



HILLINGDON
LONDON



Social Care, Housing and Public Health Policy Overview Committee

Councillors on the Committee

Jane Palmer (Chairman)
Duncan Flynn (Vice-Chairman)
Judith Cooper
Alan Deville
Ian Edwards
Tony Eginton
Janet Gardner
Becky Haggar
Paula Rodrigues

Date: WEDNESDAY 27
NOVEMBER 2019

Time: 7.00 PM

Venue: COMMITTEE ROOM 6 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE

**Meeting
Details:** Members of the Public and
Media are welcome to attend.

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Putting our residents first

Lloyd White
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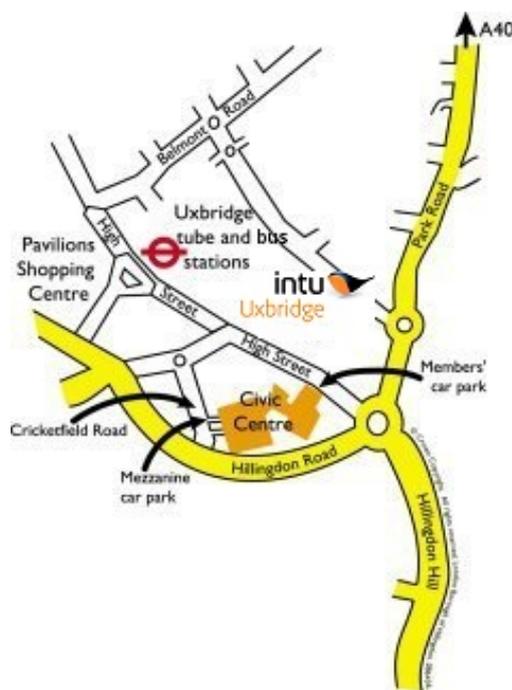
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Terms of Reference

The Following Terms of Reference are common to all Policy Overview Committees (referred to as “The overview role”):

1. To conduct reviews of policy, services or aspects of service which have either been referred by Cabinet, relate to the Cabinet Forward Plan, or have been chosen by the Committee according to the agreed criteria for selecting such reviews;
2. To monitor the performance of the Council services within their remit (including the management of finances and risk);
3. To comment on the proposed annual service and budget plans for the Council services within their remit before final approval by Cabinet and Council;
4. To consider the Forward Plan and comment as appropriate to the decision-maker on Key Decisions which relate to services within their remit (before they are taken by the Cabinet);
5. To review or scrutinise decisions made or actions taken by the Cabinet, a Cabinet Member, a Council Committee or an officer.
6. To make reports and recommendations to the Council, the Leader, the Cabinet, a Policy Overview Committee or any other Council Committee arising from the exercise of the preceding terms of reference.
7. In accordance with the Local Government and Public Involvement in Health Act 2007, to consider ‘Councillor Calls For Action’ (CCfA) submissions.

To perform the overview role outlined above in relation to the following matters:

1. Social care services for children, young persons and children with special needs
2. Oversee the Council’s Corporate Parenting responsibilities
3. Adoption and Fostering
4. Family Services
5. Adult Social Care
6. Older People’s Services
7. Care and support for people with physical disabilities, mental health problems and learning difficulties
8. Asylum Seekers
9. Local Authority Public Health services
10. Encouraging a fit and healthy lifestyle
11. Health Control Unit, Heathrow
12. Encouraging home ownership
13. Social and supported housing provision for local residents
14. Homelessness and housing needs
15. Home energy conservation
16. National Welfare and Benefits changes

Agenda

- 1 Apologies for Absence and to report the presence of any substitute Members
- 2 Declarations of Interest in matters coming before this meeting
- 3 To receive the minutes of the previous meeting 1 - 6
- 4 To confirm that the items of business marked as Part I will be considered in Public and that the items marked as Part II will be considered in Private
- 5 Committee Review: Scoping Report on Becoming an Autism Friendly Council 7 - 16
- 6 Update on Telecare Line 17 - 20
- 7 Work Programme 21 - 24
- 8 Forward Plan 25 - 30

Minutes



HILLINGDON
LONDON

SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE

23 October 2019

Meeting held at Committee Room 6 - Civic Centre, High Street, Uxbridge

	<p>Committee Members Present: Councillors Jane Palmer (Chairman), Duncan Flynn (Vice-Chairman), Judith Cooper, Alan Deville, Ian Edwards, Janet Gardner, Becky Haggar, Paula Rodrigues and Scott Farley (in place of Tony Eginton)</p> <p>LBH Officers Present: Anisha Teji – Democratic Services Officer, Tony Zaman - Corporate Director – Adults, Children and Young People, Dan Kennedy - Deputy Director, Housing, Environment, Education, Health & Wellbeing, Dr Steve Hajioff – Director of Public Health, Debby Weller - Policy and Strategy Manager (Housing), Mark Billings - Service Manager - Homeless Prevention and Housing Allocations and Kate Kelly Talbot– Assistant Director Adult Social Work</p> <p>Also in attendance: John Beckles - The Transformation Project Lead Commissioner Child</p>
32.	<p>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS (<i>Agenda Item 1</i>)</p> <p>Apologies for absence were received from Councillor Tony Eginton with Councillor Scott Farley substituting.</p>
33.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>None.</p>
34.	<p>TO RECEIVE THE MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 3</i>)</p> <p>RESOVLED: That the minutes of the meeting on 25 September 2019 be agreed as an accurate record.</p>
35.	<p>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED AS PART I WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS MARKED AS PART II WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 4</i>)</p> <p>It was agreed that all the items on the agenda be considered in public with the exception of Agenda Item 11 – Mental Health Verbal Update.</p>

