



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 15 JANUARY
2020

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.

This agenda is available online at:
www.hillingdon.gov.uk or use a smart phone
camera and scan the code below:



Published: Tuesday 7 January 2020

Contact: Anisha Teji
Tel: 01895 277655
Email: ateji@hillingdon.gov.uk

Putting our residents first

Lloyd White
Head of Democratic Services
London Borough of Hillingdon,
Phase II, Civic Centre, High Street, Uxbridge, UB8 1UW

Useful information for residents and visitors

Travel and parking

Bus routes 427, U1, U3, U4 and U7 all stop at the Civic Centre. Uxbridge underground station, with the Piccadilly and Metropolitan lines, is a short walk away. Limited parking is available at the Civic Centre. For details on availability and how to book a parking space, please contact Democratic Services.

Please enter via main reception and visit the security desk to sign-in and collect a visitors pass. You will then be directed to the Committee Room.

Accessibility

For accessibility options regarding this agenda please contact Democratic Services. For those hard of hearing an Induction Loop System is available for use in the various meeting rooms.

Attending, reporting and filming of meetings

For the public part of this meeting, residents and the media are welcomed to attend, and if they wish, report on it, broadcast, record or film proceedings as long as it does not disrupt proceedings. It is recommended to give advance notice to ensure any particular requirements can be met. The Council will provide a seating area for residents/public, an area for the media and high speed WiFi access to all attending. The officer shown on the front of this agenda should be contacted for further information and will be available at the meeting to assist if required. Kindly ensure all mobile or similar devices on silent mode.

Please note that the Council may also record or film this meeting and publish this online.

Emergency procedures

If there is a FIRE, you will hear a continuous alarm. Please follow the signs to the nearest FIRE EXIT and assemble on the Civic Centre forecourt. Lifts must not be used unless instructed by a Fire Marshal or Security Officer.

In the event of a SECURITY INCIDENT, follow instructions issued via the tannoy, a Fire Marshal or a Security Officer. Those unable to evacuate using the stairs, should make their way to the signed refuge locations.



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 - 4
- 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 2019/20 Budget Proposals For Services Within The Remit Of The Social Care, Housing And Public Health Policy Overview Committee 5 - 18
- 6 Corporate Parenting Panel - Request for Additional Meeting Update at meeting
- 7 Making the Council more autism friendly 19 - 36
- 8 2019/20 Better Care Fund Plan Progress Update 37 - 54
- 9 Forward Plan 55 - 60
- 10 Work Programme 61 - 64

Minutes



HILLINGDON
LONDON

SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE

27 November 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, Tony Eginton, Janet Gardner, Becky Hagggar and Paula Rodrigues</p> <p>LBH Officers Present: Anisha Teji (Democratic Services Officer), Kate Kelly - Talbot (Assistant Director Adult Social Work) and Sandra Taylor (Director of Provider Services and Commissioned Care)</p>
43.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>There were no apologies for absence.</p>
44.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>Councillor Jane Palmer declared a non-pecuniary interest in agenda item 6: Telecare Line Update as she had been previously employed by them. She remained for the discussion of the item.</p>
45.	<p>TO RECEIVE THE MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 3</i>)</p> <p>It was agreed that the following insertion be added to Minute 37 – Children and Young People Mental Health and Emotional Wellbeing Update October 2019:</p> <p><i>The Committee was keen to view data indicating how many schools and colleges had taken up KOOTH and how many students were going ahead with it in future reports.</i></p> <p>RESOLVED: That the minutes be approved subject to the agreed insertion.</p>
46.	<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 confirmed that there were no Part II items and that all business would therefore be conducted in public.</p>
47.	<p>COMMITTEE REVIEW: SCOPING REPORT ON BECOMING AN AUTISM FRIENDLY COUNCIL (<i>Agenda Item 5</i>)</p> <p>The Committee considered the scoping report on Autism. The scoping report was well received and Members considered that the first draft was comprehensive and set the</p>

scene. Members were interested in the services offered by other organisations and councils including the Autism Friendly Wigan Passport.

It was agreed that point 2 of the terms of reference be amended to read:

To understand national legislation and guidance about autism and consider how the Council is currently complying with this.

At the request of Members, Democratic Services would arrange for a self-assessment exercise completed in 2018 be circulated to Members, in addition to a leaflet entitled, "Giving adults with autism and their families the best care and support" produced by Department of Health.

It was noted that the autism friendly award was included as background research in the report and, and at that time, there was no intention to apply for the award. Notwithstanding this, the Committee heard that the Council already had a number of initiatives to support people with autism in place and Members therefore decided to amend the title of the review to read:

"Making the Council more autism friendly".

In order to explore the topic in depth and make meaningful and practical recommendations, the Committee decided to undertake this review as a major review, extending the number of witness sessions. It was agreed that additional witnesses could include representatives from Hillingdon Manor who could focus on transition, parents of children with autism and older people with autism. Members were keen to meet with residents to hear their thoughts and were open to exploring this as witness sessions outside of the usual Committee meetings to create a more comfortable environment.

It was noted that the Council's website, as a front line service, needed to be reviewed as it contained out of date information.

It was confirmed that children centres offering Attention Hillingdon sessions specifically for children provided a good opportunity to engage with children and parents. These services were not overly subscribed and the review may wish to highlight the availability of these services. It was also noted that a new age autism strategy from the government that would be released during the course of the review.

RESOLVED: That the feedback and suggestions be taken in to account and the scoping report be noted.

48. **UPDATE ON TELECARE LINE** (*Agenda Item 6*)

The Director of Provider Services and Commissioned Care introduced the report on Telecare and provided a summary of the key highlights. An update was provided 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.

It was reported that as at 31 October 2019 there were 5,928 TeleCare Line users. The number of new users had increased by an average of 91 per month between November 2018 to October 2019 and this was a 12% increase from the same period in the previous year.

It was noted that as per the service level agreement, the expectation was 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. Performance had exceeded last year's levels and remained consistent and above target each month.

It was reported that new equipment was being introduced to make services more practical as the equipment did not require regular testing. Work had been undertaken on identifying suitable virtual reality equipment and it was hoped that this could assist a wider audience including people with dementia and autism.

Members commended the services and considered it positive that the service was branching out. Enquiries were raised about whether the service could also be used for people who experienced domestic abuse. It was explained that there were a number of alarms and other equipment that could be considered useful and consideration had been given to offering this to the community safety team. Young people and other service users were encouraged to embrace the technology and different digital solutions available to help people stay independent.

Members welcomed the service being used in different ways particularly to it being offered to the community safety team. It was also noted that feedback and services were regularly audited and quarterly and monthly meetings were held with the contractor to review performance.

It was confirmed that data regarding the installation of care equipment would be requested from the Council's facilities and repairs team and be circulated to Members.

RESOLVED: That the update report on TeleCare Line be noted.

49. **WORK PROGRAMME** (*Agenda Item 7*)

It was agreed that Democratic Services would update Members about the scheduling of safeguarding reports and when they were due to go to Committee. The work programme would also be updated.

RESOLVED: That the work programme be noted.

50. **FORWARD PLAN** (*Agenda Item 8*)

RESOLVED: That the forward plan be noted.

The meeting, which commenced at 7.00 pm, closed at 7.44 pm.

These are the minutes of the above meeting. For more information on any of the resolutions please contact Anisha Teji on 01895277655. 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.

This page is intentionally left blank

2019/20 BUDGET PROPOSALS FOR SERVICES WITHIN THE REMIT OF THE SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Peter Malewicz, Finance Manager
Papers with report	None
Ward	All

HEADLINES

To comply with the Budget and Policy Framework procedure rules as part of the agreed consultation process for the General Fund and Housing Revenue Account budgets, alongside the Council's Capital Programme, this report sets out the draft revenue budget and Capital Programme for the services within the remit of the Social Care, Housing and Public Health Policy Overview Committee, along with indicative projections for the following three years. Following consideration by Cabinet on 17 December 2019, these proposals are now under consultation, and the proposals for each Group are being discussed at the January cycle of Policy Overview Committees.

Cabinet will next consider the budget proposals on 13 February 2020, and the report will include comments received from Policy Overview Committees. At the meeting on 13 February 2020 Cabinet will make recommendations to full Council regarding the budget and Council Tax levels for 2020/21, who will meet to agree the budgets and Council Tax for 2020/21 on 20 February 2019.

The Committee needs to consider the budget proposals as they relate to Social Care and to the relevant service areas within Residents Services, but within the corporate context and the constraints applying as a result of the aggregate financial position of the authority.

RECOMMENDATIONS

That the Committee notes the budget projections contained in the report and comments as appropriate on the combined budget proposals put forward by the Social Care Group and to the relevant service areas within the Residents Services Group, within the context of the corporate budgetary position.

