



HILLINGDON
LONDON



Families, Health & Wellbeing Select Committee

Date: THURSDAY 3 JUNE 2021

Time: 7.00 PM

Venue: COMMITTEE ROOM 5 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE

Meeting Details: Members of the Public and Media are welcome to attend. This meeting may also be broadcast live.

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Councillors on the Committee

Philip Corthorne (Chairman)
Heena Makwana (Vice-Chairman)
Judith Cooper
Becky Haggar
Kerri Prince (Opposition Lead)
Paula Rodrigues
Jan Sweeting

Co-Opted Member

Tony Little, Roman Catholic Representative

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Putting our residents first

Lloyd White
Head of Democratic Services
London Borough of Hillingdon,
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Terms of Reference

To undertake the overview and scrutiny role in relation to the following Cabinet Member portfolio(s) and service areas:

Cabinet Member Portfolios	<ul style="list-style-type: none">• Cabinet Member for Families, Education & Wellbeing• Cabinet Member for Health & Social Care
Relevant service areas	<ol style="list-style-type: none">1. Children's Services (including corporate parenting)2. Adult Social Work3. Safeguarding4. Provider & Commissioned Care5. SEND6. Public Health7. Health integration / Voluntary Sector8. Education9. Children and Families Development (including Early Years and Children's Centres)10. Green Spaces, Sport & Culture (only young people universal services, adult education, music hub, sport, libraries, culture and heritage)

This Committee will also act as lead select committee on the monitoring and review of the following cross-cutting topic:

- Domestic Abuse services and support

This Select Committee may establish a Panel to support strong oversight of the Council's corporate parenting responsibilities. The Committee may appoint 3 Members to this Panel based on political balance. Membership may include non-Cabinet Members not on the Committee. The Committee may also appoint relevant Council officers and other external stakeholders to the Panel and agree its chairmanship and operation. In agreeing its operation, the Committee will provide for the Panel not to be able to establish any other sub-group or body to carry out its responsibilities.

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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 - 2
- 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 Scrutiny Call-in Procedure To Follow
- 6 Carers Strategy 2018/21: 2020/21 Delivery Plan Update 3 - 12
- 7 Telecare Service Update 13 - 16
- 8 Committee Review: Assisted Living Technologies Scoping Report To Follow
- 9 Update on the Corporate Parenting Panel Verbal Report
- 10 Forward Plan 17 - 22
- 11 Work Programme 23 - 26

Agenda Item 3

Minutes

FAMILIES, HEALTH AND WELLBEING SELECT COMMITTEE

20 May 2021

Meeting held at Council Chamber - Civic Centre,
High Street, Uxbridge



	<p>Committee Members Present: Councillors Philip Corthorne, Heena Makwana, Becky Haggar, Kerri Prince (Opposition Lead), Paula Rodrigues and Jan Sweeting</p> <p>LBH Officers Present: Nikki O'Halloran (Democratic Services Manager)</p>
1.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item</i>)</p> <p>Apologies for absence had been received from Councillor Cooper.</p>
2.	<p>ELECTION OF CHAIRMAN (<i>Agenda Item 2</i>)</p> <p>RESOLVED: That Councillor Corthorne be elected as Chairman of the Families, Health and Wellbeing Select Committee for the 2021/22 municipal year.</p>
3.	<p>ELECTION OF VICE CHAIRMAN (<i>Agenda Item 3</i>)</p> <p>RESOLVED: That Councillor Makwana be elected as Vice Chairman of the Families, Health and Wellbeing Select Committee for the 2021/22 municipal year.</p>
	<p>The meeting, which commenced at 9.06pm, closed at 9.16pm.</p>

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

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CARERS STRATEGY: 2020/21 DELIVERY PLAN UPDATE

Committee name	Families, Health and Wellbeing Select Committee
Officer reporting	Kate Kelly-Talbot – Social Care and Health
Papers with report	Appendix 1 - Case Studies
Ward(s)	All

SUMMARY

1. The Carers Strategy 2018-2021 demonstrates what the Council and its partners are doing to support Carers in Hillingdon. It also supports the 2018-2021 Joint Health and Wellbeing Strategy priority of developing integrated, high quality social care and health services within the community or at home.

2. A report updating the Committee on the delivery of the Carers Strategy in 2020/21 was considered at its November 2020 meeting. The Committee was advised that Cabinet receives an annual update on the delivery of the strategy and it agreed to align the reporting frequency. This report enables the Committee to consider the update before Cabinet so that any comments it may have can be reflected in that report. The Committee would then expect to receive an update on the delivery of the 2021/22 delivery plan in June 2022.

3. References to the '*review period*' in this report means the period from the 1st April to the 30th September 2020 unless otherwise stated.

RECOMMENDATIONS

That the Families, Health and Wellbeing Select Committee:

- 1) Note progress against the Carers' Strategy delivery plan activity for 2020/21; and**
- 2) Endorse the proposed priorities for 2021/22.**

SUPPORTING INFORMATION

Strategic Context

4. According to the 2011 census, there are over 25,000 Carers in Hillingdon who provide unpaid support. Their contribution to the health and wellbeing of those they care for is significant. The census also showed that 18% of unpaid carers were aged 65 and over. Projections by the Projecting Older People Population Information Service (POPPI) developed by the Institute of Public Care (IPC) and Oxford Brookes University suggest that this number is likely to increase by 13% to 6,438 by 2025. Additional census information showed that approximately 10% of Carers were aged under 25, which emphasises the continuing importance of supporting Carers of all ages. Updated data about the profile of Carers in the borough from the 2021 census undertaken on the 27th March 2021 is expected in the spring of 2022 and this will support a refresh of the Carers' Strategy.