36. **CONSULTATION ON THE PROPOSED HILLINGDON HOMELESSNESS PREVENTION AND ROUGH SLEEPING REVIEW AND STRATEGY** (*Agenda Item 5*)

The Deputy Director - Housing, Environment, Education, Health & Wellbeing, Policy and Strategy Manager (Housing) and Service Manager - Homeless Prevention and Housing Allocations presented the proposed Hillingdon Homelessness Prevention and Rough Sleeping Review and Strategy 2019 – 2024.

It was reported that local authorities had a statutory duty to publish a Homelessness strategy every five years. A further review had been carried out due to the changes in homelessness legislation implemented by the Homelessness Reduction Act 2019 (HRA). The Rough Sleeper Strategy published in August 2018 required local authorities to update and make all strategies available by winter 2019. Prior to a wider consultation exercise, the draft Homelessness strategy had been published to the Leader of the Council and Cabinet Member for Social Services, Housing and Public Health. It was intended that the policy documents would be considered by Cabinet in December 2019.

The report and policy document set out the key challenges in Hillingdon relating to homelessness and rough sleeping. It explained how the Council would work with partner agencies to prevent homelessness, provide access to suitable accommodation and support homeless households.

It was highlighted that the number of rough sleepers at Heathrow remained high and the HRA had resulted in an increase in staff workloads. It was noted that there were a variety of reasons that caused homelessness including family eviction, domestic abuse and the end of assured shorthold tenancies. A variety of statistics around the loss of last settled homes, support needs and homeless placements by other boroughs was explained to the Committee.

The Committee heard about the six priorities of the new strategy including the ability for residents to access housing advice, prevention, eliminating the need to sleep rough in Hillingdon, increasing the availability of affordable housing, managing temporary accommodation and focussing on partnership arrangements.

The Committee was keen to ensure that there was enough refuge in the Borough for people escaping domestic abuse and it was considered that the assistance provided to other boroughs needed to be applied fairly. The Council's homelessness forum had involvement with local church groups and other community organisations and their input was key.

It was confirmed that the Winter Night Shelter would be in place to support rough sleepers and the Council had been successful in receiving cold weather funding to help pay for bed and breakfasts. These initiatives would help to identify rough sleepers and provide quick accommodation. Although the levels housing for asylum seekers were high in Hillingdon, it was highlighted that other boroughs experienced higher numbers.

Concerns were raised about the increase in workload and ways to mitigate this were discussed. The Committee was informed that as the homelessness assessments were more in depth, this had resulted in a 50% increase in workload per officer. Groups of officers were creatively used in different areas to manage workloads and services.

It was noted that affordability was a continuing issue and more had to be done in relation to registered social landlords. With domestic violence being on the rise, concerns were raised about the availability of refuges to support vulnerable people.

Concerns were also raised in relation to the need to support “invisible homelessness people” and those that did not engage with services.

Although there were no specific key performance indicators in the strategy, it was noted that this area would be defined and developed. The action plan would introduce regular monitoring arrangements and targets to reduce the use of bed and breakfasts to 130 and have six new HMO pathways. Improving the plan with targets was welcomed by Members.

An emphasis was placed on the need to review rough sleep at Heathrow Airport and progressing this matter with the appropriate bodies responsible for this area to resolve the issue.

Members thanked officers for the comprehensive, full and easy to read report.

Members agreed the following comments to be submitted to Cabinet:

The Social Care, Housing and Public Health Policy Overview Committee thanked officers for their work and hoped that the suggestions and comments made would be taken into consideration by officers.

RESOLVED: That the Committee noted the report and agreed the above comments for Cabinet.

37. **CHILDREN AND YOUNG PEOPLE MENTAL HEALTH AND EMOTIONAL WELLBEING UPDATE OCTOBER 2019** (*Agenda Item 6*)

The Transformation Project Lead Commissioner Child and Adolescent Emotional Wellbeing, Mental Health and Corporate Director of Adult, Children and Young People Services and Director of Public Health were in attendance to introduce the report.

The report provided an update on key achievements in implementing the Hillingdon Children and Young People’s Mental Health and Emotional Wellbeing Local Transformation Plan which was being supported through the development of the Hillingdon THRIVE network.

It was reported that the key challenges previously had been around the need for earlier intervention with children and young people that was not clinic based. The waiting times for Child and Adolescent Mental Health Services (CAMHS) had always been an issue nationally and therefore new ideas of engagement were introduced. The progress made in 2018/19 and the development of the early intervention and prevention initiatives in Hillingdon were highlighted to the Committee. It was noted that the KOOTH online counselling services had been well received.

