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MINUTES OF A MEETING OF THE INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE Town Hall, Main Road, Romford 3 March 2016 (7.00 - 8.30 pm)

Present:

Councillors June Alexander (Chairman), Patricia Rumble (Vice-Chair), Viddy Persaud, Roger Westwood, Darren Wise, Keith Roberts and Philippa Crowder (In place of Ray Best)

Apologies for absence were received from Councillor Ray Best

Councillor Philip Hyde was also present.

18 MINUTES

The minutes of the meeting of the Sub-Committee held on 12 January 2016 were agreed and signed by the Chairman.

19 UPDATE ON INFORMATION AND ADVICE

The Sub-Committee received a report and presentation on information and advice about how care and support was being delivered within Havering. It was noted that information and advice was fundamental to enable people, carers and families to take control of, and make well-informed choices about, their care and support and how they would fund it. Havering had decided that an organisation based in the local community would be best placed to provide resident with information and guidance about care and support.

The service would operate from community hubs around the borough, but after initially considering three fixed venue hubs, the approach had shifted to having one fixed hub and to work instead on building outreach to places already visited such as libraries, children centres and Queens Hospital. The new community hub service would be located at MyPlace in Harold Hill. This location was chosen as the building was accessible, regular community groups and activities already took place at the location and there were a number of meeting rooms which could be used for private consultations. This area also had a high level of need and a high number of social care assessments completed for residents.

The Carepoint website had also been redesigned and launched in December 2015. It was noted that the visits to the website had increased as it was co-produced by service users. The data would need to be verified and circulated to the Sub-Committee in the future. The feedback from users showed that the majority liked the Browsealoud and search function,

however the improvements that were suggested by users included a better service directory and easier navigation through the site.

The Sub-Committee was informed that marketing of the new service would commence in Spring 2016. It was hoped that this service would deal with queries at the frontline and avoid putting pressure on statutory services. Members noted that to date 30 clients had been assisted in completing benefit forms, performance information showed that customers felt more confident in make decisions after they had received advice and information from the service.

Officers stated that performance was measured through mystery shopping which checked the quality of the information and advice given. Outcomes were measured to ensure that good quality advice was given to people so they could live their lives independently.

The Sub-Committee noted that the main information and advice hub at MyPlace was open Monday to Friday, 9am to 5pm with late opening until 7pm on a Wednesday, and on a Saturday from 9am to 1pm. Specific outreach locations would be advertised and run on an ad hoc basis.

The Sub-Committee thanked officers for the informative presentation and report and requested that performance information be provided to the Sub-Committee in 6 months time.

20 INTEGRATED SOCIAL CARE TEAM

The Sub-Committee received a progress report on Integrated Social Care Teams, which focused on the multidisciplinary service integration around Havering.

Integration was not a new concept as it had been used historically, however the services had been fragmented and it was now felt that integrated services would better suit the needs of people who may need health and social care services, which could be delivered in a more co-ordinated approach.

The Barking, Havering and Redbridge CCG Integrated Care Coalition “Case for Change” set out the plans for the shift of resources from acute to community and to provide better care and services closer to peoples’ homes.

The locality model used was based on the six clusters of GP practices co-locating health and social care staff wherever possible, to ensure that multi-disciplinary working was embedded in daily practice and as well as through multi-disciplinary meetings. The approach would be targeted and proactive with joined up assessment, care planning and care co-ordination.

The Sub-Committee was informed that the locations for the integrated teams were:

- Cranham Health Centre, Avon Road
- Harold Hill Health Centre, Gooshays Drive
- Romford Health Centre, Main Road
- Elm Park Health Centre, Abbs Cross Lane

It noted that the teams at Cranham and Harold Hill had already been located and had been successful. All Social Care staff had been co-located with health staff, and home visits were still being carried out. The NHS number of clients would be used to ensure that there was no duplication across the integrated service.

Officers stated that the budgets from both Health and Social Care would be pooled. Whilst this would not be a cost saving, it would mean that pressures on the services would be lower as the service would be provided in a more cohesive and integrated way.

The Sub-Committee noted that performance monitoring was taking place to look at the benefits and impact of the move to co-location. There was a joint governance framework in place as well as an operational group.

The Sub-Committee thanked officers for an informative update and asked that the performance information be provided to the next meeting.

21 DIAL A RIDE - UPDATE

The Chairman informed the Sub-Committee that a meeting had been held with the Deputy Chief Executive, Communities and Resources, to discuss the current situation with the Dial a Ride service in Havering. Following this meeting a letter had been drafted to be sent to all Mayoral candidates setting out the situation.

The draft letter was agreed and signed by the Chairman.

Chairman

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