5. As previously reported to the Committee, Carers say that supporting someone to live an independent life at home, in the community they know, can be very rewarding. However, this can come at a considerable personal cost to Carers because of the impact that the caring role can have on their own physical and mental health, their employment status and consequently their financial position and also their own independence. All of these factors are very interrelated and the Covid-19 pandemic during 2020/21 has put many additional pressures onto people already in a caring role. It has also resulted in people having to undertake such a role, often unexpectedly.

6. Cabinet agreed at its May 2020 meeting that the delivery of the Carers' Strategy should move to a business as usual position following the successful implementation of the actions from previous delivery plans. However, the pandemic has necessitated support for Carers being delivered in different ways, e.g. online rather than face to face. Different approaches and responses have also been required by emerging need, such as the impact on the mental health and wellbeing of Carers arising from isolation and loneliness; particular difficulties faced by young and young adult Carers with having to spend more time with the people they are caring for as well as other members of their family; and the challenges posed by discussions about death, dying and bereavement linked to people contracting Covid-19.

7. This report outlines the achievements of the Council and its partners within this context and suggests priorities for 2021/22 as Hillingdon and the rest of the country emerges from Covid restrictions and adapts to live with the pandemic legacy.

2020-21 Delivery Plan Achievements

8. Despite the agreed focus on maintaining the momentum of business as usual activities there were a series of specific actions identified that the Carers' Strategy Group would work on during 2020/21. These actions are shown below with a progress update:

- The recruitment of Carer representatives to attend the Strategy Group: *Action paused* – The progress of the pandemic has prevented the Carers Strategy Group from meeting during 2020/21. Once the pandemic restrictions have been lifted a task for 2021/22 will be to review with Carers and partners the role, functions and membership of the Carers Strategy Group.
- Development of a guide for people who suddenly become Carers: *In progress* – Consultation on an initial draft will take place in Q1 and a final version for distribution via the Hillingdon Carers Partnership will be available in Q2.
- Ensuring that the identity of the Carers' lead in each GP Practice is clearly displayed: *Action paused* – An achievement of the 2019/20 delivery plan was the identification of Carer leads (please see below) in 43 of the borough's 45 practices. In 2020/21 this increased to 44 practices, including all of those within the GP Confederation. However, due to the pandemic most consultations were being undertaken either by telephone or online, which impacted on the delivery of this action. With remote consultations likely to be an ongoing legacy of the pandemic, the Confederation will work with Carers Trust Hillingdon and identified Carer Leads in practices in 2021/22 to explore the most effective ways to identify and support Carers.

Carer Leads in GP Surgeries: The Role Explained

Key tasks include:

- Proactively identifying and supporting Carers, many of whom do not see themselves as Carers;

- Ensuring that a surgery Carer Register is maintained and updated regularly;
- Ensuring the practice provides active signposting to the Hillingdon Carers Partnership;
- Ensuring that standardised packs of information for Carers are available within the waiting room;
- Feeding into the Confederation and its partners, e.g., Hillingdon Carers Partnership and the CCG, any gaps in provision or requirements to help practices to support Carers further;
- Working with colleagues in the practice to provide enhanced access and flexibility of appointments for Carers;
- Considering how else the practice might facilitate improved carer-health – monthly Carer Health checks for example;
- Attending any training/information sessions that relate to the support of Carers within General Practice.

- Implementing the response to Carer feedback at the CCG's October 2019 AGM in respect of:
 - Supporting access to primary care by piloting a darsi/farsi speaking interpreter in the south of the borough where there is greatest need: *Completed* – A person started on the 23rd November 2020 and was instrumental in supporting vaccination take up within this population group.
 - Co-design information for children with learning difficulties and/or autism and their families, including Easy to Read guidance on accessing the health service appropriately: *In progress* – Information is available through the SEND (Special Educational Needs) Advisory Service and will be reviewed during 2021/22. In addition, work to improve the information available on the Council's website for parents of children and young people with Autistic Spectrum Disorder (ASD) conditions will continue with input from the Hillingdon Parents' Forum.

9. This section of the report also highlights other key achievements of the Council and its partners during 2020/21, which have to be seen within the context of the pandemic. **Appendix 1** illustrates the work of partners in supporting Carers in Hillingdon with case studies.

Council Achievements

10. **Carer Engagement:** As previously stated, Covid-restrictions have prevented the Carers Strategy Group from meeting during 2020/21. The restrictions have also prevented the two borough wide forums that ran bi-annually (March and October) from taking place. However, online Carers' Forum meetings took place in October 2020 and March 2021 that had a total of 63 Carer participants, which was comparable with attendance at the face to face meetings held in 2019/20. It is intended to hold further online Carers' Forum meetings in 2021/22.

11. **Carers Assessments:** During 2020/21 1,013 Carers' assessment were completed against a target of 986. 26% (266) of assessments were undertaken by Carers Trust Hillingdon and the

remainder by Social Care staff. The assessments undertaken by the Carers Trust were 'triage' assessments.

