



Havering

L O N D O N B O R O U G H

INDIVIDUALS OVERVIEW & SCRUTINY COMMITTEE AGENDA

7.00 pm	Tuesday 10 December 2013	Havering Town Hall
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Members 7: Quorum 3

COUNCILLORS:

Wendy Brice-Thompson (Chairman)
June Alexander (Vice-Chair)
Jeffrey Brace
Pam Light

Keith Wells
Linda Van den Hende
Denis O'Flynn

For information about the meeting please contact:
Wendy Gough 01708 432441
wendy.gough@havering.gov.uk

What is Overview & Scrutiny?

Each local authority is required by law to establish an overview and scrutiny function to support and scrutinise the Council's executive arrangements. Each overview and scrutiny committee has its own remit as set out in the terms of reference but they each meet to consider issues of local importance.

They have a number of key roles:

1. Providing a critical friend challenge to policy and decision makers.
2. Driving improvement in public services.
3. Holding key local partners to account.
4. Enabling the voice and concerns of the public.

The committees consider issues by receiving information from, and questioning, Cabinet Members, officers and external partners to develop an understanding of proposals, policy and practices. They can then develop recommendations that they believe will improve performance, or as a response to public consultations.

Committees will often establish Topic Groups to examine specific areas in much greater detail. These groups consist of a number of Members and the review period can last for anything from a few weeks to a year or more to allow the Members to comprehensively examine an issue through interviewing expert witnesses, conducting research and site visits. Once the topic group has finished its work it will send a report to the Committee that created it and it will often suggest recommendations to the executive.

Terms of Reference

The areas scrutinised by the Committee are:

- Personalised services agenda
- Adult Social Care
- Diversity
- Social inclusion

1 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) – receive.

2 DISCLOSURE OF PECUNIARY INTERESTS

Members are invited to disclose any pecuniary interest in any items on the agenda at this point in the meeting.

Members may still disclose any pecuniary interest in an item at any time prior to the consideration of the matter.

3 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

4 MINUTES (Pages 1 - 8)

To approve as a correct record the Minutes of the meeting of the Committee held on 8 October 2013 (attached) and authorise the Chairman to sign them.

5 HOLISTIC REABLEMENT (Pages 9 - 12)

The Committee will receive a report outlining the reablement service provided in the community (attached).

6 ANNUAL COMPLAINTS AND COMPLIMENTS (Pages 13 - 30)

The Committee will receive a report setting out for consideration the findings of the 'Annual Report 2012-13 Adult Social Care Complaints, Comments & Compliments' (attached).

The Committee is asked to note the report.

7 PERSONAL BUDGETS

The Committee will receive a presentation from officers outlining personal budgets, their take up, and any issues/ concerns raised by users.

8 DIAL A RIDE UPDATE

The Committee will receive an update on the current situation regarding Dial a Ride.

9 IMPACT OF SERVICES ON THE ELDERLY TOPIC GROUP REPORT (Pages 31 - 44)

The Committee are asked to agree the attached topic group report and to agree to refer the report to the next available meeting of Cabinet.

10 FUTURE AGENDAS

Committee Members are invited to indicate to the Chairman items within this Committee's terms of reference they would like to see discussed at a future meeting. Note: it is not considered appropriate for issues relating to individuals to be discussed under this provision.

11 URGENT BUSINESS

To consider any other items in respect of which the Chairman is of the opinion, by reason of special circumstances which shall be specified in the minutes, that the item should be considered at the meeting as a matter of urgency.

**Andrew Beesley
Committee Administration
Manager**