

# Minutes



HILLINGDON  
LONDON

## FAMILIES, HEALTH AND WELLBEING SELECT COMMITTEE

3 June 2021

Meeting held at Committee Room 5 - Civic Centre, High Street, Uxbridge

	<p><b>Committee Members Present:</b> Councillors Philip Corthorne (Chairman), Heena Makwana (Vice-Chairman), Judith Cooper, Becky Haggard, Kerri Prince (Opposition Lead), Paula Rodrigues, Jan Sweeting</p> <p><b>Co - Opted Member:</b> Tony Little</p> <p><b>LBH Officers Present:</b> Kate Kelly-Talbot (Assistant Director - Adult Social Work), Gary Collier (Health and Social Care Integration Manager), Darren Thorpe (Head of Business Delivery &amp; Support), Sasha Jefferies (Community Development Manager), Anisha Teji (Democratic Services Officer)</p>
4.	<p><b>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS (Agenda Item 1)</b></p> <p>There were no apologies for absence.</p>
5.	<p><b>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (Agenda Item 2)</b></p> <p>None.</p>
6.	<p><b>TO RECEIVE THE MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)</b></p> <p><b>RESOLVED:</b> That the minutes from the meeting on 20 May 2021 be approved as an accurate record.</p>
7.	<p><b>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 (Agenda Item 4)</b></p> <p>It was confirmed that there were no Part II items and that all business would therefore be conducted in public.</p>
8.	<p><b>SCRUTINY CALL-IN PROCEDURE (Agenda Item 5)</b></p> <p>Further to correspondence issued by Democratic Services on the new scrutiny call – in procedure following the Council's decision to transfer this responsibility to Members of the relevant Select Committee, Members received a verbal update on the procedure change. The Committee was informed that the correspondence explained the</p>

procedure, provided detailed guidance, along with a guide on how to download or use the new Scrutiny App to do this.

A report on the new scrutiny call – in procedure communicated would have been preferential to enable Members to properly scrutinise the changes. It was requested that reports rather than verbal updates be provided going forward save for exceptional circumstances.

**RESOLVED: That the verbal update on the Scrutiny Call – in Procedure be noted.**

9. **CARERS STRATEGY 2018/21: 2020/21 DELIVERY PLAN UPDATE (Agenda Item 6)**

The Assistant Director of Adult Social Work and the Health and Social Care Integration Manager presented the report on the Carers Strategy 2020/21 and provided an overview of the achievements and the contribution the Council had made to the delivery of the strategy. The report detailed what the Council and its partners had been doing to support carers in Hillingdon and supported the 2018 – 2022 Joint Health and Wellbeing Strategy priority of developing integrated, high quality social care and health services within the community of at home.

The Committee was informed that Cabinet received an annual update on the delivery of the strategy and this report enabled the Committee to consider the update before it went to Cabinet and provide comments.

The Committee heard that the importance of supporting the needs of carers to the sustainability of the local health and care system was recognised by health and care partners, particularly considering the pandemic. The report identified progress on the specific actions identified for 2020/21 and also how the Council and partners had responded to the pressures resulting from the pandemic. In this context proposed priorities for 2021/22 included:

- Restoring face to face services, especially so that Carers could have ‘time out’ away from where they provided 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 became 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.

It was reported that Carers Trust Hillingdon led the Hillingdon Carers Trust Partnership (HCP) and held the Carer Support Services contract with the Council on behalf of HCP. It was reported that the HCP had been successful in meeting the needs of carers and that the partnership model had enabled additional resources to be secured to provide a range of services without the need for carers having to undergo a carer’s assessment. The Committee requested that any comparative performance information be shared.

Following Member questions, it was confirmed that baseline estimates for the number of carers in the Borough was based on the 2011 Census, an approach also used by Carers Trust UK. It was noted that data from the 2021 Census that had just been completed would provide more up to date information, including reflecting the impact of

the pandemic on the number of people undertaking a caring role. The Committee was reminded a review of the Carers' Strategy had been deferred pending the availability of the data from the census.