12. The triage assessments undertaken by the Carers Trust help to identify whether Carers are likely to benefit from receiving a full assessment. Cabinet may wish to note that although a Carer's assessment is the route to directly funded support from the Council, the Hillingdon Carers' Partnership provides access to a range of support services for which an assessment is not required. This information can be obtained through this link <https://www.carersuk.org/help-and-advice/get-support/local-support/hillingdon-carers-2>

13. **Respite and other Carer-related service provision:** During the review period 201 Carers were provided with respite or another carer service at a cost of £1,916k. This compares to 196 Carers being supported at a cost of £2,002k during 2019/20. This includes bed-based respite and home-based replacement care as well as voluntary sector provided services and those directly purchased via Direct Payments. In fact, the review period saw an increase in the number of Carers using Direct Payments to commission their own more personalised support from 73 in 2019/20 to 104 in 2020/21. The Committee may wish to note that in 2020/21 the Council increased funding for the provision of universal services to support Carers to £659k in 2020/21 from £602k in 2019/20. This mainly relates to the Hillingdon Carers Partnership contract.

14. **Multi-caring responsibilities:** Adult Social Care has developed a mechanism for identifying and recording people who have multiple caring responsibilities, so that associated needs can be reflected in reviews. This was done at the instigation of the Council's Carers' Champion, Councillor Haggard. However, some refinement of the recording process is required to ensure that all Carers with multiple caring responsibilities are identified and this work will be completed during 2021/22. The aim is to address the distinction between the narrower definition of who is a Carer in the national short and long-term services (SALT) return that all local authorities are required to submit annually to NHS Digital and the broader definition used by the Council.

15. **Personal Protective Equipment (PPE):** During the pandemic the Council has made PPE available free of charge to 57 Carers referred by the Hillingdon Carers Partnership or who have made direct enquiries. The equipment provided included aprons, masks, visors, gloves, hand sanitiser and hand wash. An online portal has been established to enable Carers to apply directly for PPE and two collection points have been established, one at the Great Barn in Ruislip and the other at the Carers' Centre in Uxbridge. Assistance with delivering equipment for Carers experiencing issues with getting to either collection point is available through the Hillingdon Carers' Partnership.

Hillingdon Carers Partnership Achievements

16. Carers Trust Hillingdon (formerly known as Hillingdon Carers) is the lead organisation for a consortium of third sector organisations that support Carers collectively known as the Hillingdon Carers Partnership (HCP). Carers Trust holds a contract with the Council for the provision of support services for Carers in the borough, which Cabinet decided to extend for two further years at its March 2021 meeting. The support services are delivered by all of the organisations within the partnership.

17. Delivery of the contract is reported on separately and actively supports the work of all health and care partners in Hillingdon. HCP also has strong links into the H4All third sector consortium, with Carers Trust Hillingdon being one of its constituent members. Some key HCP achievements in the past year are set out below.

18. **Supporting Carers on the Carers' Register:** The Carers Trust contacted every Carer on the register that is maintained by the Trust at the start of the pandemic to offer regular support calls during the lockdown, a practice that was repeated during subsequent lockdowns. This process resulted in an extensive data cleanse, which means the Trust has certainty that the 8,276 registered adult carers and 1,066 young and young adult carers on the registered as at 31/03/21 are people undertaking a caring role.

19. **Responding to demand for emotional support:** As a result of Carers reporting feelings of isolation, loneliness, anxiety and fear, 3,359 people have accessed emotional support services provided by the Partnership in 2020/21, which compared to 984 in 2019/20. Support services included:

- *Weekly welfare calls:* The process of contacting people on the Carers' Register led to 1,644 Carers receiving weekly calls during the pandemic period.
- *Telephone and Zoom support sessions:* 164 sessions replaced the regular Carer Cafés held in 2019/20.
- *Counselling sessions:* 457 counselling sessions were delivered by Hillingdon Mind to 42 Carers, which represents a 45% increase in demand on 2019/20.
- *Dementia support:* Carers Trust and the Alzheimer's Society combined teams to provide 490 1:1 support/contact sessions to 350 Carers.
- *Talking Therapies referrals:* In close liaison with CNWL, HCP has made referrals to the latter's Talking Therapies Service.

20. The grant to Hillingdon Mind from the Council has been increased from £90k in 2020/21 to £120k for 2021/22 in response to the additional demand on their services that they have faced during the pandemic.

21. **Responding to challenging family situations:** Enforced 24/7 contact during lockdowns has placed considerable pressure on many family relationships. This has proved particularly problematic for young adult carers where family dynamics may include parental substance misuse, mental ill health and multiple caring relationships. HCP's response has been to increase resources to their Family Support Team and, in partnership with CNWL, to place a family support worker with the Community Mental Health Team at Mill House. This facilitates access to professional mental health support to address the needs the worker is unable and/or not qualified to meet.

22. **Breaks from caring:** Adult Carers were able to access 3,093 breaks during the review period, although the nature of the Covid restrictions meant that these were provided online and included, for example, chair exercises, dance classes, Spanish courses, singing sessions, IT skills and two new bereavement support groups that were established. 1,530 breaks were also provided for young/young adult Carers and these included boxercise, street dance and arts and craft activities.