Classification: Public
Social Care, Housing and Public Health Policy Overview Committee - 15 January 2020

SUPPORTING INFORMATION

1. The Council continues to operate within the constraints of Government's deficit reduction programme, which has seen a sweeping reduction in Central Government funding since 2010/11, with 2020/21 being the first year with an improved funding settlement this decade, albeit with increases in expenditure outstripping additional funding. Alongside the reduction in funding since 2010/11, continuing demographic and demand pressures and a return to an inflationary environment over the medium term will necessitate delivery of further substantial savings. The draft budget presented to Cabinet in December 2019 quantified the financial challenge faced by the Council, and outlined an approach to meeting this challenge whilst continuing to 'Put Residents First'.
2. The report to Cabinet on development of the Council's 2020/21 budget, which is presented in the context of a challenging medium term outlook requiring total savings of £41,733k over the three years to 2022/23. Budget proposals for 2020/21 include a fourteenth successive year for supporting over 65s meet their Council Tax liability and includes a number of new investments including a new Leisure Centre in West Drayton, a major programme of investment in the borough's highways, a programme of sports club rebuild/refurbishments, a libraries refurbishment programme, provision for investment in Youth infrastructure and the potential purchase of Uxbridge police station.
3. In order to protect frontline services and continue to provide services that residents value, the 2020/21 budget proposals include a drawdown from General Balances of £6,386k alongside a 3.8% increase in the headline rate of Council Tax, increasing available funding by £4,422k per annum. This comprises a core Council Tax increase of 1.8% based on 90% of the 2% anticipated increase across London, alongside a 2% increase relating to an Adult Social Care Precept to fund ongoing pressures within Adult Social Care, which equates to £43.31 per annum or £0.83 pence per week for a Band D household.
4. Groups have been developing savings proposals sufficient to meet this externally driven budget gap and respond to increases in cost pressures. In addition to this work across directorates, a comprehensive review of the corporate elements of the budget has been undertaken since February, capturing funding, inflation and capital financing. During the early summer and again in the autumn, a series of challenge sessions were held to affirm the budget position. Each session followed a similar format reviewing:
 - The 2018/19 outturn, particularly any ongoing issues arising.

- The current position in 2019/20 - both monitoring and savings delivery.
 - Existing and emerging pressures that need to be addressed in the 2020/21 budget and forecasts for future years.
 - Progress on the development of savings proposals for 2020/21 and beyond.
 - Identification of any potential growth or invest-to-save bids.
 - Capital programme requirements.
5. The consultation budget represents the combined outputs from these sessions, with £6,713k savings proposals alongside a £6,386k release from General Balances in 2020/21 enabling delivery of a budget without recourse to reductions in service levels.
 6. The Council's budget was presented to Cabinet in the context of a challenging medium term outlook with a budget gap of £41,733k to be managed through a combination of savings and Council Tax uplifts over the three years to 2022/23. This position takes into account the favourable outcome of Spending Review 2019, which broadly secures the previously anticipated £10m uplift in funding over the medium term with significant front-loading of new social care grants in 2020/21, but there remains a level of uncertainty due to Brexit and the upcoming Fair Funding Review.
 7. The funding strategy is offset by a proposed increase in Council Tax at 3.8% in 2020/21, and indicative inflationary uplifts of 3.8% on Council Tax from 2021/22 securing £14,100k additional income. In addition to this, identified savings deliver a further £7,676k over the three year period, alongside the planned use of general balances leaves £19,957k of savings to be identified over the remaining two budget cycles.

Table 1: Draft Budget Strategy 2019/20 to 2022/23

	2019/20	2020/21	2021/22	2022/23	2020/21 - 23
	£'000	£'000	£'000	£'000	£'000
Underlying Savings Requirement	16,119	9,745	12,684	11,528	33,957
Unwind Prior Use of Balances	950	7,776	6,386	3,000	7,776
Total Savings Requirement	17,069	17,521	19,070	14,528	41,733
Current Savings Proposals	(6,609)	(6,713)	(760)	(203)	(7,676)
Proposed 3.8% Council Tax Increase	(2,684)	(4,422)	(4,695)	(4,983)	(14,100)
In-year Call on General Balances	(7,776)	(6,386)	(3,000)	0	N/A
Savings to be identified	0	0	10,615	9,342	19,957
Closing General Balances	(33,178)	(26,792)	(23,792)	(23,792)	N/A

The above strategy continues to include the planned release of General Balances while maintaining unallocated reserves within the recommended range for Hillingdon of £15,000k to £32,000k. While a review of the range of risks facing the Council does not indicate a change to this range will be necessary at the moment, there remains a level of uncertainty around treatment of historic retained DSG deficits.

As at Month 7, an in-year pressure of £5,092k is reported against the DSG, resulting in a cumulative deficit of £13,584k by 31 March 2020. While the Department for Education are clear that they do not expect any such deficit to be financed from General Reserves, local authorities are awaiting further detailed guidance from CIPFA and the Government on how this expectation can be delivered in practice. In the meantime, the Council will continue to comply with directions from the Government and await clarification on how the DSG deficit will be dealt with going forward.

The Budget and Policy Framework Rules

The public consultation on the budget proposals commenced on 18 December 2019 following decisions taken by Cabinet on 17 December 2019.

There will be a further consideration by Cabinet of the budget proposals on 13 February 2019, including comments from Policy Overview Committees and the public consultation. These will be collated and reported back to Cabinet by the Corporate Services, Commerce and Communities Policy Overview Committee. Council will be requested to approve the Cabinet's proposals on 20 February 2020, and if approved without further amendment they will be effective immediately.

Corporate Summary

While the focus of the discussion for the Policy Overview Committee should be the specific services within its remit, it is important that this discussion is conducted in the context of the overall corporate financial position. The Council's financial performance during 2019/20 remains strong, with an underspend of £610k projected across revenue budgets as at September (Month 7) and £7,271k of the £8,141k savings programme either already banked or on track for delivery within the financial year. The remaining £870k remain on track to be delivered in full in future years.

The budget proposals included in this report represents the Cabinet's budget strategy for 2020/21. Revenue budget proposals have been developed to continue to support the over 65s meet their Council Tax liability by continuing the older people discount, increasing the benefit to cover the 1.8% increase in Council Tax before the Social Care Precept and maintaining balances and reserves at well above the minimum recommended level and continue to protect frontline services. The final funding settlement for 2020/21 and confirmation of a number of levies payable to other public authorities will not be confirmed until early 2020.

Recurrent funding available to support the budget requirement is projected to total £226,500k in 2020/21, inclusive of £4,422k additional income linked to the proposed 3.8% increase in Council Tax to protect front line services for residents. This recurrent funding is supplemented by £7,754k of one-off funding including £825k additional income from the London Business Rates Pool and a £6,386k release from General Balances to support the £234,254k projected cost of delivering services in 2020/21.

The Council's draft budget strategy is to align the profile of budget proposals to deliver a budget for 2020/21, while maintaining unallocated reserves between £15,000k and £32,000k. The development of £6,036k savings proposals and £677k initiatives to contain growth in demand-led Contingency budgets - primarily through contract renewals and demand management - are sufficient to reduce the budget gap to £6,386k, which it is proposed to cover through the drawdown from General Reserves, as detailed in Table 2 below.

Table 2: Budget Requirement

	Movement from 2019/20 £'000	2020/21 Budget Requirement £'000
Recurrent Funding	(7,562)	(222,078)
Council Tax Increase (3.8%)		(4,422)
One-Off Funding	6,268	(1,368)
Planned Use of General Balances		(6,386)
Total Resources	(1,294)	(234,254)
Roll Forward Budget		229,928
Inflation	6,222	
Corporate Items	664	
Contingency (Service Pressures)	4,260	
Priority Growth	(107)	11,039
Budget Requirement		240,967
Gross Savings Requirement		6,713
Contingency (Management Action)	(677)	
Savings	(6,036)	(6,713)
Net Budget Gap		0

8. This draft budget includes £543k new funding for Priority Growth items, with specific growth proposals including additional staffing in the Anti-Social Behaviour and Environment Team, a new Planning lawyer, support for additional duties from the Environment Bill, Patrol Officers at Little Britain Lake, a Military Curator at the Battle of Britain Bunker, additional resources in the Licensing Team and additional support for Domestic Violence.
9. An update of the Council's capital programme is also presented in this report, with £444,858k of planned investment in local infrastructure over the period 2019/20 to 2024/25. This includes a new Leisure centre in West Drayton, a major programme of investment in the borough's highways, a programme of sports club rebuild/refurbishments, a libraries refurbishment programme, provision for investment in Youth infrastructure and the potential purchase of Uxbridge police station. The programme is supported by £120,931k of external funding, £77,883k of capital receipts from the disposal of surplus assets and Community Infrastructure levy alongside £246,044k of Prudential Borrowing. Financing costs associated with implementation of this programme are the principal driver behind the £664k Corporate Items and are forecast to grow to £12,445k by 2024/25.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee - 15 January 2020

2019/20 GROUP BUDGET PROPOSALS

10. Budget proposals relating to services within the remit of Social Care, Housing and Public Health Policy Overview Committee are presented below, with headline operating budgets for the relevant services outlined in Table 3. In addition to these base budgets to support services, more volatile or demand-led areas of activity are managed through Development and Risk Contingency - with latest projections for 2020/21 expanded upon in the following sections of this report.