It was reported that there had been an increase in engagement with black and minority ethnic (BAME) young people, schools and GPs were the two highest referring agencies to KOOTH and the current contract with Hillingdon had been extended to July 2020. Goal based outcome measures had been introduced which was working well. It was noted that KOOTH 18 – 25 was a planned area for development. Significant and appropriate workloads had allowed services to profile their offers to enable more effective preventative work to be conducted. As a local authority there was additional value and services that could be provided to residents and this demonstrated a good example of shared working.

The triage approach and referring children and young people to appropriate services was applauded by the Committee and Members welcomed a similar initiative for adults’

services.

The Committee was keen to view data indicating how many schools and colleges had taken up KOOH and how many students were going ahead with it. Although the success in meeting the 85% target was positive, there was still a 15% deficit that could not be ignored.

The CCG and other partnerships were congratulated on the new approach and the fact that the issues in tier 1 and tier 2 were being addressed. However, concerns still remained about the support available for tier 3 and 4 and whether enough was being done to address the issues at that stage. The legislative change moving assessments to three – four weeks was welcomed.

Members thanked for the report.

RESOLVED: That the Committee noted the following key progress including:

- 1. The development of the local offer available for Children & Young People and families in 'Getting Advice' and 'Getting Help' (building resilience and early intervention and prevention), particularly, the continued progress and performance in Q1/2 2019, by the new on-line counselling service KOOH which had increased access to emotional well-being and mental health services for children and young people living in Hillingdon.**
- 2. Developing an integrated early Intervention and prevention model. A draft service specification had now been developed locally as an output from the 3 system wide workshops. The partner agencies (Local Authority, CCG and Education) were developing plans to pilot an early intervention and prevention model. The CCG and national charity P3 had been successful in securing Department of Health funding over the next 3 years to support the early intervention and prevention work.**

38. **REVIEW TOPIC PROPOSALS** (*Agenda Item 7*)

The Committee decided a topic for the next review. It was keen to select a topic that fell within the remit of the Committee and that would make a difference. It was agreed that the next review would be on autism and a scoping report would be produced for the next meeting.

It was considered that applying for housing benefit online and semi - independent living for young people may also be considered good review topics.

RESOLVED: That a scoping report be produced on autism.

39. **MINUTES FROM THE CORPORATE PARENTING PANEL MEETING ON 17 SEPTEMBER 2019** (*Agenda Item 8*)

Members reviewed the minutes of the Corporate Parenting Panel meeting, noting the activity undertaken with young people and sought clarifications where required.

RESOLVED: That the Corporate Parenting Panel minutes from the meeting on Tuesday 17 September 2019 be noted.

40. **WORK PROGRAMME** (*Agenda Item 9*)

RESOLVED: That the work programme be noted.

41.	<p>FORWARD PLAN (<i>Agenda Item 10</i>)</p> <p>RESOLVED: That the forward plan be noted.</p>
42.	<p>MENTAL HEALTH VERBAL UPDATE (<i>Agenda Item 11</i>)</p> <p><i>This item was discussed as a Part II item without the press or public present as the information under discussion contained confidential or exempt information as defined by law in the Local Government (Access to Information) Act 1985. This was because it discussed 'information relating to the financial or business affairs of any particular person (including the authority holding that information)' (paragraph 3 of the schedule to the Act).</i></p> <p>The Committee was provided with an update on mental health services. Members noted the verbal update and clarifications were sought were required.</p> <p>RESOLVED: That the mental health update be noted.</p>
	<p>The meeting, which commenced at 7.00 pm, closed at 8.51 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Anisha Teji on 01895 277655. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

The public part of this meeting was filmed live on the Council's YouTube Channel to increase transparency in decision-making, however these minutes remain the official and definitive record of proceedings.

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Cover Report - Working Title: Becoming an autism friendly Council in delivering front-line services to residents

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Anisha Teji, Chief Executive's Office
Papers with report	Scoping Report - Working Title: Becoming an autism friendly Council in delivering front-line services to residents
Ward	All

HEADLINES

To receive the draft scoping report on the proposed review topic.

RECOMMENDATIONS

That the Committee:

1. Gives consideration to the detail contained in the draft scoping report and makes comments and suggestions on the detail contained within.
2. Agrees the report title, scoping report and the witnesses that will be required for the Committee to conduct its review.

SUPPORTING INFORMATION

Following discussion at the October 2019 meeting, it was agreed that officers would produce a scoping report for consideration at the November 2019 meeting.

Implications on related Council policies

The role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

None at this stage, pending any findings approved by Cabinet.

Financial Implications

None at this stage.

Legal Implications

Classification: Public

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None at this stage.

BACKGROUND PAPERS

See Scoping Report.



Social Care, Housing and Public Health Policy Overview Committee Review Scoping Report (DRAFT)

**Working Title: Becoming an autism friendly Council
in delivering front-line services to residents**

1. REVIEW OBJECTIVES

Background to the review

The aim of this review is to consider how the Council can improve its customer service to support its local residents with autism. Subject to any findings, the review could make practical, feasible and supportive recommendations to promote inclusion when accessing our universal services.

