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MINUTES OF A MEETING OF THE INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE Town Hall, Main Road, Romford 7 March 2019 (7.00 - 8.15 pm)

Present:

Councillors Ray Best (Chairman), Linda Hawthorn (Vice-Chair), Denis O'Flynn and Christine Smith

Apologies for absence were received from Councillor Nic Dodin, Councillor Jan Sargent and Councillor Ciaran White

20 MINUTES

The minutes of the meeting held on the 5 December 2018, were agreed and signed by the Chairman as a correct record.

21 CORPORATE PERFORMANCE INFORMATION - QUARTER 3

The Committee received the Quarter 3 Performance Report which provided an overview of the Council's performance against the two performance indicators selected for monitoring by the Sub-Committee:

- Percentage of service users receiving Direct Payments; and
- Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+).

The percentage of service users receiving Direct Payments had a green rating. This was a target of 35%, with a Q3 performance level of 35.9%. It was explained that for some residents, direct payments were unsuitable as they did not have the capacity to manage the payments. There was however a process to guide service users and a Direct Payments Team was available to offer advice.

The rate of permanent admissions to residential and nursing care homes was at a green rating and well within target. The Q3 performance target was 480 with 2018/19 performance at 424.4, where lower performance was better. The current performance was slightly higher than the previous year, however remained low.

The individuals OSSC:

- **Noted** the contents of the report and the actions identified to improve services.
- Members also **noted** the positive feedback to services by way of compliments received and highlighted good practice.

22 DOMESTIC VIOLENCE - UPDATE

The Sub-Committee received a report which detailed the work of the Council to support victims and families affected by Domestic Abuse in Havering.

From the 1 January 2018 to the 31 December 2018, there were 4,601 domestic violence incidents reported to the police and 2,515 domestic violence offences recorded to the police. In 2018, the Multi Agency Safeguarding Hub (MASH) received 1,706 contacts in relation to domestic abuse.

In Havering, a Multi Agency Risk Assessment Conference (MARAC) was held every three weeks and chaired by a detective inspector from the East Area BCU Safeguarding Team. From the 1 January 2018 to the 31 December 2018, there were 339 cases referred to the MARAC.

The London Borough of Havering commissioned a number of services to support victims of domestic abuse, including Havering Women's Aid, the Men's Domestic Abuse Service (MENDAS), PAN London Independent Domestic Violence Advocate (IDVA) Service and Solace Women's Aid.

The Havering Women's Aid had recently been awarded the contract for refuge provision in the borough and offered 22 beds for women and children across the borough's sites. Where men were subject to domestic abuse, if they met the homelessness criteria, they were offered hostel accommodation.

All contacts regarding possible safeguarding or child protection concerns were referred to the Havering Multi Agency Safeguarding Hub (MASH) and the information was triaged by a Children Social Care MASH Team Manager to determine what action was required to respond to the concerns that had been referred.

Information on whether the Gingerbread Charity continued to operate in the borough was sought and it was requested that it would be investigated and information circulated to Members.

The Individuals OSSC:

Noted the contents of the report.

23 ADULT SOCIAL CARE AND THE VOLUNTARY SECTOR

The Sub-Committee received a report and presentation on the Adult Social Care funded voluntary offer, what services were provided and the benefits delivered.

In 2018, the Joint Commissioning Unit recommissioned the adult social care voluntary sector offer to achieve better outcomes, support more people and build a preventative offer that supported residents. Members received a presentation on how the services were recommissioned and what support was available and the benefits and outcomes of the services and how they fit with the wider offer.

The Individuals OSSC:

Noted the contents of the presentation.

24 RESPIRE CARE FOR CARERS

The Sub-Committee received a report on respite care for carers and the wider carers offer.

The Local Authority provided respite to carers based on an assessed need, on either a planned or an emergency basis. The Local Authority also provided informal respite to carers through programmes delivered by its commissioned services, through Direct Payments, and through carer engagement and involvement work being delivered by the Council itself. Members received a presentation, as detailed in the report, which provided an overview of all aspects of the carers respite offer.

The Individuals OSSC:

Noted the contents of the presentation.

Chairman

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