



# Havering

L O N D O N   B O R O U G H

## INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE AGENDA

<b>7.00 pm</b>	<b>Tuesday 24 March 2015</b>	<b>Town Hall, Main Road, Romford</b>
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Members 7: Quorum 3

### **COUNCILLORS:**

June Alexander (Chairman)  
Philip Hyde (Vice-Chair)  
Darren Wise  
Ray Best

Viddy Persaud  
Keith Roberts  
Roger Westwood

**For information about the meeting please contact:**  
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## **Protocol for members of the public wishing to report on meetings of the London Borough of Havering**

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

### **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 sub-committee has its own remit as set out in the terms of reference but they each meet to consider issues of local importance.

The sub-committees 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 to the public.

The sub-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. These are considered by the Overview

and Scrutiny Board and if approved, submitted for a response to Council, Cabinet and other relevant bodies.

Sub-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 or undertaking site visits. Once the topic group has finished its work it will send a report to the Sub-Committee that created it and will often suggest recommendations for the Overview and Scrutiny Board to pass to the Council's Executive.

## **Terms of Reference**

The areas scrutinised by the Committee are:

- Personalised services agenda
- Adult Social Care
- Diversity
- Social inclusion
- Councillor Call for Action

## **AGENDA ITEMS**

### **1 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.

### **2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS**

(if any) – received.

### **3 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.*

### **4 MINUTES (Pages 1 - 4)**

To approve as a correct record the Minutes of the meeting of the Sub-Committee held on 27 January 2015 and authorise the Chairman to sign them.

### **5 HEALTHWATCH HAVERING: BACKGROUND ON ENTER AND VIEW**

The Sub-Committee will receive a presentation on the Enter and View powers of Healthwatch Havering.

### **6 ADMISSION AND DISCHARGE FROM HOSPITAL TO CARE HOMES**

The Sub-Committee will receive a presentation on how Care Homes manage and monitor the admission and discharge of residents from hospitals.

### **7 OVERVIEW OF SAFEGUARDING**

The Sub-Committee will receive a presentation on safeguarding in Havering.

### **8 DEMAND MANAGEMENT**

The Sub-Committee will receive a presentation on Demand Management in Adult Social Care.

**9 DIAL A RIDE - UPDATE**

The Sub-Committee will be provided with an update on the current position of the Dial a Ride service in Havering.

**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**

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**MINUTES OF A MEETING OF THE  
INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE  
Town Hall, Main Road, Romford  
27 January 2015 (7.00 - 9.00 pm)**

**Present:**

Councillors June Alexander (Chairman), Philip Hyde (Vice-Chair), Darren Wise, Ray Best, Viddy Persaud, Keith Roberts and Roger Westwood

**31 DISCLOSURE OF PECUNIARY INTERESTS**

No pecuniary interests were declared.

**32 MINUTES**

The minutes of the meeting of the sub-committee held on 18 November 2014 were agreed and signed by the Chairman.

**33 DIAL A RIDE - USER EXPERIENCE**

The Sub-Committee met with a local Dial a Ride user to find out the concerns and issues faced on a daily basis by residents who used the Dial a Ride service. The user had provided details of statistics on the service over the last 3 year. Members noted that the new computerised scheduling system (Trapeze) was implemented in 2008 and since that time the service had not been as efficient.

Prior to the computerised system Dial a Ride could complete approximately 30 trips a day in Havering, however now they could only complete 16 trips a day. The users stated that this was due to the system not taking account of group bookings i.e. two members travelling together from the same location or in the same street at the same time. Frequently Dial a Ride would send a separate vehicle for each individual. Other issues included only one way travel with no return trips and difficulty in obtaining trips at weekends and evenings.

The Sub-Committee was informed that a neighbouring borough seemed to secure more than 20,000 more trips in a year and they were able to have regular bookings. i.e. the same time and day each week and return journeys. There were a number of improvements, suggested by the user, which could be made to the current system to deliver more trips and to make it cost-effective.