23. **Improving income for Carers:** In 2020/21 HCP secured £1m in carer-related benefits to improve the incomes of 413 households in the borough.

24. **Additional income:** As previously reported to Cabinet, the HCP model is popular with external funders and during 2020/21 an additional £200.5k was attracted to support Carers in Hillingdon. £37.4k of this was used to provide hardship grants to support 131 young Carers and their families. HCP was also able to supply 32 laptops to benefit 80 young people. This equipment was supplied in liaison with the relevant schools to ensure that devices were going to young people not able to access equipment or where only one device was available to households consisting of more than one young person.

CNWL Community Adult Mental Health Service Achievements

25. The involvement of Carers in any aspect of clinical care that the service user gives consent to was reported to Cabinet in the May 2020 update. Involvement included attendance at ward rounds, care programme approach (CPA) reviews, transfer meetings, assessments, outpatient appointments, crisis appointments etc. In response to the pandemic, CNWL has modified service delivery and increased support both at service user, team, borough and trust level where possible to maintain this involvement as far as possible taking into consideration infection prevention and control requirements. Some achievements over the review period within this context are shown below.

Care Programme Approach Explained

The Care Programme Approach (CPA) is a package of care for people with mental health needs. Everyone on a CPA has a Care Coordinator and a care plan, which sets out what support they will get and who will provide it.

26. **Pandemic impact review meetings:** Monthly meetings between CNWL, Hillingdon Mind and the Carers Trust have been established to consider the impact of the pandemic on the mental health and wellbeing of residents and Carers.

27. **Carers assessments:** Assessments have continued throughout the pandemic where appropriate and are recorded on clinical systems to ensure visibility of Carers and their needs to other professionals.

28. **Maintaining Carer contact:** Face to face appointments have continued where clinically appropriate or requested and this includes home visits. Visitors to wards have had to be stopped or restricted at various times during the year but support has been provided on an individual basis if people do not have smart phones, technological expertise or limited capacity due to their mental health condition. Extra iPads have been purchased to support people to remain in touch with family/friends. A specific “*keeping in touch group*” was also included in the occupational therapy group programme at the Riverside Centre for this purpose during the lockdowns. Carers have been able to continue to participate in relevant meetings, e.g. discharge planning meetings via zoom technology or by phone.

29. **Check in and chat for Carers:** This CNWL wide service provides weekly telephone calls to Carers of people living with mental health conditions for an eight-week period. The service is provided by volunteers with supervision from clinical staff.

30. **Service user and Carer involvement meetings:** These were held every two months and had regular Carer attendance, including as co-chairs. The meetings were suspended during the first lockdown but were re-established virtually in the summer of 2020 and have continued

thereafter.

31. **Access to IT and related skills:** CNWL has worked in partnership with Hillingdon Mind to assist Carers who lack the IT hardware and/or the requisite skills to use it in order to join virtual groups and meetings.

32. **Internal information dissemination:** Carers Trust Hillingdon newsletters go to the CNWL leads for patient and Carer involvement and are disseminated to local teams in Hillingdon. This helps to keep staff updated with the support available for Carers and how to access it.

33. **Recovery and Wellbeing College:** The CNWL Recovery & Wellbeing College is a learning and development centre providing a range of educational courses, workshops and resources for people with mental health needs who are using CNWL services or who have been discharged in the past 12 months. It also supports their Carers and family members as well as staff from all areas of the Trust. The college has continued providing courses virtually throughout the pandemic and relevant information is sent to partners such as the Carers Trust and Hillingdon Mind, as well as directly to people living with mental health conditions and their Carers.

34. **Triangle of care introduction:** The triangle of care devised by Carers Trust UK in 2010 and describes how the relationship between a service user with mental health needs, their Carer and professionals can work most effectively to support the independence of both the service user and the Carer. This is being implemented in the Riverside Centre in Hillingdon and will be rolled out to community teams in 2021/22. The main implications are the identification of Carer champions in all teams and embedding Carer awareness training.

Triangle of Care Expanded

There are six standards to the Triangle of Care and these are:

1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
2. Staff are '*carer aware*' and trained in carer engagement strategies.
3. Policy and practice protocols re: confidentiality and sharing information, are in place.
4. Defined post(s) responsible for carers are in place, e.g. Carers' leads or champions.
5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway, e.g., an introductory letter from the team or ward explaining the nature of the service provided and who to contact.
6. A range of carer support services is available.

Carers' Strategy Delivery Priorities for 2021/22

35. The suggested priorities for 2021/22 include:

- Restoring face to face services, especially so that Carers can have '*time out*' away from where they provide care.

- Exploring with Carer Leads in GP practices and Carers Trust Hillingdon how to identify and support Carers who may be reluctant to attend practices.
- Refining the process for identifying and recording Carers with multiple caring responsibilities within Social Care.
- Delivering the guide for people who suddenly become Carers.
- Reviewing the role of the Carers' Strategy Group. This group previously had responsibility for overseeing the development and delivery of the Carers' Strategy, but, as mentioned in paragraph 10, Covid-19 restrictions prevented it from meeting during 2020/21.

How this report benefits Hillingdon residents

36. The work outlined in this report supports people who provide unpaid care and support to residents of the borough. The proposed priorities for 2021/22 are intended to ensure continuation of this support within the context of Covid-19 pandemic.