Table 3: Group Budgets within Corporate Services, Commerce and Communities Policy Overview Committee Remit

	Residents Services	Social Care	Total
	£'000	£'000	£'000
Operating Budget 2019/20	17,418	117,876	135,294
Inflation	72	2,675	2,747
Corporate Items	0	0	0
Contingency (Service Pressures)	0	1,607	1,607
Priority Growth	0	0	0
Savings (including Management Action)	(378)	(2,972)	(3,350)
Operating Budget 2020/21	17,112	119,186	136,298

Savings

11. The following paragraphs provide an overview of savings proposals included in this draft budget. These include efficiency savings and other measures reducing the cost of service delivery without impacting upon service. As in previous years, savings measures fall into four broad themes:

- a. Service Transformation represents the majority of proposed savings, with items presented in this category ranging from the full year effect of previously implemented proposals, the implementation of recently agreed BID Reviews and the expected benefits arising from potential new BID Reviews.
- b. Effective Procurement savings are similarly made up of full year effect items and proposed reviews of delivery models in a number of areas.
- c. Income Generation & Commercialisation proposals include brought forward items for which plans are already in place, and proposed amendments to Fees and Charges discussed in the dedicated section below.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee - 15 January 2020

- d. Savings proposals from Zero Based Reviews represent budgets, which have been identified as being surplus to requirements through the line-by-line review of outturn 2018/19 and similar exercises being undertaken by Finance.

Pump Priming Savings and Flexible Use of Capital Receipts

12. The Council is currently permitted to finance the costs associated with service transformation from Capital Receipts, with both one-off implementation costs and the support for service transformation, including the BID team, being funded from this resource. This draft budget has been prepared on the basis that such implementation costs for the 2020/21 savings programme, estimated at £3,750k, will be financed from a combination of Capital Receipts and Earmarked Reserves as appropriate.

Residents Services

13. Savings proposals totalling £350k are presented for Residents Services in 2020/21, all of which relate to service transformation items. Two proposals have been included, with one proposal for £100k being to introduce a Selective Landlord Licensing Scheme to be applied to designated areas of the Borough to promote improved standards in the private rented sector.
14. The remaining £250k balance of the £350k Transformation savings comes from Management Action against the Homelessness Contingency.
15. The Council has been successful in minimising reliance upon more expensive Bed and Breakfast accommodation during 2018/19, which in addition to the service benefits contributes towards a substantial reduction in the net cost of homeless prevention. In addition, continuing use of incentives to secure sustainable tenancies contributes towards this expected saving, which will continue to be closely monitored into 2019/20.

Social Care

16. Across Social Care, savings proposals totalling £2,772k have been put forward, with £1,146k of these proposals relating to Service Transformation, with a further £1,009k coming from Effective Procurement and the remaining £617k being delivered by Zero Based Reviews. In addition to the £2,772k of proposals in 2020/21, a further £100k of full year effect saving is included for 2021/22.
17. Within Service Transformation, 2 BID reviews are proposed for consideration including a review of Children and Family Development Services (£213k) to come

from reshaping service delivery, with a full year effect of £313k achieved by 2021/22 and a review of the Occupational Therapy service delivery model (£269k) indicating efficiencies from moving to a mixed service delivery with a part outsourced, part in-house service model.

18. Two further savings are proposed within Service Transformation including a SEND review targeting early intervention and support (£161k) with a transfer of posts from the General Fund to the Dedicated Schools Grant (DSG), with efficiencies within the DSG expected to absorb the additional cost and a transfer of the Mental Health Service's team to be managed in-house (£123k) with £110k relating to the impact of withdrawing from the Section 75 Agreement and a minor £13k relating to staffing costs.
19. The final element within the Service Transformation total is a £380k saving expected to come from a BID review of the Social Care support function, which has been broken down into 4 workstreams covering:
 - i. the Early Intervention and Prevention Service;
 - ii. Brokerage;
 - iii. the impact of the roll out of the new Liquid Logic system (with the main focus starting on the SEND service);
 - iv. Continuous review of Social Care structures to be considered as part of the Social Care Programme Board workload.
20. Within the Effective Procurement saving, £732k centres around the review of the Children's semi-independent living provision and contracts, with the rationalisation of existing contracts including the decommissioning of Olympic House (£424k), more effective use of existing provision, releasing Ventura House to be fully utilised by Housing (£295k) and maximising the use of block contracts, thereby producing an efficiency against spot purchases (£13k).
21. In addition to this, £277k has taken out through Management Action against the Social Worker Agency Contract with contracting arrangements for the provision of interim Social Workers and other professionally qualified workers having resulted in a significant drop in the premium paid per worker. In addition to this, the department's outturn position for 2018/19 suggests that staffing budgets are sufficient in this area to cover the cost of agency staff, with budget monitoring in 2019/20 supporting this view, it is therefore being proposed that this item is no longer required.

22. Zero Based Review savings reflect £617k spend on client equipment that will be funded from capital grant within the broader Better Care Fund, producing a net benefit for the department's revenue position.

Cross Cutting

23. Cross cutting initiatives include the recently completed review of the Managed Vacancy Factor that has identified £228k of zero based budgeting savings where high turnover in certain areas of the Council mean that the Managed Vacancy Factor can be increased without impacting on service standards. Where £28k of this relates to Resident's Services and £200k relates to Social Care.

Capital Programme

24. The Council's current capital programme, as approved by Cabinet and Council in February 2019, continues to be focused on the provision of sufficient school places to meet rising demand across the borough. This programme has been reviewed and expanded to reflect a number of new initiatives as outlined above. The following key amendments items within the Capital Programme fall within the remit of the Social Care, Housing and Public Health Policy Overview Committee.
- i. Social Care Equipment – This proposal is centred around making more effective use of the Better Care Fund (BCF) and Disabled Facilities Grant (DFG) by switching this capital resource for revenue monies currently managed by the CCG. This approach sees £4,448k additional expenditure routed through the Council's capital programme, ensuring that the grant is fully deployed and delivering a £617k saving to the General Fund on top of banking the £570k at risk element of the 2018/19 saving for maximising CCG income.
 - ii. With agreement from the CCG in place, this proposal has been made to add £4,448k to Capital budgets, and will also ensure the Council maximise its use of the DFG, reducing the net increase in the Capital Programme by £1,324k.

Housing Revenue Account

25. The budget proposals for 2020/21 are based on the ninth full year of self-financing for the Housing Revenue Account. Under self-financing, the regulations maintain a ring-fence around the Council's provision of housing, the cost of which is fully supported by rental income.
26. This budget includes rent increases of CPI+1% per annum from 2020/21 to 2024/25 to reflect Government policy, whilst providing for substantial investment

in new General Needs and Supported Living units. There is also no change to the HRA rent policy.

Table 4: HRA Budget Requirement

	£'000	£'000
<u>Funding Sources</u>		
Rental Income	57,872	
Total Resources		57,872
Budget Requirement 2019/20	38,611	
Inflation	482	
Corporate Items	430	
Savings	(384)	
Budget Requirement 2020/21		39,139
Contribution to Finance Capital Programme		18,733
Contribution to Earmarked Reserves		2,041
Surplus / (Deficit)		(2,041)

Rental Income

27. Rental income projections have been fully refreshed to take account of revised estimates for the movement in the numbers of properties due to new builds, properties being sold under the RTB scheme. This budget has been prepared on the assumption that the RTB sales are 50 per annum from 2020/21 to 2023/24 and 40 for 2024/25.

28. Rental increases revert to CPI+1% in 2020/21 in line with the MHCLG confirmation in October 2018 of a 5 year rent settlement whereby the social housing rent increase will be limited to CPI+1% per annum between 2020/21 to 2024/25. At this stage it is assumed that the 1% provision for income losses arising from void properties will remain at this level, resulting in net dwelling rents of £57,872k in 2020/21.

Inflation

29. A net inflation provision of £482k is included in the 2020/21 budget. This relates to inflation of £373k on salary and operating costs of which £150k is for agency worker regulations, £299k on repairs and planned maintenance and £190k inflation on charges to tenants and leaseholders.

