



Haverling

LONDON BOROUGH

PEOPLE OVERVIEW & SCRUTINY SUB COMMITTEE AGENDA

7.00 pm

Tuesday
5 December 2023

Appointment Centre
Room 10 & 11, Town
Hall, Romford

Members 12: Quorum 4

COUNCILLORS:

Jason Frost (Chairman)
Frankie Walker (Vice-Chair)
Robert Benham
Patricia Brown

Laurance Garrard
Judith Holt
Jacqueline McArdle
Christine Smith

Bryan Vincent
Julie Wilkes

CO-OPTED MEMBERS:

**Statutory Members
representing the Churches**

Jack How (Roman Catholic
Church)

**Statutory Members
representing parent
governors**

Julie Lamb (Special Schools)

NON-VOTING MEMBERS

Ian Rusha (NUT)

For information about the meeting please contact:
Luke Phimister
01708 434619 luke.phimister@onesource.co.uk

Under the Committee Procedure Rules within the Council's Constitution the Chairman of the meeting may exercise the powers conferred upon the Mayor in relation to the conduct of full Council meetings. As such, should any member of the public interrupt proceedings, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room and may adjourn the meeting while this takes place.

Excessive noise and talking should also be kept to a minimum whilst the meeting is in progress in order that the scheduled business may proceed as planned.

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:

- Drug, Alcohol & sexual Services
- Health & Wellbeing
- Health O & Scrutiny
- Adult Care
- Learning and Physical Disabilities
- Employment & Skills
- Education
- Child Protection
- Youth Services

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- Fostering & Adoption Services
- Education Traded Services
- Early Years Services
- Looked after Children
- Media
- Communications
- Advertising
- Corporate Events
- Bereavement & Registration Services
- Crime & Disorder

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



AGENDA ITEMS

1 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

To receive (if any)

2 DISCLOSURE OF INTERESTS

Members are invited to disclose any interests in any of the items on the agenda at this point of the meeting. Members may still declare an 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 7 - 10)

To approve as a correct record the Minutes of the meetings of the Committee held on 5th September 2023 and authorise the Chairman to sign them

5 END OF PROVISION FOR AUTISM SUPPORT

Report to follow

6 PASSENGER TRANSPORT

Report to follow

Zena Smith
Head of Committee and Election Services

**MINUTES OF A MEETING OF THE
PEOPLE OVERVIEW & SCRUTINY SUB COMMITTEE
Appointment Centre Room 10 & 11, Town Hall, Romford
5 September 2023 (7.00 - 8.55 pm)**

Present:

COUNCILLORS

Conservative Group	Jason Frost (Chairman), Judith Holt and Christine Smith
Havering Residents' Group	Jacqueline McArdle, Bryan Vincent and Julie Wilkes
Labour Group	Patricia Brown and Frankie Walker (Vice-Chair)

57 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

Apologies were received for the absence of Councillors Laurance Garrard.

58 DISCLOSURE OF INTERESTS

There were no disclosures of interest.

59 CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded Members of the action to be taken in an emergency.

60 MINUTES

The minutes of the previous meeting were agreed as a correct record and signed by the Chairman.

61 HEALTHWATCH HAVERING ANNUAL REPORT 22/23

The Sub-Committee was presented with Healthwatch Havering's annual report.

It was explained to members that during the year, Healthwatch had completed a survey on behalf of the London Ambulance Service (LAS) on the equity and equality in maternity services. It was noted that the findings were useful for LAS which had led North East London (NEL) to pioneer new ways to ensure mothers' voices were heard.

It was also explained that Healthwatch Havering had regularly undertook enter and view visits. The first visit following COVID was in April 2022 to Abbs Cross Nursing Home and noted the new measures in place were working well. Members then noted a second visit to a hospital in 2022 and, following that visit, Healthwatch Havering had visited all 3 providers (Barking, Havering & Redbridge University Trust (BHRUT), Partnership of East London Co-operatives (PELC) and London Ambulance Service (LAS)) and had provided a report before the Care Quality Commission (CQC) and had identified the same issues.

Healthwatch officers then described various issues that residents had raised during phone calls which ranged from how to find an available NHS dentist to help for mental health issues.

Finally, it was noted that Healthwatch Havering had received the same funding as previous years and their expenditure matched their income.

The Sub-Committee made no recommendations and noted the report.

62 **ADULT SERVICES COMPLAINTS REPORT**

The Sub-Committee was presented with the Adult Service Complaints report.

Members noted there had been an increase in complaints which mainly related to hospital discharges and any surrounding payments. Members noted that the service had reintroduced phoning or visiting newly discharged patients to provide them with the correct information on their discharge.

Members were pleased to note at home carers had been given an 11% increase in pay.

The Sub-Committee agreed to have a home care provider present a report to a future meeting.

The Sub-Committee made no recommendations and noted the report.

63 **CHILDREN SERVICES COMPLAINTS REPORT**

The Sub-Committee was presented with the Children's Service Complaints report.

It was explained to members that 154 compliments had been received and 80 complaints of which 2 were referred to the Ombudsman. 1 referral was closed after initial enquiries however the other had found maladministration and a goodwill payment had been made.

Members noted the majority of complaints had been made online with children's carers using an app called 'Mind of My Own' response times to complaints had been improving but could have been even better.

The Sub-Committee agreed to have a report presented to a future meeting on the effects of social worker turnover

Officers then explained there had been a decrease in corporate complaints but an increase in complaints against schools and academies. It was explained that there had only be 1 corporate complaint referred to the ombudsman which was not taken forward. Members noted the service had seen an increase in corporate compliments.

The Sub-Committee made no recommendations and noted the report.

64 **ADULT SEND TOPIC GROUP REPORT**

The Sub-Committee was presented with the Adult SEND Topic Group report.

Members noted the findings of the topic group which was aimed at 16 to 25 year olds. They noted that the day services that catered for the most vulnerable groups within the community followed no set regulations but were under the scrutiny of the CQC and OFSTED. Members noted the Council did not have enough resources itself to inspect the services. It was explained by the Lead Member that purposeful opportunities had to be created for adults with SEND.

Members noted funding avenues were being explored to enable the first recommendation to become a reality, however this was still subject to approval.

The Sub-Committee made no further recommendations and noted the report.

Chairman

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