

**MINUTES OF A MEETING OF THE  
INDIVIDUALS OVERVIEW & SCRUTINY COMMITTEE  
Committee Room 3A - Town Hall  
5 March 2013 (7.00 - 8.30 pm)**

**Present:**

Councillors Wendy Brice-Thompson (Chairman), June Alexander (Vice-Chair), Jeffrey Brace, Pam Light and Keith Wells

Apologies for absence were received from Councillor Linda Van den Hende

**33 MINUTES**

The minutes of the meeting held on 12 February 2013 and the Special Joint meeting held on 24 January 2013 were agreed as a correct record and signed by the Chairman.

The Committee wished to record how well Adult Social Care provided, and in some cases, extended services whilst still staying within budget.

**34 CAREPOINT/ INFORMATION AND ADVICE SHOP UPDATE**

The Committee received an update on the progress of the Care Point Service. In 2011, the Council worked in partnership with a number of voluntary sector organisations (HAVCO, Age Concern, Citizen's Advice Bureau and Crossroads Care) to form a consortium to manage the new Care Point Service.

Care Point provided free information, guidance and advice on any enquiry. To ensure that all clients received the most accurate and relevant information, Care Point worked closely with all voluntary and community organisations, statutory services and the NHS within Havering. Care Point offered a follow-up service, if the client agreed, so that the support or information required had been progressed. Care Point signposted and/or referred clients to relevant voluntary organisations, statutory bodies and the NHS (Referrals were only made with the clients written authority and express permission). Where the enquiry had not been resolved, again with the agreement of the client, Care Point would follow up and may provide further information, guidance and advice to ensure the issue was dealt with.

Members noted that the service had been running for just over a year and had improved over the last 3-4 months due to more recognition from other organisations. The aim of the service was to ensure that every client is able

to make informed choices with regard to their enquiry. Whilst the service was mainly for adults with a health and social care need, officer stated that they would not turn anyone away and would try to signpost them to the appropriate organisation.

Care Point was staffed by four full-time workers, including a manager and a part-time administrator. The staff worked on a rotating shift basis and covered 6 days, two members of staff Monday to Friday and two members of staff Tuesday to Saturday, with an administrator working four days a week. The Committee was informed that Care Point was looking to employ volunteers to assist with the workload.

The Care Point premises were fully DDA compliant. It included three interview rooms, a small internet area with three computers, a disabled toilet and shower facility that would soon be included on the Changing Places website.

Members raised concerns about the marketing and advertising of such a unique service. With the exception of Stockport (the model on which Care Point was based) there were no other services known like this in the country. Members felt that the profile of the service should be raised so that everyone in the borough knew about the service and what it could provide. Officers explained that they were looking to raise awareness of the service and would shortly be providing posters and leaflets to libraries, GP surgeries, dentists and supermarkets. They were also going to do a regular advertisement in the Living magazine.

The Committee noted that other voluntary organisations used the Care Point premises to run sessions from a Romford base. These included:

Age Concern Havering Dementia Advisory Service: 2<sup>nd</sup> Tuesday of every month 12:30-2:30pm

Royal Association of Deaf People (RAD) 1<sup>st</sup> Monday of every month 10am-3:30pm

Papworth Trust/ First stop 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of the month 10am-12pm

Havering Mind Every Tuesday 1-4pm

Havering association for people with disabilities (HAD) Last Thursday of every month 12-3:30pm

Each of the above was able to use the premises, internet connections and printing facilities at no cost.

The Committee was informed that Care Point had seen over 900 clients with 860 returning clients since its opening in January 2012. The enquiries were

over a range of information needs, including Benefits, Employment, Housing, and Health.

A member asked how clients find out about Care Point, as there were still residents who had not heard of the service. Officers explained that they had been to the Over 50s Forum, and lots of clients come to them through word of mouth, as clients would often pass on details to friends. Other organisations such as Age Concern would signpost people to Care Point.

A member asked if people who visited Care Point often expected more than the service could provide. Officers explained that customer expectation was often different to what the service provided. Care Point staff explain processes to clients, assist with the understanding of forms and procedures, and provide additional support through phone, email or follow ups. Care Point also carried out research, on behalf of the client, to ensure the service was relevant to their needs. The staff were constantly updating about other services available through contact with the different voluntary organisations, statutory bodies and NHS services in Havering.

The members discussed at length the need for the leaflets and other promotional material to emphasise that the service was free, including the use of social media; Facebook and Twitter.

The Committee discussed the performance report and noted that there was a consistent trend of enquiries in regard of Health and Adult Social Care.

The Committee thanked the officers for the very in depth update and asked that another update on the progress be brought to the Committee in 8 – 10 months.

## **35 EXTRA CARE REPORT**

The Committee received a report on part of the Extra Care Strategy. This centred on the new development at Dreywood Court, which the Council had worked in partnership with East Thames Housing Group to develop. It was explained that extra care was between sheltered accommodation and a residential home. Extra care housing provided a more intensive level of support than standard sheltered housing, normally with a 24 hour care team on site. Extra care housing may suit people with a significant level of personal care or support, as well as those with relatively low support needs, but who are otherwise able, and wish, to live independently.

Dreywood Court comprised ninety eight flats, twenty of which would be for shared ownership and seventy eight of which would be rented.

The Committee was informed that the Council had 100% nomination rights, and of the 2000 people on the Adult Social Care database, there had been interest from 280 people. The eligibility for the properties was a Havering resident over the age of 55 with a social care need. Given the high demand it was hoped that further units could be developed in the future.

The Committee was informed that the keys for the properties should be handed to the Council at the beginning of May, and it was hoped that all units could be occupied as quick as possible. However, this could take time, as each person would need to view the properties, register on the housing register and a social care assessment needed to be carried out.

It was hoped that the take up of units at Dreywood Court, would free up some of the larger properties in the borough, by residents downsizing.

Members asked when the official opening would take place. Officers explained that it was hoped that the official launch would take place in the summer once residents were settled into the properties.

Members asked if people wished to move in, but did not have enough capital to buy, could they still rent. Officers stated that if they met the criteria then they could occupy the properties. If however they had a low income but enough capital to buy the property then the social care package would be free.

Members were advised that if the property was owned and passed on to a next of kin through inheritance, the next of kin, if not eligible themselves, would have to pass the property to East Thames Housing Group to market it for 6-8 weeks.

The Committee thanked the officer for the update and asked that they be invited to the official launch of the scheme.

## **36 FUTURE AGENDAS**

The Committee discussed the on-going issue of Dial a Ride and requested that an update be brought to the next meeting.

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**Chairman**