Autism is being increasingly recognised within our society, with many organisations now being obliged to have proper awareness and support in place. Many changes have been introduced but work is still underway to help transform people's attitudes, understanding and perceptions of autism. This review is concerned with understanding how the Council can make reasonable adjustments to assist autistic people to access our universal services fairly.

The review will hear from expert witnesses explaining the current work in progress and how further initiatives could enhance the way the Council works to become autism friendly. This review could also afford the Committee an opportunity to meet with

autistic people and parents of autistic children to hear their perspective. It will also review the impact of various initiatives in the private and public sector.

At the Committee meeting on 23 October 2019, it was unanimously agreed to review autism. As the Committee agreed to progress a 'mini-review' for its next topic, it is considered this would be a sufficiently targeted review, that could take place over the span of a small number of committee meetings.

Terms of Reference (DRAFT)

The following Terms of Reference are suggested for the review, subject to any changes agreed by the Committee:

1. To understand the different types of autism and how residents lives can be impacted by autism, including the direct views of local residents with autism;
2. To understand national legislation and guidance about autism;
3. To assess the work already taken across front-line services to be aware of and support autistic people when they access our services;
4. To review autism friendly actions and initiatives across the voluntary, private and public sector to improve customer experience when accessing services;
5. To consider feasible, practical ways the Council could, going forward, make its front-line services more autism friendly;
6. To influence or propose any emerging Council plans, guidance or policies with respect to autism;
7. Subject to the Committee's findings, to make any conclusions, propose actions, service and policy recommendations to the decision-making Cabinet.

2. INFORMATION AND ANALYSIS

Context

Around 700,000 autistic people in the UK are on the autism spectrum, according to the National Autistic Society. Autism is different for everyone. It is not an illness, it's a developmental disability which impacts the way you act, the way you interact with others and how you perceive things. Autism is not something that can be "cured" but methods and strategies can be used to try and manage autism.

Key information

Autism is a spectrum condition meaning that people can have different types of autism or vary in terms of the level of autism. All autistic people share certain difficulties, but being autistic will affect them in different ways. Some autistic people also have learning disabilities, mental health issues or other conditions, meaning people need different levels of support. The features of autism can include having difficulties in social interactions, resistance to change and having distinctive behaviours. All people on the autism spectrum learn and develop. With the right sort of support, autistic people can be helped to live a more fulfilling life of their own choosing.

For some autistic people many things can be overwhelming and taking part in everyday activities can be difficult. People with autism can be perceived to be acting a certain way which may cause misunderstandings.

The Autism Act

In fear of people being lost through the system and not being effectively diagnosed with autism, campaigners campaigned for some form of legislative protection to support people with autism. In light of this, a number of autism charities worked together to campaign for the Autism Act so that legal duties were set on adult services to encourage them to provide support and assistance to those that required it.

The Act was implemented in November 2009 and indicated:

“The Act says that there has to be a Government strategy for improving services for autistic adults, underpinned by legally binding guidance to councils. It also has a built-in review – every five years or so – when the strategy and the statutory guidance are updated.”

Since the introduction of the Act and as a result of proactive campaigning, the Government's Autism Strategy will now also cover childrens' care.

The introduction of the Act evidences the progress that has been made, with autism now simply even being recognised. However, notwithstanding all of the positive progress already made, autistic people still face judgement and misunderstanding. Attitudes and perceptions of autism needs to be improved through further education, awareness and training.

Autism Friendly Award and Initiative

Although 1 in 100 people in the UK are autistic, when families and carers are taken into account, approximately 2.8 million lives are directly affected by autism. It was with this in mind that the National Autistic Society's Autism Friendly Award was introduced to recognise the contributions businesses and organisations made to support people with autism. It was also hoped to encourage other businesses and organisations to invest in making services more autism friendly. It was emphasised that changes did not need to be costly, but small steps could make significant differences.

According to research conducted by the National Autistic Society:

79% of autistic people and 70% of families said they felt socially isolated;
50% of autistic people and families sometimes don't go out because of concern about people's reaction to their autism.

A number of initiatives have already taken place in the Borough to support autism including the recent introduction of a quiet hour shopping in the Uxbridge INTU on the

first Saturday a month. Other support offered by current services in the Borough includes:

- *Attention Hillingdon* - a project running over 80 nurseries, playgroups and children's centres offering intervention support services to develop listening and attention skills.
- *Centre for ADHD and Autism Support (CAAS)* - supports educates and empowers individuals with ADHD and/or on the autism spectrum, their families and the community. Through raising awareness they change perceptions and break down barriers. They offer a wide range of support services to families across North West London.

Other initiatives across the country have been introduced to make services autism friendly. However one that has been particularly well received is Wigan Council's introduction of an Autism Friendly Wigan Passport. The passport is a small document that autistic people can use to access services around the Borough. This includes access to surgeries, council services, leisure facilities and supermarkets and shopping centres. This helps to tailor communications and provide the best support for people with autistic people.