Corporate Items

30. Movements contained within Corporate Items total £430k in 2020/21 as shown in Table 4. This consists of realignment of budgets relating to building safety £131k, caretaking provision of £129k, tenancy services provision of £91k, HRA waste recycling costs of £44k and extra care sites cleaning contracts of £35k.

Development & Risk Contingency

31. The HRA budget includes contingency budgets totalling £1,260k to meet emerging risks and pressures during 2020/21. This budget remains unchanged and is for future development provision of £180k; General Contingency of £680k which includes £500k for housing regeneration costs; and bad debts provision of £400k.

Savings

32. The 2020/21 proposed savings totalling £384k are shown in Table 4 and relate to housing service efficiency reviews £196k; zero based reviews £140k and the full year effect of prior year BID review savings £48k.

2020/21 - 2024/25 CAPITAL PROGRAMME

33. The HRA Capital programme budget includes £63,457k for the other HRA programmes of work including provision for investment in existing housing stock of £53,699k and £9,758k of funding for major adaptations to properties. This level of provision reflects the latest programme of works proposals including inflation aligned to BCIS indices.

34. The capital programme contains provision of £137,739k to fund delivery of 495 new homes within the HRA over the period to 2024/25. These new build units will be financed from a combination of Capital Receipts from Right-to-Buy property sales retained under the 1:1 Replacement Agreement and non Right-to Buy receipts, direct revenue contributions from the HRA, GLA grant and borrowing.

Implications on related Council policies

Comments from the Committee will feed into the annual budget decision-making process to Cabinet and Council.

How this report benefits Hillingdon residents

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

Financial Implications

This report has been prepared by Corporate Finance and financial implications are addressed throughout the report.

Legal Implications

None.

BACKGROUND PAPERS

THE COUNCIL'S BUDGET: MEDIUM TERM FINANCIAL FOECAST 2020/21 - 2024/25, presented to 17 December 2019 Cabinet Meeting

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: 'Making the Council more autism friendly' Witness Session 1 - Adult Autism: Statutory Background and Local Arrangements
Ward	All

HEADLINES

To receive the draft scoping report on the proposed review topic and commence the witness sessions.

RECOMMENDATIONS

That the Committee:

- 1. Gives consideration to the detail contained in the updated scoping report and makes comments and suggestions on the detail contained within.**
- 2. Considers the information it receives from officers.**

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.

The scoping report has been updated to reflect the suggestions made at the meeting on 27 November 2019.

As part of the Committee's review into how the Council can be made more autism friendly, officers will present information setting the Council's scene.

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.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 January 2020

How this report benefits Hillingdon residents

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

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

See Scoping Report.



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

**Working Title: 'Making the Council
more autism friendly'**

1. REVIEW OBJECTIVES

Background to the review

The aim of this review is to consider how the Council can improve its customer service and key services 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. It will also consider whether the Council has a supportive culture for when autistic residents approach Council services.

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

Subsequently, at the Committee's meeting on 27 November, where it considered the draft scoping report, Members provided further helpful steers on the review, including agreeing the possibility of additional witnesses sessions and a broadening of the scope to include autism friendly access to children's and adults services (all-age), along with all other universal council service provision. This has been reflected in the indicative timetable at the end of the scoping report.

Terms of Reference

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 and consider how the Council is currently complying with this;
3. To assess the work already taken across front-line services and other all-age council services areas, 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 and key services in respect of people with autism, e.g. housing, libraries, receptions, benefits etc... This would also involve access children's and adults social care services, so that the Committee's review would be all-age.

This review of service access 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	Committee recommended an updated scoping report - to be circulated to Members.

Outside Committee	Possible Member Briefing on Adult Autism (based around current Adult Autism training offer)	
15 January 2020	Hold Witness Session 1 - Adult Autism	Council Officers / Autism Lead
6 February 2020	Hold Witness Session 2 - Children's Services/ Transitions/preparation for adulthood	HACS / voluntary sector Feedback from gap analysis
Outside Committee / Informal	Gap analysis survey undertaken (survey by Democratic Services with front-line services)	
25 March 2020	Hold Witness Session 3 - Wider Council services 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.
Outside Committee / Informal	Informal meeting with people with autism / parents to understand views (with officers and in appropriate setting)	
16 April 2020	Findings and recommendations	Clarification from officers, if required,
June - TBC	Consider Draft Final Committee Report	Delegate authority to finalise text to Chairman and Labour lead.
Cabinet - TBC	Report presented to Cabinet (target date)	Cabinet considers and decides whether to agree recommendations to be actioned / become council policy.
TBC	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.

Adult Autism: Statutory Background and Local Arrangements

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Anisha Teji, Chief Executive's Office
Papers with report	Local Action Plan 2019/2020
Ward	All

HEADLINES

This is the first witness session where information regarding Adult Autism: statutory background and local arrangements will be presented.

RECOMMENDATIONS

That the Committee considers the information it receives from officers.

SUPPORTING INFORMATION

1) Background Information

The Autism Act 2009 commits the Government to having a strategy for meeting the needs of adults in England with autistic spectrum conditions by ensuring that the local authority and NHS services they need are accessible for them.

Following on from the Autism Act, the government published the first national autism strategy for England, 'Fulfilling and Rewarding Lives' (2010), which was then updated with 'Think Autism' (2014).

The strategy for adults with autism in England sets out a vision that:

"All adults with autism will be able to live their lives within a society that understands and accepts them, they can get a diagnosis and access support if they need it, and they can depend on mainstream public services to treat them fairly as individuals, helping them make the most of their talents."

In Dec 2018, the Government announced plans to introduce an updated national autism strategy which will cover people of all ages in England for the first time. Publication of the updated autism strategy is anticipated shortly (Jan 2020).

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 January 2020

2) The Government's Current Autism Strategy

'Fulfilling and rewarding lives' 2010 set out the need for better:

- Autism awareness training
- Access to a diagnosis
- Assessments of people with autism
- Service and support
- Local leadership and planning.

'Think autism' 2014 retains these commitments and builds on them, with key aims to:

- Increase awareness and understanding of autism
- Develop clear, consistent pathways for the diagnosis of autism
- Improve access for adults with autism to services and support
- Help adults with autism into work
- Enable local partners to develop relevant services.

3) The 15 Priority Challenges

'Think autism' outlines 15 'priority challenges' established through a consultation with autistic people, families, carers and professionals.

- I want to be accepted as who I am within my local community. I want people and organisations in my community to have opportunities to raise their awareness and acceptance of autism.
- I want my views and aspirations to be taken into account when decisions are made in my local area. I want to know whether my local area is doing as well as others.
- I want to know how to connect with other people. I want to be able to find local autism peer groups, family groups and low-level support.
- I want the everyday services that I come into contact with to know how to make reasonable adjustments to include me and accept me as I am. I want the staff who work in them to be aware and accepting of autism.
- I want to be safe in my community and free from the risk of discrimination, hate crime and abuse.
- I want to be seen as me and for my gender, sexual orientation and race to be taken into account.
- I want a timely diagnosis from a trained professional. I want relevant information and support throughout the diagnostic process.
- I want autism to be included in local strategic needs assessments so that person-centred local health, care and support services, based on good information about local needs, are available for people with autism.
- I want staff in health and social care services to understand that I have autism and how this affects me.
- I want to know that my family can get help and support when they need it.
- I want services and commissioners to understand how my autism affects me differently through my life. I want to be supported through big life changes such as transition from school, getting older or when a person close to me dies.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 January 2020

- I want people to recognise my autism and adapt the support they give me if I have additional needs such as a mental health problem, a learning disability or if I sometimes communicate through behaviours which others may find challenging.
- If I break the law, I want the criminal justice system to think about autism and to know how to work well with other services.
- I want the same opportunities as everyone else to enhance my skills, to be empowered by services and to be as independent as possible.
- I want support to get a job and support from my employer to help me keep it.

4) Statutory Guidance for Local Authorities and the NHS 2015

The priority challenges were used to frame the statutory guidance issued in 2015 for practitioners in England and Wales. The guidance clearly states what local authorities and NHS bodies should and/or must do in relation to:

- Training of staff who provide services to adults with autism.
- Identification and diagnosis of autism in adults, leading to assessment of needs for relevant services.
- Planning in relation to the provision of services for people with autism as they move from being children to adults.
- Local planning and leadership in relation to the provision of services for adults with autism.
- Preventative support and safeguarding in line with the Care Act 2014 from April 2015.
- Reasonable Adjustments and Equality.
- Supporting people with complex needs, whose behaviour may challenge or who may lack capacity.
- Employment for adults with autism.
- Working with the criminal justice system.
- The guidance allows for local discretion in how the strategy is implemented, however health and wellbeing boards, formed through the Health and Social Care Act 2012, are expected to play a part in planning local services.

