman complaint decisions, not just those that result in a public report. It is therefore a significant statutory duty that is triggered in most authorities every year following findings of fault by my office. I have received several enquiries from authorities to ask how I expect this duty to be discharged. I thought it would therefore be useful for me to take this opportunity to comment on this responsibility.

I am conscious that authorities have adopted different approaches to respond proportionately to the issues raised in different Ombudsman investigations in a way that best reflects their own local circumstances. I am comfortable with, and supportive of, a flexible approach to how this duty is discharged. I do not seek to impose a proscriptive approach, as long as the Parliamentary intent is fulfilled in some meaningful way and the authority's performance in relation to Ombudsman investigations is properly communicated to elected members.

As a general guide I would suggest:

- Where my office has made findings of maladministration/fault in regard to routine mistakes and service failures, and the authority has agreed to remedy the complaint by implementing the recommendations made following an investigation, I feel that the duty is satisfactorily discharged if the Monitoring Officer makes a periodic report to the council summarising the findings on all upheld complaints over a specific period. In a small authority this may be adequately addressed through an annual report on complaints to members, for example.
- Where an investigation has wider implications for council policy or exposes a more significant finding of maladministration, perhaps because of the scale of the fault or injustice, or the number of people affected, I would expect the Monitoring Officer to consider whether the implications of that investigation should be individually reported to members.
- In the unlikely event that an authority is minded not to comply with my recommendations following a finding of maladministration, I would always expect the Monitoring Officer to report this to members under section five of the Act. This is an exceptional and unusual course of action for any authority to take and should be considered at the highest tier of the authority.

The duties set out above in relation to the Local Government and Housing Act 1989 are in addition to, not instead of, the pre-existing duties placed on all authorities in relation to Ombudsman reports under The Local Government Act 1974. Under those provisions, whenever my office issues a formal, public report to your authority you are obliged to lay that report before the council for consideration and respond within three months setting out the action that you have taken, or propose to take, in response to the report.

I know that most local authorities are familiar with these arrangements, but I happy to discuss this further with you or your Monitoring Officer if there is any doubt about how to discharge these duties in future.

Manual for Councils

We greatly value our relationships with council Complaints Officers, our single contact points at each authority. To support them in their roles, we have published a Manual for Councils, setting out in detail what we do and how we investigate the complaints we receive. When we surveyed Complaints Officers, we were pleased to hear that 73% reported they have found the manual useful.

The manual is a practical resource and reference point for all council staff, not just those working directly with us, and I encourage you to share it widely within your organisation. The manual can be found on our website www.lgo.org.uk/link-officers

Complaint handling training

Our training programme is one of the ways we use the outcomes of complaints to promote wider service improvements and learning. We delivered an ambitious programme of 75 courses during the year, training over 800 council staff and more 400 care provider staff. Post-course surveys showed a 92% increase in delegates' confidence in dealing with complaints. To find out more visit www.lgo.org.uk/training

Yours sincerely



Michael King
Local Government and Social Care Ombudsman for England
Chair, Commission for Local Administration in England

Local Authority Report: Bracknell Forest Council
For the Period Ending: 31/03/2017

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
1	5	3	5	2	1	3	3	0	23

Decisions made

				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
1	1	14	4	1	3	75%	24

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.
 The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
0	1

**TO: ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL
16 JANUARY 2018**

WORKING GROUP UPDATE REPORT Working Group Lead Member

1 PURPOSE OF REPORT

- 1.1 This report summarises the progress achieved to date by the Working Group of the Panel reviewing the Council's draft Housing Strategy and Housing Supply.

2 RECOMMENDATION(S)

- 2.1 **That the Panel notes the progress achieved to date by its Working Group reviewing the Council's draft Housing Strategy and Housing Supply.**

3 REASONS FOR RECOMMENDATION(S)

- 3.1 To keep the Panel up to date regarding the activities of its Working Group.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

5 SUPPORTING INFORMATION

Housing Strategy and Supply

- 5.1 The Panel established a Working Group, comprising Councillors Peacey (Lead Member), Mrs Angell, Finch, Mrs McCracken, Mrs McKenzie and Mrs Temperton, to respond to the consultation in respect of the Council's draft Housing Strategy 2016-2036 and to review a related theme, originally envisaged to be the supply of housing.
- 5.2 The Working Group commenced in November 2016 and has met on seven occasions, to date. Issues covered have included:
- Receiving a briefing from senior housing officers on key aspects of the draft Housing Strategy, with particular reference to affordable housing.
 - A discussion on the scope of the review, leading to the development of a scoping document.
 - Receiving a briefing from the Chief Officer: Planning, Transport and Countryside on the Council's role in relation to housing supply and specifically affordable housing.
 - A discussion with the Chairman of Downshire Homes on its role and performance in relation to housing supply, and the ideas which are being explored for the future.
 - Meeting with the Chief Executive Officer of Legal and General Homes, Legal and General Capital.
 - A presentation and discussion with a planning QC regarding affordable housing.