Making the London Borough of Hillingdon more autism friendly

It is proposed that the Committee reviews the existing customer service environment across front-line services in respect of people with autism, e.g. housing, libraries, receptions, benefits etc... This can help establish current practices, along with a gap analysis to identify areas for improvement. It is intended that the review will hear from expert witnesses in the autism area to consider ways in which services can be made more autism friendly. Examples, though not necessarily being recommended at this time, could include introducing more autism friendly signage such as pictures and calming colours in service areas, reducing bright lights, having autism friendly hours and creating open spaces in libraries to allow more space to read and relax and stocking autism friendly books.

Remit and related Cabinet responsibilities

This review would fall fully under this Policy Overview Committee's approved remit set out in the Constitution and also cut across the Cabinet Member portfolios of:

- Social Services, Housing, Health and Wellbeing;
- Education and Children's Services

Discussions on draft or emerging recommendations may be undertaken with Cabinet Members as per the Protocol on Overview & Scrutiny and Cabinet Relations approved by full Council on 12 September 2019.

Further information

NHS website, “What is autism” (online) accessed on 4 November 2019:

<https://www.nhs.uk/conditions/autism/what-is-autism/>

Dimensions website, “Free autism friendly training for libraries” (online) accessed on 30 October 2019:

<https://www.dimensions-uk.org/get-involved/campaigns/dimensions-autism-friendly-environments/autism-friendly-libraries/free-autism-friendly-training-libraries/>

Kent County Council website, “Autism Spectrum Disorder Select Committee Report” (online) accessed on 31 October 2019:

<https://democracy.kent.gov.uk/documents/s14884/ASD%20Report%20FINAL.doc.pdf>

National Autistic Society website “Autism Friendly Award guidelines” (online) accessed on 30 October 2019:

<https://www.autism.org.uk/professionals/autism-friendly-award/guidelines.aspx>

National Autistic Society website “What is the Autism Act?” (online) accessed on 30 October 2019:

<https://www.autism.org.uk/get-involved/campaign/not-enough/what-is-the-autism-act.aspx>

Intu Uxbridge website, “National Autistic Society- Quiet Hour” (online) accessed on 30 October 2019:

<https://intu.co.uk/uxbridge/events/national-autistic-society-quiet-hour>

Living Autism website, “How to create an autism-friendly environment” (online) accessed on 4 November 2019:

<https://livingautism.com/create-autism-friendly-environment/>

Coventry City Council, “Autism friendly libraries” (online) accessed on 30 October 2019:

https://www.coventry.gov.uk/info/126/libraries/3218/libraries_-_core_services

Southampton City Council, “Autism Friendly Chill Out Sessions” (online) accessed on 30 October 2019 : <https://www.southampton.gov.uk/libraries/library-activities/autism-friendly-chill-out-sessions.aspx>

3. EVIDENCE & ENQUIRY

Lines of Enquiry and Witness testimony

Lines of enquiry will be worked up prior to witness sessions.

A possible gap analysis exercise could be undertaken where services are asked to complete surveys identifying areas that are being met. This information would then be analysed and areas of improvement can be identified.

Potential witnesses could include:

- Testimony from LBH Officers;
- Testimony from the Hillingdon Autistic Care & Support (HACS);
- Testimony from autistic people and parents from children to gain the user perspective;
- Testimony from the Cabinet Member.
- National autism experts.

Emerging conclusions or themes for development

These will emerge and become apparent as the review progresses.

4. REVIEW PLANNING & ASSESSMENT

As Policy Overview Committees now operate under a multi-year work programme, the Committee has scope to undertake a more detailed review.

It is advised that witnesses attend in ‘themed’ sessions to better focus questions and discussion. A draft time-frame & milestones are set out below and can be extended or reduced as the Committee sees fit:

Meeting Date	Objectives	Possible witnesses / activity
27 November 2019	Consider and agree Scoping Report	Review draft survey for gap analysis of council service areas. This will be circulated shortly.
	Gap analysis survey undertaken (survey by Democratic Services with front-line services)	
14 January 2020	Hold Witness Session 1 - the local picture	Council Officers HACS / voluntary sector Feedback from gap analysis
	Informal meeting with people with autism / parents to understand views (with officers and in appropriate setting)	
6 February 2020	Hold Witness Session 2 - best practice Consider initial recommendations to evaluate further	Representative from the National Autistic Society Local authority exemplars Cabinet Member may wish to be invited at this stage.

25 March 2020	Findings and recommendations	Clarification from officers, if required,
16 April 2020	Consider Draft Final Committee Report	Delegate authority to finalise text to Chairman and Labour lead.
Cabinet - June 2020	Report presented to Cabinet (target date)	Cabinet considers and decides whether to agree recommendations to be actioned / become council policy.
December 2020	Monitoring of implementation of any recommendations	

** Specific meetings can be shortened or extended to suit the review topic and needs of the Committee*

Financial Assessment

This review is not expected to require a financial assessment at the scoping stage.

However, as the review progresses, Committees should seek to ensure any recommendations are feasible, cost-effective or indeed can save the Council money. Any early findings or recommendations by the Committee which may result in a call on Council budgets should be discussed at the earliest opportunity by the Chairman, with the relevant Cabinet Member, Cabinet Member for Finance, Property and Business Services and Leader of the Council to assess viability.