Financial Implications

37. There are no direct financial implications of this report.

Legal Implications

38. Implementation of the Carers' Strategy helps the Council to meet its duties under section 4 of the Care Act 2014 to provide information and support to Adult Carers and their families and section 96 of the Children and Families Act, 2014 in respect of Young Carers.

BACKGROUND PAPERS

[London Borough of Hillingdon Carers Strategy 2018-21](#)

APPENDIX 1 - CASE STUDIES

Case Study A

Mrs A is the main carer for her husband who has Secondary Progressive Multiple Sclerosis. She supports him with a variety of physical tasks at home such as domestic chores, food shopping, preparing meals and tending to his medical and personal care needs.

Unfortunately, lockdown restrictions during the last year have made it difficult for Mrs A to take time out for herself and seek emotional support from friends and family. As her husband's health has declined, Mrs A has been struggling with her own physical health and emotional wellbeing.

Mrs A approached the Council for support and she has been provided with respite from her caring duties and counselling support from the Hillingdon Carers Partnership. The Council has offered her a weekly allowance to enable her to join a gym to help improve her physical health and enjoy a relaxation massage.

Case Study B

Mrs B is the Carer for her husband who is in his 50s who has been diagnosed with a form of dementia that affects the back of the brain that has led to challenging behaviours such as anger and aggression. Both Mr and Mrs B were in full-time employment until Mr B started to experience issues at work. The family is now dependent on Mrs B's income. Mr and Mrs B also have two school age children, one of whom has diagnosed autism.

The family faced a range of issues, including debts following Mr B losing his job, anxiety experienced by all family members over the dementia diagnosis, challenges in managing unpredictable episodes of anger and aggression and managing the children's needs. Debt advice was provided through HCP and the family is now in receipt of relevant benefits. A hardship grant was provided by HCP from externally sourced funding for household items and repairs to the home. Adult and Children's Social Care Team are involved and have led regular multi-agency case conferences, which continue. Additional support has been provided by the Admiral Nurse Service. Carers' Trust Hillingdon's Family Support Officer has worked with the Alzheimer's Society's Dementia Support Team to help the children and other family members to understand dementia. An activity plan for Mr B has also been developed with volunteer support that helps to keep him stimulated. The children are currently being linked with young carers groups to enable them to meet other people living with similar experiences.

Case Study C

Ms C is a 13 year old who lives with her mother, who is a housing association tenant. Mum has a diagnosed personality disorder, bulimia, obsessive compulsive disorder (OCD) as well as depression and anxiety spanning a period of thirty years. Mum is also a binge drinker and uses this as a coping mechanism.

Mum finds managing her finances difficult and struggles with opening her post. As a consequence, she had the bailiffs trying to gain entry to her home. She was under additional pressure from her landlord due to her refusing to allow the gas and electric services in to do annual checks and repairs. This was linked to her OCD.

Trying to manage mum and her schoolwork was putting Ms C under a lot of pressure. She also

did not have anyone to support her with her own issues at school. Both mum and Ms C stated that mum's illness impacted their everyday life and had a detrimental effect on their relationship. Both reported to feeling isolated and unsupported. They wanted to achieve a better quality of life together as a family as well as improve their relationship.

Carers' Trust Hillingdon's Family Support Service worked with mum, finally obtaining medication to support her depression and anxiety through her GP. She was also assisted in obtaining a full assessment for both her mental health and her eating disorder and she now has weekly sessions with a psychologist. By collating medical evidence of mum's vulnerabilities, the Carer's Trust was able to work with the debt collecting agency and get her debt nullified. Liaison with the landlord ensured that the family were identified as vulnerable in respect of mum's OCD and management techniques developed when entering the home to undertake safety checks and/or repairs. Mum was also supported to keep a calendar of appointments and payments, which means that she is able to manage her life better.

Through working with Ms C's school, it was possible to secure a 1:1 maths tutor to address the difficulties that she was having with this subject that were resulting in her refusing to go to school. Long-term counselling for Ms C was secured through the involvement of Targeted Services and a place on the Unique Swagga Programme was intended to improve her confidence and wellbeing.

Although mum's recovery is ongoing she is in a much more stable place. She has reduced her drinking and has a more optimistic outlook, which has had a positive impact on her relationship with Ms C and both are reporting being happier. Having numerous support networks in place for Ms C has improved her confidence and helped her to develop coping strategies. She is now much more willing to ask for help and the school has noted a distinct improvement in both her engagement with her studies and her achievements. Unique Swagga is also reporting that she is much more relaxed and appears happier.

Key

- Targeted Services:* These refer to a range of programmes offered by the Council's Adolescent Development Service. The programmes offered are grouped under the following themes:
- Boys and Young Men
 - Emotional Health and Wellbeing
 - Girls and Young Women
 - Peer Leadership
 - Sexual Health and Wellbeing
 - Substance Use and Misuse
- Unique Swagga Programme:* This is a specific programme that comes within the girls and young women theme above and is intended to enable young people to make informed choices and raise their self-esteem.

TELECARE SERVICE UPDATE

Committee name	Families, Health and Wellbeing Select Committee
Officer reporting	Jan Major – Head of Direct Care Provision, Provider Services & Commissioned Care
Papers with report	None.
Ward	All

HEADLINES

This report provides an update on the service and performance levels of the Telecareline and Out of Hours Service delivered by Hanover/Anchor Trust. The Council retains responsibility for the delivery of some front-facing Resident support functions, including home visits from first responders in the event of alarm alerts and responsibility for installation and maintenance of Telecareline equipment. This update report is generally provided annually but due to the Covid 19 Pandemic, an update was not provided to the committee in 2020.

