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**MINUTES OF A MEETING OF THE
PEOPLE OVERVIEW & SCRUTINY SUB COMMITTEE
Council Chamber - Town Hall
6 September 2022 (7.00 - 9.00 pm)**

Present:

COUNCILLORS

Conservative Group	Ray Best, Jason Frost (Chairman), Christine Smith and David Taylor
Havering Residents' Group	Linda Hawthorn, Bryan Vincent and Julie Wilkes
Labour Group	Patricia Brown and Frankie Walker (Vice-Chair)
East Havering Residents Group	Darren Wise

14 CHAIRMAN'S ANNOUNCEMENTS

Members were advised of the actions to be taken in case of an emergency.

15 APOLOGIES FOR ABSENCE

Apologies were received for the absence of Councillors Joshua Chapman and Laurance Garrard.

16 DISCLOSURE OF INTERESTS

There were no disclosures of interests.

17 MINUTES

Members raised comments regarding the terms of reference and decision making process has not been included in the minutes.

Therefore the minutes of the meeting held on 12th July 2022 will be revised and signed at the next meeting of the people Overview & Scrutiny Sub-Committee.

18 CHILDREN'S SERVICES ANNUAL COMPLAINTS AND COMPLIMENTS REPORT 2021-22

The Children's Services Annual Complaints report was presented to the Sub-Committee.

Members noted that 7 of the 79 SEN complaints progressed to stage 2 with none progressing to stage 3. It was explained to the Sub-Committee that the service had received 4 complaints through the ombudsmen and had received a goodwill payment.

The Sub-Committee noted there had been a high turnover with some staff at the start of their career so the service is looking at how to best support those members of staff with their caseloads. It was also noted that the MindofMyOwn app had been relaunched and the Sub-Committee was pleased to note this.

Finally the Sub-Committee noted that there had been an increase in complaints regarding delays within the Education and Health Care Plan (EHCP) process and safeguarding issues. It was explained that the Council does follow up on all safeguarding complaints and concerns.

The Sub-Committee:

- **Noted** the content of the Children's Services Annual Complaints and Compliments Report 2021-22 attached as Appendix 1.
- **Noted** the continued learning from complaints and the recognition of good practice through compliments.

19 **ADULT SOCIAL CARE COMPLAINTS AND COMPLIMENTS REPORT 2021-22**

The Sub-Committee was presented with the Adult Social Care Complaints and Compliments 2021-22 report.

Members noted there had been 74 complaints in total with 6 ombudsman referrals with 25 complaints upheld or partially upheld and 40% resulted in an apology with an explanation and 8 required a financial adjustment. Members noted that response times had improved but was still at an inadequate level.

The Sub-Committee:

- **Noted** the contents of the report with the particular challenges faced by the service during 2021-22 with the added pressures resulting from the coronavirus (COVID-19) pandemic and the continued efforts in resolving and learning from complaints.
- **Noted** the continued use of complaints as a learning tool to identify actions to improve services. The continued monitoring by the Service and the Complaints & Information Team to ensure actions are implemented to evidence the service improvements with a view to reduce similar complaints.
- **Noted** the increase in the positive feedback received by staff, during a particularly difficult period, by way of compliments received and highlighting examples of good practice.

20 **POLICE EXTRACTIONS AND RESPONSE TIMES**

The Sub-Committee was presented with the Police's extractions and response data.

Members noted that police officers were abstracted from Havering on a daily basis but there is a minimum number of officers that are needed for the Borough per shift so officers may be recalled if needed. Members noted that the neighbourhood policing service was fully staffed but the overall command strength of the borough's police was understaffed and the borough is struggling to recruit new officers but that was also a London-wide issue also.

It was explained to the Sub-Committee that 65% of calls were attended within the target time of 15 minutes and this is from the time the call is picked up by the control room. Members noted the percentage should be higher but the BCU was committed to providing a quality service. Members of the Sub-Committee also noted that abstracted teams have raised concerns but the BCU tries to spread the abstractions across all officers so the service is less affected.

The Sub-Committee **scrutinised** the data and **noted** the findings.

21 **SCHOOL EXPANSION UPDATE INCLUDING STRATEGIC DIRECTION
IN RESPONSE TO DEMAND FOR SEN PLACES**

The Sub-Committee was presented with a School Expansions Update including SEND places.

Members noted that the recent school expansions had incorporated provisions for future expansion projects where possible. Members also noted that the SEND provisions in the borough have spaces for residents over 16 and over 19 years old.

Members of the Sub-Committee suggested topic groups to be formed to investigate the SEND provisions and support for children and adults which was agreed and the scopes would be brought to the next meeting for agreement.

The Sub-Committee **agreed** the recommendation to pick up lobbying efforts to support the Borough's application to the Department for Education for a new large special school.

Chairman

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