This is in accordance with the approved Protocol on Overview & Scrutiny and Cabinet Relations approved by full Council on 12 September 2019.

Resource requirements (for review)

None identified - officer support from Democratic Services.

Equalities impact

This review will seek to strengthen the Council's efforts ensuring equal access by residents to council services.

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UPDATE REPORT ON TELECARE LINE

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Sandra Taylor, Director of Provider Services and Commissioned Care
Papers with report	None.
Ward	All

HEADLINES

The purpose of this report is to provide an update on the service and performance levels of the Telecare Line.

RECOMMENDATIONS

That the Committee notes the update report on Telecare Line.

SUPPORTING INFORMATION

Background of the TeleCare Line & Out of House Service transfer

This paper provides an update on the service and performance levels of the TeleCare Line and Out of Hours Service since the transfer to an external contractor (Anchor Trust) in December 2017. The Council retains responsibility for the delivery of a number of front-facing Older People support functions, including site visits from first responders in the event of alarm alerts and responsibility for installation and maintenance of TeleCare Line equipment.

Update on Performance

The current number of TeleCare Line users as at 31 October 2019 was 5,928. New users have increased by an average of 91 per month between November 2018 to October 2019, which is a 12% increase from the same period in the previous year. The number of new Level 1 clients aged 65+ for this period is an average of 32 per month, which is a 10% increase from the same period in the previous year.

As per the service level agreement, the expectation is for the contractor to answer 97.5% of all TeleCare Line alarm calls within 60 seconds and 90% of all out of hours calls within 60 seconds. The contractor's performance for the previous 6 months (April to September 2019) is outlined below:

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee - 27 November 2019

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
% of Alarm Calls answered within 60 seconds	99.10	99.04	98.76	98.85	98.71	98.88
% Above Target Level	1.60	1.547	1.26	1.35	1.21	1.38
Out of hours % of calls answered within 60 seconds	96.87	95.55	94.65	95.53	93.95	93.78
% Above Target Level	6.87	5.55	4.65	5.53	3.95	3.78

Performance has overall exceeded last years levels and remains consistent and above target each month. As in the previous year, call volumes can increase and decrease from month to month and there are seasonal variations, however the service levels remain above the Telecare Services Association (TSA) requirements.

Anchor Trust have provided additional management information from the system which has allowed us to drill down into calls made to and received by the night response officers. This has allowed us to review and tighten up on procedures relating to calls from sheltered housing properties, improving on service delivery and give target outputs for workers.

Anchor Trust and Hanover Association merged earlier in the year and are now known as Anchor Hanover (On Call). This has significantly increased their client base and as such they have recruited an additional 25 FTE staff, including a team leader. The introduction of new staff has had a minor impact on call handling with an increase in calls to mobile response in July and August, but this has returned to average levels in September and October.

The number of out of hours calls passed to LBH out of hours officers for each service has continued to be maintained overall. These figures remain in line with the quantity of calls the contractor was expecting and with Antisocial Behaviour Investigation Team (ASBIT), Social Services and Repairs remaining the highest call volume areas as in the previous year.

Further information and update

There are currently 5,928 users of Telecare, with 2,818 using the Responder service and at Tiers 1, 2 & 3. This is an overall increase of 12.8% users from last year and an increase of 14% using

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee - 27 November 2019

the Responder service. The numbers continue to steadily rise and Telecare remains a priority core preventative offer to residents to enable them to stay independent for longer.

Park View Court Extra Care Scheme consisting of 60 self contained flats is admitting its first cohort of residents on a staggered basis shortly. TeleCare Line equipment has been installed in each of the flats and alerts will be dealt with by the onsite staff provided by the in-house Reablement Team. Any unanswered calls will bounce to Anchor Trust for action. An increase in calls to Anchor is not anticipated based on previous analysis from our similar Extra Care properties at Cottesmore House, Triscott House and Grassy Meadow Court.

A project is currently underway to remove the old and outdated Telecare line equipment within the Over 55's bungalows and sheltered housing schemes. Residents are being offered the choice of individual dispersed units rather than outdated hardwired equipment. Vulnerable residents who are known to social care are being prioritised to ensure their safety. Residents without a phone line at their property will be supported to find suitable alternatives.

Ongoing opportunities

The following areas have been identified as opportunities for improvement going forward:

Further training is being provided to Anchor staff to enable them to effectively triage out of hours calls to Housing Repairs to minimise unnecessary call outs, including those to properties which are not owned by the council.

Consideration is being given to an Interactive Voice Response (IVR) message for staff and residents calling the out of hours service. Reports show that a large percentage of calls to Anchor are not emergencies [non social care calls] and could be dealt with during office hours. A reduction in these types of calls would also free up advisors to respond to more urgent calls.

There is a project group tasked with ensuring that all equipment is digital ready for the upcoming switch off of analogue lines by 2025. This means that we need to understand the stock control of supplied equipment, ensure that it is digitally ready so that a whole scale change of 'fit' equipment is needed. The group included Council officers and representatives from our suppliers Tunstall, BT and any other service providers to ensure we are prepared for this change.