RECOMMENDATIONS:

That the Families, Health and Wellbeing Select Committee note the update on the Telecare Service.

SUPPORTING INFORMATION

Update on Performance

The current number of Telecareline users is 6,812. New users have increased by an average of 61 per month between April 2020 to March 2021. The number of new Level 1 clients aged 65+ for this period is an average of 18 per month.

As per the service level agreement, the expectation is for the contractor to answer 97.5% of all Telecareline alarm calls within 60 seconds and 90% of all out of hours calls within 60 seconds. The contractor's performance in the 2020/2021 is outlined below:

Month	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
TCL % of Alarm Calls answered within 60 seconds (Target Level is 97.5%)	98.95	98.88	98.68	98.59	98.27	98.60
% Over Target Level	1.45	1.38	1.18	1.09	0.77	1.10
Out of Hours % of calls answered within 60 seconds (Target Level is 90%)	92.96	94.97	94.30	93.84	88.09	90.91
% Over Target Level	2.96	4.97	4.30	3.84	-1.91	0.91

Month	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
TCL % of Alarm Calls answered within 60 seconds (Target Level is 97.5%)	98.02	98.47	97.6	97.78	97.93	98.28
% Over Target Level	0.52	0.97	0.10	0.28	0.43	0.78
Out of Hours % of calls answered within 60 seconds (Target Level is 90%)	87.88	90.2	87.97	88.49	89.05	94.29
% Over Target Level	-2.12	0.2	-2.03	-1.51	-0.95	4.29

It should be noted that Out of Hours calls were not answered within the target levels for August, October, December 2020, January and February 2021. This target is included in the monthly dashboard reports provided by Anchor and is a requirement of the contract and was addressed directly with them. Anchor advised that Telecareline alarms have taken priority over other call types, as there is always the potential for a genuine life-threatening emergency from those calls. Due to the pandemic, Anchor have faced some of their own challenges with staff absence, staff turnover and increased call volumes. In order to address this, Anchor have offered increased amounts of overtime and have prioritised Hillingdon OOH call training with new starters over this period to increase the service level for these calls. Anchor are now back to full staffing capacity following recruitment and training over the last few months, as well as a reduction in staff absence overall. They are currently within the service levels for OOH's calls for March and April so the work they have put in around this seems to be having a positive effect and will continue to be closely monitored. Anchor are always extremely responsive and quick to address any issues and have also supplied regular business continuity plans and detailed risk assessments around staffing, including how they manage risk and the contingency plans they have in place.

The number of out of hours calls passed to LBH out of hours officers for each service has been maintained overall. These figures are higher than the quantity of calls the contractor was expecting based on the original specification, however Antisocial Behaviour Investigation Team (ASBIT), Social Services and Repairs remain the highest call volume areas as anticipated.

Further information and updates

There are currently 6,812 users of Telecareline, with 3,358 using the Mobile Responder Service at Tiers 2 & 4. The numbers continue to steadily rise and Telecareline remains a priority core preventative offer to residents to enable them to stay independent for longer.

The final year of the contract with Anchor for 2020/2021 was recently agreed at Cabinet Member level as part of the original 3+1-year contract. A variation clause has been added to this contract to include the removal of the Emergency Duty Team (EDT) calls for Adults and Children's social care, which is due to take place in August 2021. It was agreed that there would be no percentage increase in the cost of the contract to take into account the removal of these calls, as reports show that Anchor were taking more calls than stated in the original contract specification.

Initial meetings have taken place internally to discuss market testing for the expiration of the contract in December 2021 and explore relevant options.

Weekly meetings have been held with Anchor throughout the pandemic and additional reports run to ensure the welfare of residents including the identification of frequent callers to ascertain if

they needed any social care intervention, as well as those residents who had not tested their alarms regularly. Meetings were changed to 2 weekly in January 2021.

Contract review meetings continue to take place, with reviews of the script, additional reporting and random call sample monitoring to evidence contract monitoring.

Next steps

Performance will continue to be monitored for the remainder of the contract to ensure targets are met and audits of the service recorded.

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

The market testing for a new contract from December 2021 brings opportunities for us to review the Telecareline and Out of Hours call handling service as a whole and identify any key areas for improvement or ways to work smarter, especially in line with advances in technology. A review of how we support residents with technology to keep them independent for longer is about to commence to ensure that the gains made and lessons learned during the pandemic are retained and built on.

Digitisation of analogue phone lines is in place and is expected to be completed in the UK by 2025. We have reviewed our current equipment to ensure it is fit for purpose and have a rolling programme in place to replace outdated units.

BACKGROUND PAPERS

NIL.

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FAMILIES, HEALTH AND WELLBEING SELECT COMMITTEE - FORWARD PLAN

Committee name	Families, Health and Wellbeing Select Committee
Officer reporting	Anisha Teji - Democratic Services
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 Families, Health and Wellbeing Select Committee notes and comments on items going to Cabinet.

SUPPORTING INFORMATION

The latest published Forward Plan is attached, with items relevant to the Committee's brief.