Further details regarding the 2015 statutory guidance can be found below:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/422338/autism-guidance.pdf

5) The Autism Self-Assessment Framework

As part of the process of updating the strategy and guidance, the Autism Act says that the government must take account of progress in meeting the strategy aims.

The Autism Self-Assessment is one of the mechanisms that the government has for identifying what progress has been made. The first baseline self-assessment was done in 2011. Update self-assessments were then completed in 2013; shortly after the publication of 'Think Autism' in 2014; 2016 and the fifth and most recent self-assessment exercise was undertaken in December 2018. The Self-Assessment is a periodic survey of upper tier local authorities, the bodies responsible for co-ordinating local action on the strategy, asking about progress on a wide range of local health, social services and wider issues. Organisations (local authorities; health commissioners;

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 January 2020

other statutory partners) and local autistic residents and family carers are asked to review progress on the principal areas covered by the strategy. The exercise comprises around one hundred questions in a variety of formats.

Hillingdon's 2018 self-assessment showed areas of particular strong performance in how the Local Authority and CCG were engaged and planning the implementation of the strategy; the training provided to staff undertaking statutory assessments; assessment and support for adults with learning disabilities and autism; information about support available across the wider partnership; access to carers assessments and the employment focus of transition processes for autistic young people.

Areas for further development included the need to further improve the participation of adults with autism in the delivery of the strategy; updating the JSNA and housing strategy to more fully include/address the needs of autistic people; having clear Council-wide policies in place regarding reasonable adjustments and reducing waiting times for diagnosis (CCG).

Progress against the identified priorities is detailed below:

- The Adult Autism Partnership Board (see below) is now well attended by adults with autism and has a co-chairing arrangement. One co-chair being a person with Autism or a parent/carer of someone with Autism. The other is a representative from a statutory or third sector organisation.
- New sections of the JSNA have been drafted and are under final review. Similarly work is also underway to update the housing strategy.
- An Autism Awareness eLearning module has been developed for wider Council staff, which will include information regarding Reasonable Adjustments;
- The CCG are commissioning additional diagnostic capacity.

Please note, a new Self-Assessment Framework will be released with the January 2020 strategy. Priorities and the work plan will be reviewed in line with the new Self-Assessment Framework as soon this it is published.

6) Hillingdon's Adult Autism Partnership Board

Hillingdon has an established Autism Partnership Board (APB), whose function is to improve outcomes for people with autism and their families.

In 2019, the APB was reviewed and it was agreed by all stakeholders that the format would be change to better support participation of adults with autism. The revised Adult APB was launched in September 2019.

The Adult APB has a Local Action Plan and this was updated to reflect the priority actions identified following the Self-Assessment (see Appendix 1 for the Local Action Plan 2019/20).

7) Who is invited to attend the Adult APB?

Adults with autism; CAAS (Centre for ADHD and Autism Support); the CCG Clinical Lead for LD and Autism; CCG Commissioners (Adults); CNWL Clinical Services; CNWL LD Health Team

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 January 2020

Lead; CNWL Lead for LD and Autism; DASH (Disablement Association Hillingdon); HACS (Hillingdon Autistic Care and Support); Healthwatch; Parent Carers Forum; LBH Adult Social Care; LBH Positive Behaviour Support; LBH Principal Educational Psychologist; Police representatives; Probation and the Hillingdon Hospital Learning Disability Liaison Nurse.

8) Governance

Governance arrangements for the new board are under review and the APB is in the process of formalising links with the Hillingdon Learning Disability Partnership Board, disabilities forum, the SEND strategic Board and other reference groups.

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

None at this stage.

BACKGROUND PAPERS

See Scoping Report.

This page is intentionally left blank

Local Action Plan 2019/2020

Key Area for Action	Outcomes	Main Task/Actions	Lead Agency	Update Dec 2019	Target Completion Date	RAG rating
Local context and senior leadership	A complete and accurate picture is provided on the numbers of people with autism in Hillingdon with sufficient information to plan and commission services.	Ensure that autism is included and explicitly considered in the JSNA, including the needs of autistic children and young autistic people?	Adult and Childrens Social Care	JSNA drafted, section is under review.	31.03.20	Amber/Green
	As above	Develop and implement an action plan to improve data gathering, reporting through a task and finish group, to include identifying people with high functioning autism who may need support in adulthood.	CCG/LA	There a number of sources in which data is collected, SEN, Diagnostic services, Adult Social Care database, GPs, Voluntary sector. Task and Finish to reconvene to identify gaps in data collection including, gender, ethnicity, age.	31.03.20	Amber
	A variety of mechanisms are being used so a cross-section of autistic people are meaningfully engaged in the planning and implementation of the Adult Autism Strategy and autistic people are thoroughly involved in the autism partnership board	The partnership board is regularly attended by one autistic person and one parent/carer of an autistic person who is meaningfully involved.	LA	The board are moving to a co-chairing arrangement.	31.03.20	Green
Diagnosis	Diagnostic pathway agreed, which meets relevant NICE guidelines.	Diagnostic pathway will meet NICE recommended [QS51] waiting time and expect to be able to keep within them. Review of post diagnostic support options.	CCG	Additional capacity has been commissioned.	31.03.20	Amber
Housing and Accommodation	The local housing strategy will consider Housing requirements of autistic people.	Review Hillingdon Housing Strategy to include Autism.	ASC/Housing Debbie Weller Hazel Ashworth	There are plans for the needs of autistic people to be included in the housing strategy. The strategy is due to be completed January 2020.	31.03.20	Amber
	The market position statement specifically identifies the general needs for provision of services for autistic people.	Refresh the Market Position Statement to strengthen section on autism.	ASC Gary Collier Hazel Ashworth	Autism is referenced in the market position statement, but this is under review to better reflect the needs of autistic and people and/or gaps in provision. Market position statement will be reviewed early 2020.	31.02.20	Amber

Care and Support	Advice and information is readily available	Webpages to be reviewed	All stakeholders		Ongoing to 2020	Amber
	Reasonable adjustments have been made to general council services to improve access and support for autistic people.	E Learning module has been developed and is under review. Consider whether wider Council policy is required.	ASC/Council's Equality & Inclusion Manager Hazel Ashworth/ Vicky Trott	There is considerable anecdotal evidence of reasonable adjustments being made. Work is now underway to ensure that training in reasonable adjustments includes wider services/autism. Consideration is also being given to developing a specific cross-Council Policy in regard to reasonable adjustments.	31.03.20	Amber

SOCIAL SERVICES, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE - 2019/20 BETTER CARE FUND PLAN PROGRESS UPDATE

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Gary Collier, Health and Social Care Integration Manager
Papers with report	None.
Ward	All

HEADLINES

The reason for this item is to make the Committee aware of progress in the delivery of the 2019/20 BCF plan.

RECOMMENDATIONS:

That the Committee:

1. questions officers and partners about the delivery of the 2019/20 plan.
2. notes the report.

SUPPORTING INFORMATION

Introduction

1. The Better Care Fund (BCF) is a Government initiative introduced in 2014/15 that is intended to improve efficiency and effectiveness in the provision of health and care through closer integration between health and social care. The first BCF plan was for 2015/16.
2. The *2019/20 Better Care Fund Policy Framework* published in April 2019, required Hillingdon to develop a Better Care Fund Plan (BCF) for the 2019/20 period. The planning requirements for 2019/20 were published in July 2019. This is Hillingdon's fourth BCF plan and its focus is improving care outcomes for older people, people with learning disabilities and/or autism and children and young people. This represents an expansion of scope and ambition on previous iterations of the plan, which were directed at Hillingdon's 65 and over population.
3. The 2019/20 plan was approved at the Health and Wellbeing Board meeting on the 24 September and formally submitted on the 27th September. The plan completed

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 Jan 2020

the CCG's governance processes on 6th September 2019. The plan submission documentation can be accessed via the following link <https://modgov.hillingdon.gov.uk/ieListDocuments.aspx?CId=322&MId=3463&Ver=4>. Notification that the plan's approval by NHSE was received on the 23rd December 2019.

4. A condition of the BCF is that a pooled budget be established under which Council and NHS funding loses its separate identity. The Council is the lead organisation for the management of the pooled budget.
5. References to the '*review period*' in this report means the period from April to September 2019 unless otherwise stated.