The promotion of telecare and the use of technology such as Alexa, Google hubs etc continues in the support of children with disabilities and their carers. The Telecare Development Manager will be piloting a number of projects in early 2020 using apps as well as other tech and an update of these can be provided in Spring 2020.

Implications on related Council policies

The Council's TeleCare Line service offers peace of mind and independence to thousands of residents who may have problems with memory loss, mobility, a disability or a chronic condition. The service is free to those aged 75 or older.

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How this report benefits Hillingdon residents

None at this stage, pending any findings approved by Cabinet.

Financial Implications

None directly. This report is for noting.

Legal Implications

None at this stage.

BACKGROUND PAPERS

Nil.

SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE - WORK PROGRAMME

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Anisha Teji, Chief Executive's Office
Papers with report	Appendix A – Work Programme
Ward	All

HEADLINES

To enable the Committee to track the progress of its work in 2019/20 and forward plan its work for the current municipal year.

RECOMMENDATION

That the Social Care, Housing and Public Health Policy Overview Committee considers the report and agrees any amendments.

SUPPORTING INFORMATION

1. The Committee's meetings tend to start at 7pm and the witnesses attending each of the meetings are generally representatives from external organisations, some of whom travel from outside of the Borough. The meeting dates for this municipal year are as follows:

Meetings	Room
16 January 2019, 7.45pm	CR 4
7 February 2019, 7pm	CR 4
18 March 2019, 7pm	CR 4
11 April 2019, 7pm	CR 4
12 June 2019, 7pm	CR 5
31 July 2019, 7pm	CR 6
25 September 2019, 7pm	CR 6
23 October 2019, 7pm	CR 6
27 November 2019, 7pm	CR 6
15 January 2020, 7pm	CR 6
6 February 2020, 7pm	CR 6
25 March 2020, 7pm	CR 6
16 April 2020, 7pm	CR 6

Implications on related Council policies

A role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents and external partners in the work they do.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.

Multi year work programme

May 2018 - May 2022

2020

* Dates provisional

2021

Social Care, Housing & Public Health Policy Overview Committee

January	February	March	April	May	June	July	September	October	November	December	January
14	6	25	16	CABINET	11*	29*	23*	21*	26*	CABINET	19*

MAJOR REVIEW A: Universal Credit - likely favourable and adverse impacts, risks and local partnership response

REVIEW COMPLETE: Recommendations adopted

Mini-REVIEW B: Becoming an autism friendly Council in delivering front-line services

Topic selection / scoping stage

Witness / evidence / consultation stage

Findings, conclusions and recommendations

Final review report agreement

Target Cabinet reporting

Witness 1	Witness 2										
		Findings									
			Final report								
					CABINET						

Mini-REVIEW C: Topic TBC

Topic selection / scoping stage

Witness / evidence / consultation stage

Findings, conclusions and recommendations

Final review report agreement

Target Cabinet reporting

			Scoping Report								
					Witness 1	Witness 2					
							Findings				
								Final report			
										CABINET	

Regular service & performance monitoring

Mid year Budget Update

Annual complaints & service update report

Annual LCSB (Children's Safeguarding Board report)

Annual SAB (Adults Safeguarding Board report)

Quality and Capacity of the Community Mental Health Services in Hillingdon

Child & Adolescent Mental Health Services update

Looked After Children Performance Data

Report / minutes from the Corporate Parenting Panel

Cabinet's budget proposals for next financial year

Cabinet Forward Plan Monthly Monitoring

						X						
							X					
								X				
									X			
									X			
								X				
X			X									
X												X
X	X	X	X		X	X	X	X	X			X

One-off service monitoring

Hillingdon Homelessness Prevention and Rough Sleeping Review and Strategy

Multi year work programme												
May 2018 - May 2022	2020											2021
	* Dates provisional											
Social Care, Housing & Public Health Policy Overview Committee	January 14	February 6	March 25	April 16	May CABINET	June 11*	July 29*	September 23*	October 21*	November 26*	December CABINET	January 19*
Report on current housing policy/housing assessments	X											
Child Sexual Exploitation												
Better Care Fund Plan	X											
Update on Telecare Line												
Semi - independent living for young people		X										
Update on the Carers Strategy Update				X								
Ofsted report on Care Home												
Past review delivery												
Early Intervention Service			X									
Hospital Discharges	X											
Universal Credit 1 year on (as per recommendation approved with claimant stats and experience)								X				
Becoming an Autism Friendly Council												X
Internal use only												
Report deadline	2 Jan 20	24 Jan 20	12 Mar 20	2 Apr 20		29 May	17 Jul 2020	11 Sept 2020				
Agenda published	6 Jan 20	29 Jan 20	17 Mar 20	8 Apr 20		3 June 2020	21 July 2020	15 Sept 2020				

SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE - FORWARD PLAN

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Anisha Teji, Chief Executive's Office
Papers with report	Appendix A – Forward Plan
Ward	All

HEADLINES

The Committee is required by its Terms of Reference to consider the Forward Plan and comment as appropriate to the decision-maker on key decisions which relate to services within its remit (before they are taken by the Cabinet or by the Cabinet Member).

