

**MINUTES OF A MEETING OF THE
INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE
Town Hall, Main Road, Romford
31 August 2021 (7.00 - 8.55 pm)**

Present:

Councillors Nic Dodin, Christine Smith (Chairman), Ciaran White,
Linda Van den Hende and Jan Sargent

Apologies for absence were received from Councillor Michael White and Councillor David Durant

Councillor Denis O'Flynn was absent from the meeting.

6 MINUTES

The minutes of the meeting held on 13th Jly 2021 were agreed as a correct record and signed by the Chairman.

7 NEL HEALTHWATCH INSIGHT TO DISABLED RESIDENTS

The Sub-Committee were presented with an insight to disabled respondents during COVID-19 by Healthwatch Havering.

Members noted 53% of respondents experienced disruption during COVID-19 with some respondents stating that the use of masks and face coverings made it difficult for those who communicate via lip reading. Respondents also stated that there was not enough information on Test and Trace and changes to social care but there was good information regarding the COVID-19 vaccine. Members also noted that over half of respondents aged over 65 were digitally excluded from receiving information and 32% of all respondents felt they were digitally excluded. CCGs were completing audits on GP websites to ensure information is properly displayed.

Members were pleased to note that Havering had the highest uptake of the COVID-19 vaccine within North East London but were disappointed that children under 18 and those with hearing difficulties had the most negative experiences during the pandemic. Members were advised that a final report would be ready by March 2022.

The Sub-Committee **noted** the report

8 REABLEMENT UPDATE

The Sub-Committee were presented with the performance of the Reablement Service provided by Essex Care Limited.

Members noted that the service was recommissioned at the end of April 2019 with Essex Care Limited as the Council wanted the needs to be met by a contractor. There was an increase of referrals compared to 2019/20 however the council had increased capacity funded by the National Hospital Discharge Fund. The average level of need increased from 20 to 42 hours of care since July 2020 and that care will need to be funded by the NHS locally.

The Sub-Committee **noted** the report.

9 **COVID-19 VACCINATION PROGRAMME UPDATE**

The Sub-Committee were presented with an update on the COVID-19 vaccine rollout.

Members noted that 4 Primary Care Networks within Havering were responsible for providing vaccines to Havering residents. It was noted that on average, 4000-5000 vaccines were being administered per site per week. At the time of the meeting, 79% of residents over 20 had received the first dose and 70.5% had received the second dose and it was explained that ethnic minorities were taking up the vaccine at a lower rate than the white population. Members noted that 91% of staff had been vaccinated with a push for 100% by 11th November 2021.

Members noted that the homeless and rough sleeper population had been supported within the vaccination rollout and the Council has provisions in place for those who were unvaccinated.

The Sub-Committee **noted** the report.

10 **INDIVIDUALS QUARTER 1 PERFORMANCE**

The Sub-Committee were presented with the performance report for Quarter 1.

Members noted that 1 target was on target and the others were within the tolerance. Members noted that 72 adults aged over 65 were admitted to council-supported permanent care homes with a fall in deaths in care homes.

The Sub-Committee **noted** the report.

11 **INDIVIDUALS OSSC ANNUAL COMPLAINTS REPORT**

The Sub-Committee were presented with the annual complaint statistics for 2020-2021.

Members noted that there had been a decrease in complaints but there was a slight increase in quarter 3 but it was explained that it could have been due to the lifting of COVID-19 restrictions. Members noted that LGO

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complaints had decreased in 20220/21; 3 were for maladministration with penalty. Members also noted that the majority of statutory complaints that were upheld resulted in an apology being given with some requiring financial compensation. It was noted that complaint response times increased in 2020/21 with 47% of the complaints being responded to within 20 working days compared to 64% in 2019/20 and member enquiries was 111, a 14% increase compared to 2019/20.

The Sub-Committee **noted** the report.

Chairman