Hillingdon's BCF 2019/20 Plan Summarised

6. The minimum amount required to be included within the BCF pooled budget for 2019/20 is £30,114k. Both the Council and the CCG have agreed to an increase in the level of ambition and a resultant increase of £62.8m above the minimum required in 2019/20 to £92,952k. This is as a result of the extension of the scope of the plan beyond a focus on older people to include children and young people and people with learning disabilities and/or autism. The eight schemes of the plan are summarised in **Appendix 1**.
7. Table 1 below shows the investment of the Council and the CCG in 2019/20 compared with 2018/19.

Table 1: Financial Contributions by Organisation 2018/19 and 2019/20 Compared		
Organisation	2018/19 (£,000s)	2019/20 (£,000s)
HCCG	27,009	39,418
LBH	27,279	53,534
TOTAL	54,288	92,952

8. The investment from the Council includes the Disabled Facilities Grant (DFG), the Improved Better Care Fund (iBCF) and Winter Pressures Grants that have been received directly by the Council from the Ministry of Housing, Communities and Local Government. The iBCF and Winter Pressures Grants have been used to stabilise the local care market, which has in turn helped to relieve pressure on NHS partners. The value of the three grants for 2019/20 is as follows:

- Disabled Facilities Grants: £4,504k
- Improved Better Care Fund: £6,207k
- Winter Pressures: £1,041k

9. Table 2 below provides a breakdown of investment by both the Council and the CCG in each of the eight schemes within the plan.

Table 2: HCCG and LBH Financial Contribution by Scheme Summary					
Scheme		Financial Contribution			
		2018/19		2019/20	
		LBH £000s	HCCG £000s	LBH £000s	HCCG £000s
1	Early intervention and prevention	5,426	2,354	3,373	2,566
2	An integrated approach to supporting Carers	878	18	984	19
3	Better care at end of life	51	992	0	819
4	Improved hospital discharge and the intermediate tier	4,643	11,405	6,094	15,038

5	Improving care market management and development	15,893	12,001	11,863	12,549
6	Living well with dementia	306	0	372	0
7	Integrated therapies for children and young people	0	0	441	2,231
8	Integrated care and support for people with learning disabilities and/or autism.	0	0	30,322	6,195
	Programme Management	82	0	86	0
	Total Partner Contributions	27,279	26,770	53,534	39,418

Measuring Success

10. There are three types of measures used to determine the success of the plan and these are:

- *National metrics:* There are four metrics against which every health and wellbeing board area in England is required to report progress to NHSE.
- *Local metrics:* These are local scheme specific measures where progress is reported to the Health and Wellbeing Board and CCG Governing Body only.
- *Delivery plan milestones:* This is identification of how performance against the agreed delivery plan is progressing. Once again updates are provided to the Health and Wellbeing Board and CCG Governing Body.

National Metrics

11. **Emergency admissions target (also known as non-elective admissions): Not on track** - The emergency admission target in previous plans included emergency admissions of all people aged 65 and over. For 2019/20 the target has been focussed on people aged 65 and over population who are living with ambulatory care sensitive conditions, i.e. cases where effective community care and case management can help prevent the need for hospital admission, such as chronic hepatitis B; asthmas; congestive heart failure; diabetes; chronic obstructive pulmonary disease; hypertension; epilepsy; and dementia. During the period April to October 2019 there were 1,598 emergency admissions, which would suggest a forecast outturn of 2,739 admissions against a ceiling of 2,411. This would represent a 6% increase over the 2018/19 outturn of 2,585 admissions.

12. The main objective of the Neighbourhood Teams (see below) is to identify and actively manage the 15% of the population within their neighbourhood at greatest risk of future hospital admission and developing long-term care needs. Although at different points of development across the borough, this work is having results and without it the numbers of emergency admissions would undoubtedly be higher.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 Jan 2020

Neighbourhood Teams Explained

The eight Neighbourhood Teams are multi-disciplinary teams comprising of staff within a range of GP practices, community health professionals, professionals concerned with the assessment, diagnosis and treatment of adults with urgent medical needs, a mental health professional and voluntary and community sector staff.

13. **Delayed transfers of care (DTOCS): On track** – The definition of a DTOC is shown below.

DTOCs Defined

A DTOC occurs when a patient is ready for transfer from a hospital bed, but is still occupying the bed. A patient is ready for transfer when:

- a) A clinical decision has been made that the patient is ready for transfer; AND
- b) A multi-disciplinary team decision has been made that the patient is ready for transfer; AND
- c) The patient is safe to discharge/transfer.

14. Table 3 below shows that there were 1,820 delayed days in the period April to October 2019. This would suggest an outturn for 2019/20 of 3,714 delayed days on a straight line projection, which would be 1,250 delayed days below the target imposed on Hillingdon by NHSE for 2019/20. The Committee may wish to note that NHSE has not set specific reduction targets for the NHS, Social Care or those delays attributed to both the NHS and Social care. However, table 3 provides a breakdown for the April to October period.

Table 3: DTOC Performance April - October 2019			
Delay Source	Acute	Non-acute	TOTAL
NHS	1,654	346	2,000
Social Care	59	57	116
Both NHS & Social Care	3	48	51
TOTAL	1,716	451	2,167

15. When compared with other London authorities, 24 boroughs had higher DTOC levels than Hillingdon and 16 CCGs had higher NHS levels. Hillingdon had the fourth lowest level of social care delays in London.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 Jan 2020

16. During the period April to October 2019 83% (1,791) of delayed days were attributed to four reasons that remain consistent with the position in 2018/19. The reasons were:

- 42% (914): Access to care homes.
- 20% (431): Further non-acute NHS care, such as access to specialised mental health services, access to end of life hospice care, etc.
- 11% (233) Patient/family choice, i.e. where a reasonable offer of care to meet assessed needs has been refused.
- 10% (213): Housing, e.g. where there are housing delays relating to people for whom the Council does not have a social care responsibility under the 2014 Care Act.

17. The Council works with care home providers to identify imaginative solutions where service users present with challenging behaviours. The full mobilisation of the Enhanced support in care homes service (see below) may also help to increase local care home capacity. However, there is a national shortage of specialised, bed-based mental health services that also affects Hillingdon.

Enhanced Support in Care Homes and Extra Care Service Explained

This specialist service comprising of GPs, 4 matrons, a dietician, a speech and language therapist and a mental health nurse is intended to provide support to care homes and extra care housing schemes with the main aim of preventing unnecessary admissions to hospital. The support available from the service should also give homes more confidence about accepting people with more challenging needs.

18. **Permanent admissions to care homes target: *Not on track*** - There were 116 permanent admissions to care homes during the period between April and November 2019, which would suggest an outturn for 2019/20 of 174 permanent admissions. This would be very close to the ceiling for the year of 170. 28% of permanent admissions were into nursing homes and nearly 18% into residential dementia care homes. 53% of permanent admissions were conversions of short-term placements. The delay in the delivery of the Park View Court extra care sheltered housing scheme has contributed to this conversion, which reflects the speed with which people become institutionalised once admitted to a care home.

19. The Committee may wish to note that 9 people moved out of care homes into an extra care setting during the review period. The availability of extra care also prevented another older person from being admitted to a care home during this period.

20. **People discharged from hospital to reablement still at home 91 days after discharge** – The review period for this metric is people aged 65 and over discharged to reablement in Q3 who are still at home at the end of Q4. This data will therefore not be available until May 2020. 2019/20 is actually the final year of this metric.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 Jan 2020

Local Metrics

Scheme 1: Early intervention and prevention

21. **Falls-related Admissions: Not on track** – During the period April to October 2019 there were 540 emergency admissions of people aged 65 and over related to falls. This would suggest an outturn for 2019/20 of 925 against a ceiling of 892. A programme of interventions by partners continues to identify and support people at risk of falling. In view of the increasing 80 and over population in the borough and the increased susceptibility to further falls once a person within this age group has fallen, it is suggested that the target setting methodology is reviewed for 2020/21.

Scheme 2: An integrated approach to supporting Carers

22. **Carers' assessments: Not on track** – There were 466 Carers' assessments undertaken during the period April to October 2019. On a straight line projection this would suggest a full year outturn of 799 against a target for the year of 1,090. Assessments include those undertaken by the Council and by Hillingdon Carers. However, it should be noted that there are services available through the Hillingdon Carers' Partnership that do not require Carers to go through an assessment process for them to access.

Scheme 4: Integrated hospital discharge

23. **Seven day working: Not on track** – If the health and care system was working effectively then approximately 30% of hospital discharges would be taking place at weekends (2 days/7 days). Table 4 below shows apportionment of discharges between weekdays and weekends for the April to September 2019 review period.