RECOMMENDATION

That the Social Care, Housing and Public Health Policy Overview Committee notes and comments on items going to Cabinet.

SUPPORTING INFORMATION

The latest published Forward Plan is attached.

Implications on related Council policies

A role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents and external partners in the work they do.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.

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Upcoming Decisions

Ref

Further details

Ward(s)

Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Public or Private (with reason)
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SI = Standard Item each month

Council Departments: RS = Residents Services SC = Social Care CEO = Chief Executive's Office FD= Finance

Cabinet meeting - Tuesday 17 December 2019

044	Better Care Fund Section 75 Agreement	Cabinet will be asked to approve the agreement between the Council and Hillingdon Clinical Commissioning Group under section 75 of the NHS Act, 2006, which will give legal effect to the financial and partnership arrangements contained in the 2019/20 Better Care Fund Plan.	All		Cllr Ray Puddifoot MBE / Cllr Philip Corthorne	SC - Gary Collier			Public
041 b	Hillingdon Homelessness Prevention and Rough Sleeping Review and Strategy	Following consultation, Cabinet approval of the Council's Homelessness Prevention and Rough Sleeping Review and Strategy will be sought.	All		Cllr Philip Corthorne	RS - Dan Kennedy / Debbie Weller			Public
026 a	The Council's Budget - Medium Term Financial Forecast 2020/21 - 2024/25 (BUDGET FRAMEWORK)	This report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2020/21 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	All	TO FULL COUNCIL 20-Feb-20	Cllr Ray Puddifoot MBE & Cllr Jonathan Bianco	FD - Paul Whaymand	Public consultation through the Policy Overview Committee process and statutory consultation with businesses & ratepayers		Public
027	Assistance to Hillingdon's local voluntary organisations	This report to Cabinet will make recommendations on the level of financial support to voluntary organisations for the 2020/21 financial year, demonstrating continued commitment to the vital work they do for residents in Hillingdon.	All		Cllr Douglas Mills	RS - Kevin Byrne			Public

Cabinet Member Decisions expected - December 2019

051	Void Property Repair Service Contract	Cabinet Members will consider awarding contracts to provide a Void Property Repairs Service, enabling the return of empty properties to a high standard for housing accommodation in the Borough. This decision will be taken under the Leader of the Council's delegated authority with the Cabinet Member.	All		Cllr Ray Puddifoot MBE / Cllr Jonathan Bianco	RS - Gary Penticost / Michael Breen		NEW	Private (3)
056	0-19 Healthy Child Programme	Cabinet Members are requested to consider a one year public health contract extension for health visiting and school nurse services to children aged 0 to 19. This decision will be taken under the Leader of the Council's delegated authority with the Cabinet Members.	All		Cllr Ray Puddifoot MBE / Cllr David Simmonds CBE / Cllr Philip Corthorne	SC / FD - Claire Fry / Suzie Shardow		NEW	Private (3)
SP Page 28	Voluntary Sector Leases	Regular report on discounted leases to voluntary sector organisations that benefit residents and the wider community. This decision will be taken under the Leader of the Council's delegated authority with the Cabinet Member.	All		Cllr Ray Puddifoot MBE / Jonathan Bianco	RS - Michael Patterson / Michele Wilcox			Private (3)
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of non-key decisions each month on standard items - details of these are listed at the end of the Forward Plan.	Various		All	CEO - Democratic Services	Various		Public

Cabinet meeting - Thursday 23 January 2020

046	Promoting stronger communities and equality in Hillingdon (REQUEST BY FULL COUNCIL)	Cabinet will consider a review of how the Council is delivering against its priorities of equality, cohesion and the Prevent agenda, including consideration of the Council Motion on 4 July 2019.	All		Cllr Douglas Mills	CEO - Vicky Trott / Fiona Gibbs			Public
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SI	Voluntary Sector Leases	Regular report on discounted leases to voluntary sector organisations that benefit residents and the wider community.	All		Cllr Jonathan Bianco	RS - Michael Patterson / Michele			Private (3)
SI	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the Council's revenue and capital position.	All		Cllr Jonathan Bianco	FD - Paul Whaymand			Public
SI	Reports from Policy Overview, Scrutiny & Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		TBC	CEO - TBC	TBC		Public

Cabinet meeting - Thursday 13 February 2020

026 b Page 29	The Council's Budget - Medium Term Financial Forecast 2020/21 - 2024/25 (BUDGET FRAMEWORK)	Following consultation, this report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2020/21 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	All	TO FULL COUNCIL 20-Feb-20	Cllr Ray Puddifoot MBE & Cllr Jonathan Bianco	FD - Paul Whaymand	Public consultation through the Policy Overview Committee process and statutory consultation with businesses &		Public
SI	Voluntary Sector Leases	Regular report on discounted leases to voluntary sector organisations that benefit residents and the wider community.	All		Cllr Jonathan Bianco	RS - Michael Patterson / Michele Wilcox			Private (3)

Cabinet Member Decisions expected - February 2020

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	CEO - Democratic Services	Various		Public
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