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**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**

<b>Conservative Group</b>	Jason Frost (Chairman), Judith Holt and Christine Smith
<b>Havering Residents' Group</b>	Jacqueline McArdle, Bryan Vincent and Julie Wilkes
<b>Labour Group</b>	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.

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**Chairman**

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