The Sub-Committee thanked the user for attending the meeting and agreed that they would continue to progress the issues highlighted with TfL.

## 34 TAPESTRY LAUNCH

The Sub-Committee received a presentation from the CEO of Tapestry (formerly Age Concern Havering). Tapestry would be doing things differently and changing the way they did things for more people. The organisation would now be providing services to all adults, and not just the elderly population. The Sub-Committee was given the background to how the service had changed from its inception in 1949 right up to present day. It was estimated that approximately 300,000 older people had been helped by the organisation since 1949.

The Tapestry Mission “To enable adults to lead a healthy, positive and fulfilling life” would take account of the changes to service provision so that it would be available for all adults. There were three priorities; Prevention, Care and Support and three values which underpinned the activities of Tapestry. The values were Enterprising, Empathetic and Expert. The Sub-Committee noted that the service would now be about identifying solutions for clients, to be understanding and professional and to be the best in terms of knowledge and learning.

It was noted that Tapestry had just become the Borough’s Health Champions under “My Health Matters”.

Members asked about the qualifications and training undertaken by carers employed by Tapestry. The Sub-Committee was informed that this was a high quality service and process and procedures were in place. Carers could be tracked using a smart phone so that monitoring of where carers were and how long they spend with someone.

Members asked how the funding from Havering was allocated. It was explained that the funding was in relation to services provided in the form of day centres at both Painesbrook and HOPWA House. It was noted that there were 3% from donations, 67% from the payment of services and the other 30% by way of funding from both the London Borough of Havering and the Clinical Commissioning Group (CCG).

The Sub-Committee asked how the services were published so that the public were aware what was available. It was noted that the majority was by word-of-mouth. However in the next few months there would be a bigger marketing drive which would make use of more technology. The organisation would have to grow 25% in the next year, they had a very experienced board and the members were very confident that they could deal with the changing marketplace.

The Sub-Committee thanked the officer for an informative presentation.



## 35 HAVERING AUTISM PLAN

The Sub-Committee received a brief presentation on Adult Autism. Brief details were given of how Autism Spectrum Condition could affect individuals. This included not knowing the world around them, not understanding body language, and having difficulty with social interactions. The officer explained that different support and reasonable adjustments needed to be made for each individual.

The Autism Act 2009 was aimed at adults (18+) with Asperger's or Autism whose level of need did not meet either the Learning Disabilities or Mental Health criteria. Local Authorities and the Department of Health ran a National Self-Assessment process however this was run retrospectively (approximately two years behind). The Sub-Committee noted that the National Adult Autism Strategy would be refreshed and it was the expectation that local authorities would take a lead on transforming health & social care, community and universal service as well as promoting support for Adults with Autism through organisational change and local leadership.

The officer highlighted a number of local initiatives that had been completed and those that were in the pipeline. These included:

- Accurate data on the number of Adults diagnosed in the community as with an Autism Spectrum Condition.
- Develop reasonable adjustments to allow individuals to equally access universal, community and commercial services
- Develop information on diagnosis pathway and numbers of adults waiting for a diagnosis.
- Develop autism specific information and advice portal.
- Collect and Coordinate data from key partners (i.e. GP's Criminal Justice System).
- Develop Autism specific forum to promote Partnership working and awareness.
- Refresh Autism Strategy.

The Sub-Committee noted that the projected Adult Needs and Information Service had estimated the number of Adults with Autism in Havering was 1433. This was predicted to rise by 12% by 2030 to 1597. It was further noted that there was a growing number of young people with Autism Spectrum Condition, Learning Disabilities and Challenging Behaviour entering the system via the transition process.

36 **FUTURE AGENDAS**

The Chairman stated that an item at the OSC Board had been discussed on “bed blocking” this was where care packages were not put in place in time for the discharge from hospital. It was agreed that this would be an item on future agenda.

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**Chairman**