



Individuals Overview and Scrutiny Sub-Committee Annual Report 2020/2021

CHAIRMAN'S FOREWORD

This previous year presented many challenges for Adult Social Care and for the care homes in our Borough with the ongoing COVID-19 restrictions and lockdown with many residents in care homes unable to see their families and, unfortunately, some residents losing their battles with COVID-19. My thoughts and prayers are with all those who lost loved ones during this difficult year.

I am extremely proud of all the work the care homes and care providers have done this year to ensure the safety of our vulnerable residents whilst upholding the high quality of care our residents deserve. The PPE rollout to care settings was quick, efficient and ensured our care workers and residents were protected at all times.

I would like to thank all the volunteers and voluntary sector organisations who made telephone calls to our isolated residents offering support and a friendly voice to talk to when they were needed the most. I would also like to thank all the volunteers at the vaccination centres who have been very friendly and well-organised, which has enabled the effective and brisk rollout of the vaccine which has been vital to the protection of not only the most vulnerable in our community, but the Borough as a whole.

I would finally like to thank and praise Barbara and her fantastic team for how they rose to the occasion and reacted swiftly and effectively to support the vulnerable residents in our Borough and how they, alongside Healthwatch Havering, kept the members of this Committee up to date with their detailed reports and briefings.

Kind regards,

Cllr Christine Smith, Chairman of the Individuals Overview & Scrutiny Sub-Committee

REMIT AND MEMBERSHIP OF THE COMMITTEE

The Individuals Overview and Scrutiny Sub Committee undertakes the Council's scrutiny function with regard to adult social care services, which looks after elderly and vulnerable residents and safeguards those at risk. In general, the Committee is able to look at any issue involving social care services for adults in the borough.

The Committee's focus is strategic and policy-orientated, which means that it isn't the place to consider individual complaints or concerns. However, the Committee does look at how the Council is caring for its frail and elderly population. It can question Cabinet members, officers and other organisations to ensure that the borough looks after the vulnerable.

In the year under review, the Sub-Committee's membership was as follows:

Councillor Christine Smith (Chairman)
Councillor Michael White (Vice-Chair)
Councillor Ciaran White
Councillor Nic Dodin
Councillor Linda Van den Hende
Councillor Denis O'Flynn
Councillor David Durant
Councillor Jan Sargent

Review of Activity

This report is the annual report of the Sub-Committee, summarising the Sub-Committee's activities during its year of operation ended May 2021.

It is planned for this report to stand as a public record of achievement for the year and enable Members and others to have a record of the Sub-Committee's activities and performance.

During the year under review, the Sub-Committee met formally on 4 occasions and dealt with the following issues:

ADULT SOCIAL CARE - COMPLAINTS REPORT

The Director of Adult Services presented the Adult Social Care Complaints Annual Report to the Committee. This detailed the complaints, enquiries and compliments received during the period April 2019 to March 2020.

There was a statutory requirement to publish the report annually.

COVID-19 UPDATES

The Sub-Committee received a presentation on how the COVID-19 pandemic affected care homes, care settings and vulnerable adults across the borough.

ADULT DAY CENTRES

The Sub-Committee received a presentation on Adult Day Centres and how they were affected by the COVID-19 pandemic and lockdowns. This updated the members on

how the centres' users were interacted with during the lockdowns and the ongoing efforts by staff to ensure users are safely returned to the centres.

HOSPITAL DISCHARGES

The Sub-Committee were given an overview of the discharge processes into key Adult Social Care services, the changes put in place to support flow during the COVID-19 pandemic, the challenges and the plans for future system development.

CORPORATE PERFORMANCE INDICATORS

Throughout the year the Sub-Committee continued to receive the Quarterly Performance Reports that had previously been reported to Cabinet and Demand Pressure Dashboards which illustrated the growing demands on Council services and the context that the performance levels set out in the reports had been achieved within.

IMPLICATIONS AND RISKS

Financial implications and risks:

None – narrative report only.

Legal implications and risks:

None – narrative report only.

Human Resources implications and risks:

None – narrative report only.

Equalities implications and risks:

While the work of the Sub-Committee can impact on all members of the community, there are no implications arising from this specific report which is a narrative of the Sub-Committee's work over the past year.

BACKGROUND PAPERS

None.