Table 4: Seven Day Discharge at Hillingdon Hospital			
April – September 2019			
Week Days	Week Ends	TOTAL	W/e as % of total discharges
12,472	2,882	15,354	18.7

Scheme 5: Improving care market management and development

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 Jan 2020

24. ***Emergency admissions from care homes: Not on track*** – During the period April to August 2019 there were 361 admissions of older people from care homes in Hillingdon. On a straight line projection this would suggest an outturn of 866 admissions against a ceiling of 844. Taking into consideration the increase in the bed base during 2018/19 by 77 beds a 3% increase on the 2018/19 outturn would still suggest that demand is being controlled, although not as much as desirable. Partners will undertake further analysis work to determine whether people admitted from care homes have a longer length of stay in 2019/20 than in the previous year, which would indicate that more admissions were appropriate.

25. There has been an issue about the reliability of the emergency admissions from care homes data and a verbal update will be provided to the Committee on progress.

Delivery Plan Milestones

26. The section provides the Committee will an update on the key milestones for Q1 and 2 of the agreed BCF delivery plan. The agreed delivery plan priorities for 2019/20 are described in **Appendix 2**.

27. ***Establish named Adult Social Care contacts for each of the emerging Neighbourhood Teams: Completed*** – The three Adult Social Care Locality Managers have been identified as the key contacts and attended monthly meetings with guided care matrons within the relevant Neighbourhood Teams.

28. ***Review the Hospital Discharge Grant pilot and implement the result: Completed*** – The pilot was extended until January 2020 when a further review will determine whether the grant can be established as business as usual. Since its inception in November 2018 the grant has assisted the timely discharge from hospital of 20 people, 80% of which were aged 60 and over.

Hospital Discharge Grant Explained

This is a non-means-tested grant of up to £2,000 that can be made available if any of the following eligible works are required to enable a Hillingdon resident to return home from hospital once they are well enough to do so:

- Home garden/clearance
- Home deep cleaning
- Home fumigation
- Furniture removals to make your home safe for you
- Heating repairs, e.g. repairing or replacing boilers
- Repairs to essential electrical appliances, e.g. cooker, refrigerator/freezer.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 Jan 2020

29. Explore feasibility of extending ‘Red Bag’ scheme to extra care: Completed

– The red bag scheme for care homes has been relaunched in 2019/20. Extension of the scheme to extra care will therefore be deferred to 2020/21 to allow more time for the existing care home scheme to become established.

Red Bag Scheme Explained

The scheme is intended to improve the discharge process for people living in care homes who are admitted to hospital. When a resident becomes unwell and is assessed as needing hospital care, care home staff pack a dedicated red bag that includes the resident’s standardised paperwork and their medication, as well as day-of-discharge clothes and other personal items.

30. Review liaison and referral arrangements between Housing and both Hillingdon Hospital and CNWL: Some slippage

– Arrangements between Housing and CNWL’s Mental Health Teams have been reviewed and are considered to be working well. Officers will be working with Hospital partners during Q3 to identify whether there is any scope to improve liaison arrangements to expedite discharge of people who no longer need treatment in a hospital bed.

Successes and Achievements

31. The key successes and achievements within the review period include:

- *Health partner programme*: Funding secured by the local third sector consortium H4All (i.e. Age UK, the Disablement Association Hillingdon, Harlington Hospice, Hillingdon Carers and Hillingdon Mind) through the City Bridge Trust has provided additional capacity to support the development and networking of third sector organisations in Hillingdon and a starting point was two engagement events held in June 2019 that were attended by 63 voluntary and community organisations. The intention behind this initiative is to improve the collective capacity of the sector to achieve the following through, for example, social prescribing:
 - Addressing social issues;
 - Better engaging people in managing their own health needs;
 - Addressing wider determinants of health;
 - Prevention of ill-health and promotion of independence and social connectivity for as long as possible;
 - Tackling loneliness and isolation.

Social Prescribing Explained

This is a process by which people are connected with a range of community groups and agencies for practical and emotional support.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 Jan 2020

- *Identification of Carers:* The identification of Carers is a critical first step in being able to sign-post them to relevant information, advice and support that will help support them in their caring role, a by-product of which is to reduce pressure on Hillingdon's health and care system. During the review period 404 new Adult Carers were identified and 145 new Young Carers, i.e. Carers aged under 18, were identified. The 2019/20 target for Adult Carers is 750 new Carers and the target for Young Carers is 50 new Carers.
- *Integrated discharge programme director appointed and in post:* This newly created jointly funded post has responsibility for managing the integrated discharge programme. The focus of this post is on discharges from Hillingdon Hospital.
- *Care Act training for Neighbourhood Teams:* A recommendation that arose from a sub-group meeting of the Council's External Services Select Committee that looking into pressures on GPs was that training should be provided on the Council's adult social care responsibilities under the Care Act to ensure that expectations are set correctly. A presentation was given to a meeting of matrons working within the Neighbourhood Teams on the 26th September.
- *Dementia-friendly communities:* There is a range of activities that have taken place over the review period under the umbrella of the Dementia Action Alliance intended to support residents living with dementia and their Carers and these include:
 - *Coffee mornings:* Dementia friends' coffee mornings have taken place across nine libraries in the borough. 1,850 residents have attended these events and 69 people attended groups on a regular basis. New weekly coffee morning sessions will be established at Oak Farm, Harefield and Yeading libraries by the end of 2019;
 - *Tovertafel:* Already installed in three of Hillingdon's libraries these have been used by 1,234 residents during the review period, including people living with dementia in the community as well as people in care homes. Three additional Toverfotel systems will be installed in Oak Farm, Harefield and Yeading libraries by the end of 2019;

Tovertafel Explained

The Toverfotel is a little box that can be mounted on the ceiling, for instance, above a dining room table. Inside the box is a high-quality projector, infrared sensors, speaker, and processor that work together to project the games onto the table. Because the colourful objects respond to hand and arm movements, residents get to play with the light itself. This stimulates both physical and cognitive activity and encourages social interaction.

- *Dementia Friends training*: Five local retailers attended Dementia Friends' training in May 2019, including Marks and Spencer, TSB Bank, Decathlon (INTU), Nat West Bank and Top Shop. An immediate outcome of this was the provision of monthly chairbics sessions being offered in the Decathlon store in Uxbridge for people with dementia. 60 Police officers also attended a training session in September 2019.
- *Dementia friendly film screenings*: Following Dementia Friends training, the Beck and Compass Theatres have started to provide closed film screenings every two months for people with dementia. The special screenings entail adjustments to lighting to accommodate the physical effects of the onset of dementia.
- *Training for care home staff*: The falls prevention champion course training started in June 2019. This is delivered over a number of sessions, concluding in November 2019. It is the third year this course has been delivered. A leadership programme attended by managers or their deputies from eleven of Hillingdon's care homes was completed. This training provision intended to improve quality of service provision within the local care home market was funded by the North West London CCG Collaboration enhanced health in care homes programme.

Conclusions

32. The conclusion from the 2017/19 plan was that delivering step-change within a complex and constantly evolving health and care system is very challenging, especially when considering the financial difficulties being faced by partners. The experience of 2019/20 thus far reinforces this conclusion.

2020/21 BCF Plan

33. It has been confirmed by the Government that there will be a further one year plan for 2020/21 with the possibility of a three year plan from April 2021.

34. Further details of requirements for 2020/21 are awaited. In the meantime officers and NHS partners will be exploring options for inclusion in the 2020/21 plan for consultation with the Health and Wellbeing Board.

Appendix 1 can be seen below.

Scheme	Scheme Aim
<i>Scheme 1:</i> Early intervention and prevention.	To manage demand arising from demographic pressures by reducing the movement of Hillingdon residents/patients from lower tiers of risk into higher tiers of risk through proactive early identification and facilitating access to preventative pathways.
<i>Scheme 2:</i> An integrated approach to supporting Carers.	To maximise the amount of time that Carers are willing and able to undertake a caring role.
<i>Scheme 3:</i> Better care at end of life.	To realign and better integrate the services provided to support people towards the end of their life in order to deliver the ethos of a 'good death.' The main goals of the scheme are to: <ul style="list-style-type: none"> • Ensure that people at end of life are able to be cared for and die in their preferred place of care; and • To ensure that people at end of life are only admitted to hospital where this is clinically necessary or where a hospital is their preferred place of care or death.
<i>Scheme 4:</i> Integrated hospital discharge and the intermediate tier.	This scheme seeks to prevent admission and readmission to acute care following an event or a health exacerbation and enabling recovery through intermediate care interventions with the aim of maximising the person's independence, ability to self-care and remain in their usual place of residence for as long as possible. A further objective of this scheme is to support discharge from mental health community beds in recognition of the impact of these delays on patient flow through Hillingdon Hospital.
<i>Scheme 5:</i> Improving care market management and development	This scheme is intended to contribute to the STP 2020/21 outcomes of achieving: <ul style="list-style-type: none"> • A market capable of meeting the health and care needs of the local population within financial constraints; and • A diverse market of quality providers maximising choice for local people.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 Jan 2020