- Reviewing the Council's Draft Housing Strategy and responding to the related consultation.

5.3 Future work will include visiting other Councils to discuss their housing strategies and delivery of affordable housing, particularly one borough in Surrey where a block of flats which consists entirely of affordable housing has been constructed.

6 ADVISE 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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**TO: ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL
16 JANUARY 2018**

**2018/19 OVERVIEW AND SCRUTINY WORK PROGRAMME
Director of Resources – Democratic & Registration Services**

1 PURPOSE OF REPORT

- 1.1 This report invites Members to propose items for inclusion in the Panel's Work Programme for 2018/19.

2 RECOMMENDATION(S)

- 2.1 That the Panel proposes items for inclusion in its Work Programme for 2018/19.**

3 REASONS FOR RECOMMENDATION(S)

- 3.1 To enable the Panel to propose items for inclusion in its Work Programme for 2018/19.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

5 SUPPORTING INFORMATION

- 5.1 The Panel is invited to suggest items for inclusion in its 2018/19 Work Programme which will be developed in the coming months. The existing Work Programme for 2017/18 is attached at Appendix 1 for reference together with a list of topics previously reviewed by working groups of the Panel. Themes from the 2017/18 Work Programme may be carried forward to 2018/19.

**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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OVERVIEW AND SCRUTINY WORK PROGRAMME 2017/18

The work programme for the Adult Social Care and Housing Overview and Scrutiny Panel in 2017/18 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 work programme will necessarily be subject to continual refinement and updating. The 'future possible reviews' are those which are unlikely to be resourced until 2018/19 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.</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>2018/19 Budget Scrutiny</p> <p>To review the Council's Adult Social Care and Housing budget proposals for 2018/19, and plans for future years.</p>
4.	<p>Sustainability and Transformation Plan</p> <p>Jointly with the Health O&S Panel, to monitor the delivery of the Sustainability and Transformation Plan. The on-going engagement with the STP will include a focus on the interface with the council's social care function, and participation in the STP's public engagement process.</p>
5.	<p>Transformation Programme</p> <p>To make an O&S input to the Council's Transformation programme, through participation in Gateway Review Meetings and Member briefings, in relation to the Transformation Project for Adult Social Care.</p>

2017/18 WORKING GROUPS	
Adult Social Care and Housing O&S Panel	Housing Strategy and Supply To complete the input to the new Housing Strategy and the review of aspects of Housing Supply.
FUTURE POSSIBLE REVIEWS (Unlikely to be resourced until 2018/19 or later)	
<u>Adult Social Care and Housing</u>	
1.	Measures To Encourage Voluntary Work To make an input to measures to encourage voluntary work in support of social care services in the community. To include consideration of what should be the on-going role of Members.
2.	Forestcare A review of the lifeline alarms and other services provided under Forestcare.

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

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**TO: ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL
16 JANUARY 2018**

**EXECUTIVE KEY AND NON-KEY DECISIONS RELATING TO
ADULT SOCIAL CARE AND HOUSING
Director of Resources – Democratic & Registration Services**

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:	I073521
TITLE:	Heathlands Nursing Care Provision Procurement Plan
PURPOSE OF REPORT:	To approve the procurement plan to tender for a Residential Nursing Care contract/s with Extra Care Housing.
DECISION MAKER:	Director of Adult Social Care, Health & Housing, Executive Member for Adult Services, Health and Housing
DECISION DATE:	17 Jan 2018
FINANCIAL IMPACT:	To be incorporated into the report.
CONSULTEES:	None
CONSULTATION METHOD:	None

REFERENCE:	I073523
TITLE:	Heathlands Nursing Care Provision Contract Award
PURPOSE OF REPORT:	To approve the recommendation to award a contract/s for Residential Nursing Care with Extra Care Housing.
DECISION MAKER:	Executive
DECISION DATE:	12 Jun 2018
FINANCIAL IMPACT:	To be incorporated into the report.
CONSULTEES:	None
CONSULTATION METHOD:	None

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