Implications on related Council policies

A role of the Council's Select 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

The Council's Select Committees directly engage residents and external partners in the work they do.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.

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Upcoming
Decisions Further details

Ref Ward(s)

Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Public or Private (with reason)
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SI = Standard Item each month Council Departments: PE =Planning, Environment, Education & Community Services IT - Infrastructure, Transport & Building Services SC = Social Care CR&S = Corporate Resources & Services FD= Finance

Cabinet meeting - 17 June 2021 (report deadline 2 June)

021	Carers Strategy 2018-21: Update	Cabinet will receive a progress report on the Carers Strategy and Delivery Plan for 2018-21.	All		Cllr Jane Palmer	SC - Kate Kelly-Talbot			Public
SI	Reports from Policy Overview, Scrutiny & Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		TBC	CR&S - TBC	TBC		Public

Cabinet meeting - 8 July 2021 (report deadline 23 June)

53	Contract Award for the Lead Provider in the South for Homecare and Outreach for Adults	Cabinet will consider a lead provider in the south of the Borough for Homecare and Outreach services for Adults.	Various		Cllr Jane Palmer	SC / FD - Darren Thorpe / Sally Offin			Private (3)
Page 19	Approval for the route to market for spot provision of Home Care and Outreach	Cabinet will consider future procurement arrangements with respect to the spot provision of Home Care and Outreach services Borough-wide.	All		Cllr Jane Palmer	SC / FD - Darren Thorpe / Sally Offin			Private (3)
022	Older People's Plan update	Cabinet will receive its twice yearly progress update on the Older People's Plan.	All		Cllr Ian Edwards / Cllr Jane Palmer	SC - Kevin Byrne	Older People, Leader's Initiative		Public
SI	Reports from Policy Overview, Scrutiny & Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		TBC	CR&S - TBC	TBC		Public

NO CABINET IN AUGUST 2021

Cabinet meeting - 2 September 2021 (report deadline 18 August)

034	School Capital Programme Update	The twice yearly update to Cabinet on the Council's major school infrastructure programme and upgrading of educational facilities to deliver a good quality education for all children in the Borough.	Various		Cllr Susan O'Brien / Cllr Jonathan Bianco	IT - Bobby Finch			Public
SI	Reports from Policy Overview, Scrutiny & Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		TBC	CR&S - Democratic Services	TBC		Public

Cabinet meeting - 14 October 2021 (report deadline 29 September)

035	The Annual Report Of Adult and Child Safeguarding Arrangements	This report provides the Cabinet with a summary of the activity undertaken by the Safeguarding Children Partnership Board and the Safeguarding Adults Board to address the identified local priorities. The Cabinet will consider this report and approve the activity and the local priorities for the two boards.	All		Cllr Jane Palmer	SC - Alex Coman, Claire Solley, Suzi Gladish	Social Care, Housing and Public Health Policy Overview Committee & Health & Wellbeing Board		Public
SI	Reports from Policy Overview, Scrutiny & Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		TBC	CR&S - Democratic Services	TBC		Public

Cabinet meeting - 11 November 2021 (report deadline 27 October)

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	CR&S - Democratic Services	TBC		Public
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Cabinet meeting - 16 December 2021 (report deadline 1 December)

040	2021/22 Better Care Fund Section 75 Agreement	A report to Cabinet regarding the agreement under section 75 of the National Health Service Act, 2006, that will give legal effect to the 2020/21 Better Care Fund plan, including financial arrangements.	All		Cllr Jane Palmer	SC - Gary Collier			Public
Page 20	Reports from Policy Overview, Scrutiny & Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All		TBC	CR&S - Democratic Services	TBC		Public

Cabinet meeting - 6 January 2022 (report deadline 15 December)

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	CR&S - Democratic Services	TBC		Public
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Cabinet meeting - 17 February 2022 (report deadline 2 February)										
47	The Schools Budget 2022/23	Cabinet will asked to agree the Schools Budget for the next financial year, following a recommendation from the Schools Forum.	All			Cllr Susan O'Brien & Cllr Martin Goddard	FD - Graham Young	Schools Forum		Public
SI	Reports from Policy Overview, Scrutiny & Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All			TBC	CR&S - Democratic Services	TBC		Public
Cabinet meeting - Thursday 24 March 2022 (report deadline 9 March)										
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	CR&S - TBC	TBC		Public
Cabinet meeting - Thursday 21 April 2022 (report deadline 6 April)										
58	Standards and quality of education in Hillingdon during 2020/21	The Annual Report to Cabinet regarding children and young people's educational performance across Hillingdon schools.	All			Cllr Susan O'Brien	PE - Daniel Kennedy / Rani Dady	Policy Overview Committee		Public
Page 21	Reports from Policy Overview, Scrutiny & Select Committees	Reports, findings and recommendations for consideration by the Cabinet, when referred from the appropriate Committee.	All			TBC	CR&S - TBC	TBC		Public
Cabinet meeting - Thursday 19 May 2022 (report deadline 4 May)										
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	CR&S - TBC	TBC		Public