<p><i>Scheme 6: Living well with dementia</i></p>	<p>The objective of this scheme is that people with dementia and their family carers are enabled to live well with dementia and are able to say:</p> <ul style="list-style-type: none"> • <i>I was diagnosed in a timely way.</i> • <i>I know what I can do to help myself and who else can help me.</i> • <i>Those around me and looking after me are well supported.</i> • <i>I get the treatment and support, best for my dementia, and for my life.</i> • <i>I feel included as part of society.</i> • <i>I understand so I am able to make decisions.</i> • <i>I am treated with dignity and respect.</i> • <i>I am confident my end of life wishes will be respected. I can expect a good death.</i>
<p><i>Scheme 7: Integrated therapies for children and young people</i></p>	<p>This scheme seeks to:</p> <ul style="list-style-type: none"> • Provide early intervention therapy services that offer early assessment and advice, support self-care and reduce dependence on services in future years. • Provide a robust integrated triage process that directs children and young people to the most appropriate therapy and support without delay.
<p><i>Scheme 8: Integrated care and support for people with learning disabilities and/or autism.</i></p>	<p>This scheme aims to:</p> <ul style="list-style-type: none"> • To improve the quality of care for people with a learning disability and/or autism;

	<ul style="list-style-type: none"> • To improve quality of life for people with a learning disability and/or autism; • To support people with a learning disability and/or autism down pathways of care to the least restrictive setting; • To ensure that services are user focused and responsive to identified needs.
--	---

Appendix 2 2019/20 Delivery Plan Priorities

Appendix 2 can be seen below.

Scheme 1: Early intervention and prevention.
<ul style="list-style-type: none"> • Establish a single online information system as the directory of services across Health and Care Partners in Hillingdon. • Establish named Adult Social Care contacts for each of the emerging Neighbourhood Teams. • Explore the increased application of assistive technology to support the independence of residents in the community. • Review the model of voluntary sector support for adults to improve options for social prescribing, including through provision of Personal Health Budgets. • Establish the eight Neighbourhood Teams aligned to the Primary Care Networks across the borough. • Provide opportunities for older people to participate in sport and physical activity.
Scheme 2: An integrated approach to supporting Carers.
<ul style="list-style-type: none"> • Ensure the identification of a Carer's Champion in all GP practices. • Review and develop the Carer Assessment Tools to simplify the assessment process. • Support schools and colleges in identifying and recognising the role of Young Carers. • Review and develop 'first point of contact' arrangements for Carers in emergency situations outside of working hours, including for adults with mental health needs. • Ensure Carer identification markers are included in the development of information sharing platforms. • Coordinate the design and development of an 'App' for Young Carers.
Scheme 3: Better care at end of life.
<ul style="list-style-type: none"> • Clarify the end of life model of care for people who wish to die at home.
Scheme 4: Integrated hospital discharge and the intermediate tier.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 Jan 2020

- Complete the roll out of criteria-led discharge to all wards within Hillingdon Hospital.
- Establish a point of coordination within Hillingdon Hospital for hospital discharges.
- Establish a point of coordination for access to community resources to build up suitable packages of care and support.
- Develop a service specification for the integrated discharge service.
- Develop and implement pathways with inclusion criteria that support the discharge of patients on pathway 2.
- Develop and implement the standards for the triaging process, including the automation of data reporting.
- Agree a simplified joint assessment for patients on all discharge pathways.
- Review the Hospital Discharge Grant pilot and implement the result.
- Seek organisational sign-up to the CHC, shared care and section 117 memorandum of understanding.
- Review liaison and referral arrangements between Housing and both Hillingdon Hospital and CNWL.
- Review the Hillingdon Hospital discharge policy that includes the Choice policy.

Scheme 5: Improving care market management and development.

- Develop and deliver a provider engagement plan.
- Secure agreement on long-term integrated brokerage arrangements.
- Undertake a competitive tender for new model of integrated homecare provision.
- Explore the feasibility of rapid access care provision to prevent admissions that are avoidable.
- Implement Enhanced Support for Care Homes and Extra Care Service.
- Develop a lead commissioning pilot for nursing care home provision by the Council on behalf of the CCG.
- Embed training programme for care home staff on range of issues, including falls management, tissue viability, nutrition, medication and leadership for managers and/or aspiring managers.
- Explore feasibility of extending 'Red Bag' scheme to extra care.
- Open Park View Court and manage implementation of fill strategy in partnership with GP practices.
- Continue to explore with partners opportunities to maximise the benefits of available resources at Grassy Meadow and Park View.

Scheme 6: Living well with dementia.

- Develop training for care homes in how to manage people with challenging behaviours.
- Enable people living with dementia to continue to live independently in our community and feel supported and knowledgeable about where to access advice and help when required.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 15 Jan 2020

Scheme 7: Integrated therapies for children and young people

- Implement the integrated therapies pathway model.

Scheme 8: Integrated care and support for people with learning disabilities and/or autism.

- Regularise current operational case management arrangements.
- Deliver a model of care and support for people with learning disabilities and/or autism who are in a supported living setting that maximises their independence and supports their health and wellbeing.
- Implement the action plan from reviews completed between health and social care under the Learning Disabilities Mortality Review Programme.
- Agree 'to be' integration model.

This page is intentionally left blank

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.

This page is intentionally left blank

Ref **Upcoming Decisions**

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)
--------------------------------	-------------------------------	---	------------------------------	----------	---------------------------------

SI = Standard Item each month

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

Cabinet meeting - Thursday 23 January 2020

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
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)
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

Cabinet Member Decisions expected - January 2020

055	Procurement of Service to Maximise Hillingdon's Business Rates	Cabinet Member approval will be sought for a framework contract for services to review and identify opportunities to increase the rateable value of the Borough and therefore increase revenue from business rates income.	All		Cllr Ray Puddifoot MBE / Cllr Jonathan Bianco	FD - Maureen Pemberton			Private (3)
012	Home to School Transport Policy	The Leader and Cabinet Member will consider approval of an updated Home to School Transport Policy.	All		Cllr Ray Puddifoot MBE / Cllr	SC- Sandra Taylor / Jan Major	TBC		Public

Cabinet meeting - Thursday 13 February 2020

293	Homecare, Outreach, Extra Care and Specialist Support Services for Adults	Cabinet will consider contracts for community based care and support services for adults. This will include homecare, specialist support services and extra care services at the new Park View Court and Grassy Meadow Court sites and also Triscott House and Cottesmore House.	All		Cllr Philip Corthorne	SC / FD - Tony Zaman, Darren Thorpe and Jan Major / Sally Offin		NEW	Private (3)
-----	--	--	-----	--	-----------------------	---	--	-----	-------------

294	Procurement of Library Books and Audiovisual Supply for the Borough's Libraries	Cabinet will consider the award of contract for the provision of Library Books and Audio Visual Equipment across the Borough's libraries.	All		Cllr Richard Lewis	RS/FD - Paul Richards / James Patterson		NEW	Private (3)
026 b	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 & ratepayers		Public

Cabinet meeting - Thursday 12 March 2020

SI Page 58	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		NEW	Public
SI Page 58	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	NEW	Public

Cabinet meeting - Thursday 23 April 2020

290	Award of Contracts: Care and Wellbeing Services for People with Learning Disabilities and/or Autism	Cabinet will consider awarding contracts for the provision of care and wellbeing services in a range of supported living schemes for people with learning disabilities and/or autism.	All		Cllr Philip Corthorne	SC - Kate Kelly-Talbot / Gary Collier		NEW	Private (3)
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		NEW	Private (3)

Cabinet meeting - Thursday 21 May 2020

SI	Carers Strategy 2018-21: Update	Cabinet will receive its annual progress report on the Carers Strategy and Delivery Plan.	All		Cllr Philip Corthorne	SC - Kate Kelly-Talbot		NEW	Public
SI	Older People's Plan update	Cabinet will receive its twice yearly progress update on the Older People's Plan.	All		Cllr Ray Puddifoot MBE / Cllr	RS - Kevin Byrne	Older People, Leader's Initiative	NEW	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		NEW	Private (3)
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	NEW	Public

The Cabinet's Forward Plan is an official document by the London Borough of Hillingdon, UK

This page is intentionally left blank

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

- 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											2021
						* Dates provisional						
Social Care, Housing & Public Health Policy Overview Committee	January 15	February 6	March 25	April 16	May CABINET	June 11*	July 29*	September 23*	October 21*	November 26*	December CABINET	January 19*
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	7 Jan 20	29 Jan 20	17 Mar 20	8 Apr 20		3 June 2020	21 July 2020	15 Sept 2020				