Cabinet Member Decisions: Standard Items (SI) that may be considered each month

SI	School Governing Bodies and Governors / Authorising Academy Appointments	To approve appointments, nominate appointments and make reappointments of local authority governors and to approve any changes to school governing body constitutions. To also authorise any Member to be a Governor or Director of an Academy.	N/A		Cllr Susan O'Brien	CR&S - Democratic Services			Public
SI	Petitions about matters under the control of the Cabinet	Cabinet Members will consider a number of petitions received by local residents and organisations and decide on future action. These will be arranged as Petition Hearings.	TBC		All	CR&S - Democratic Services			Public
SI	Acceptance of Tenders	To accept quotations, tenders, contract extensions and contract variations valued between £50k and £500k in their Portfolio Area where funding is previously included in Council budgets.	n/a		All	various			Private (3)
SI	All Delegated Decisions by Cabinet to Cabinet Members, including tender and property decisions	Where previously delegated by Cabinet, to make any necessary decisions, accept tenders, bids and authorise property decisions / transactions in accordance with the Procurement and Contract Standing Orders.	TBC		All	various			Public / Private (1,2,3)
SI	School Redundancy Payments	To consider requests for School Redundancy Payments and decide whether to approve them on behalf of the Local Authority	TBC		Cllr Susan O'Brien	PE - Daniel Kennedy			Private (1,2,3)
SI	External funding bids	To authorise the making of bids for external funding where there is no requirement for a financial commitment from the Council.	n/a		All	various			Public
SI	Response to key consultations that may impact upon the Borough	A standard item to capture any emerging consultations from Government, the GLA or other public bodies and institutions that will impact upon the Borough. Where the deadline to respond cannot be met by the date of the Cabinet meeting, the Constitution allows the Cabinet Member to sign-off the response.	TBC		All	various			Public

Page 22

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

FAMILIES, HEALTH AND WELLBEING SELECT COMMITTEE - WORK PROGRAMME

Committee name	Families, Health and Wellbeing Select Committee
Officer reporting	Anisha Teji - Democratic Services
Papers with report	Appendix A – Work Programme
Ward	All

HEADLINES

To enable the Committee to track the progress of its work in 2021/22 and forward plan its work for the current municipal year. It should be noted that, following changes to the structure of overview and scrutiny made by the Council on 20 May 2021, the items listed on the Committee's Work Programme have been drawn from the Work Programmes of the previous Policy Overview Committees.

RECOMMENDATION

That the Families, Health and Wellbeing Select Committee considers the report and agrees any amendments.

SUPPORTING INFORMATION

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

2021/22 Municipal Year Meetings	Room
03 June 2021, 7pm	CR5
27 July 2021, 7pm	CR6
08 September 2021, 7pm	CR6
26 October 2021, 7pm	CR6
30 November 2021, 7pm	CR6
05 January 2022, 7pm	CR6
02 February 2022, 7pm	CR5
31 March 2022, 7pm	TBC
20 April 2022, 7pm	TBC

Implications on related Council policies

A role of the Council's Select 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

The Council's Select 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

2022

Families, Health & Wellbeing Select Committee	June 3	July 27	August No meeting	September 8	October 26	November 30	December No meeting	January 5	February 2	March 3	April 20	May CABINET
REVIEW : Assisted Living Technologies												
Topic selection / scoping stage	Scoping Report											
Witness / evidence / consultation stage		Witness Session 1		Witness Session 2	Witness Session 3							
Findings, conclusions and recommendations						Findings						
Final review report agreement									Final report			
Target Cabinet reporting										CABINET		
Regular service & performance monitoring												
Mid year Budget Update		X										
Annual Complaints & service report update				X								
Cabinet's budget proposals for next financial year								X				
Children's Safeguarding Partnership (formerly the LSCB)		X										
Annual SAB (Adults Safeguarding Board report)		X										
Quality and Capacity of the Community Mental Health Services in Hillingdon					X							
Child & Adolescent Mental Health Services update						X						
Standards and Quality in Education in Hillingdon 20/21										X		
Quarterly School Places Planning Update		X				X						
Standards Attainment report (incl. School Improvements & Outcomes of Discussions on Performance)										X		
Looked After Children Performance Data				X						X		
Report / minutes from the Corporate Parenting Panel		X			X			X		X		
Cabinet Forward Plan Monthly Monitoring	X	X		X	X	X		X	X	X	X	
One-off service monitoring												
Update on Telecare Line	X											
Semi-Independent Living for Young People										X		
Carers Strategy Delivery Update	X											
Update on the new SEN Strategy, and the new Additional Needs Strategy						X						
Better Care Fund - Learning Disabilities/Autism Workstream						X						
Promoting Healthy Lifestyles (Sport and Physical Activity)				X								
Public Health Update on Initiatives brought in as a result of the Covid-19 pandemic					X							
Public Health Integrated Service Contracts						X						
Overview of Corporate Parenting Responsibilities								X				
Changes to our admissions criteria								X				
Access to EHCPs for Children with SEND				X								
Elective Home Education policy - update on new policy implementation (TBC)									X			
Youth Services update (DATE TBC)												
Early Years Provision Update (DATE TBC)												
Past review delivery												
Making the Council more autism-friendly (1 year on)											X	
Internal use only												
Report deadline		14 Jul 21		25-Aug-21	13-Oct-21	17-Nov-21		17-Dec-21	20-Jan-22	16-Feb-22	07-Apr-22	
Agenda published		19 Jul 21		31-Aug-21	18-Oct-21	22-Nov-21		24-Dec-21	25-Jan-22	23-Feb-22	12-Apr-22	

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