There had been ongoing work on the guidance for people who suddenly became carers however there needed to be partner and carer consultation before this could be delivered. It was highlighted that there still was information, advice and support available for people in these circumstances. It was noted that Carers' Trust Hillingdon was fully embedded within the health and care integration programme in the Borough, which had helped to promote an understanding of the needs of carers. Health and care partners therefore understood the need to make referrals to the Carers Trust of residents identified as undertaking a caring role.

In response to Members questions regarding the suitability of guides for young carers, it was clarified that there were two documents being considered, as the current guide was unsuitable for young carers. The Council was keen to avoid having a document that was too long.

It was noted that further information would be provided on what work was being done to support young carers and how effective the interventions were. The Committee asked if there were any specific metrics related to young carers. The Committee also asked if there was a minimum age for a young person to be undertaking caring responsibilities below which the Council would need to intervene. It was also queried whether schools are required to inform the Council if a young person is undertaking caring responsibilities.

Following Member queries, it was noted that standardised packs and information were available for carers in GP waiting rooms however it was important to ensure that these were tailored to all audiences. It was recognised that one approach did not work for all however, there was a balance to be struck with the practicalities involved in maintaining supplies of up to date information across 45 practices. This was an issue that would be considered by the Carers Strategy Group.

Members queried why there were only 63 participants in the online carers forum meetings and it was noted that this represented an increase on numbers attending previous face to face meetings. The Committee was advised that no single mechanism for engaging carers would work for all people, which is why HCP applied different approaches

The Committee queried the basis for the 2021/22 increase in funding for Hillingdon MIND. The Committee was advised that this was based on a request from MIND and the decision was made by Cabinet at its December 2020 meeting.

It was highlighted that 457 counselling sessions had been delivered by Hillingdon Mind to 42 carers, which represented a 45% increase in demand on 2019/20. It was confirmed that in response to pandemic-related infection control measures many services had adapted to providing virtual rather than face to face support.

Concerns were raised about how GP practices would be able to deliver the carer lead role when taking consideration the many pressures they were under. It was reiterated that 44 out of 45 practices had identified carer leads, which demonstrated a recognition of the importance of supporting carers. It was noted that reinvigorating this role as part of Covid recovery was an identified priority for 2021/22 and HCP would be supporting practices. Officers advised the Committee that it was unlikely that establishing a

consistent approach across the Borough in 2021/22 would be achievable.

The Committee stated that it would welcome data being displayed in charts in future reports. More information about challenges faced as well as the achievements would also be welcomed. The Committee expressed a particular interest in carers with multiple caring responsibilities and also the support that is being provided to young carers.

The Committee commended officers and the HCP for their joint work. Members welcomed the report and supporting illustrative case studies, and the priorities for 2021/22 were noted. Although the pandemic had presented significant challenges for carers and the HCP, it was evident that many of the points raised were already being addressed and there had been a vast improvement in partnership working. Members were particularly pleased with progress in developing mental health support provision for carers, the need for which had grown considerably over the last year during the pandemic.

**RESOLVED:**

**That the Committee:**

- 1. Noted progress against the Carers' Strategy delivery plan activity for 2020/21.**
- 2. Noted the proposed priorities for 2021/22.**
- 3. Delegated to the Chairman and Labour Lead to agree a summary of comments on the Carers Strategy for Cabinet.**

**10. TELECARE SERVICE UPDATE (Agenda Item 7)**

The Community Development Manager 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 delivered by Hanover/Anchor Trust. The Council retained responsibility for the delivery of some front facing resident support functions, including home visits from responders in the event of alarm alerts and responsibility for installation and maintenance of TeleCare Line equipment.

It was reported 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 remained consistent and above target each month. It was highlighted that there had been a drop in the target levels for out of hours calls, however this was addressed directly with Anchor and changes to working practices were made. Target levels now remained consistent.

The contract with Anchor was due to end December 2021 and market testing was currently being undertaken. TeleCare Line was still an important service with many residents taking up the service

In future reporting, the Committee agreed that it would be useful to hear comments and customer satisfaction information from residents on ways the service could be improved, additional information regarding clients under 65 (the disability sector), information on how the 6812 users of the service were spread geographically within the Borough.

Although the TeleCare Line was linked to the Committee's major review, it was noted that the review considered the Telecare area as a whole and this was a small aspect of the service.

Following Member questions, it was confirmed that vulnerable callers were identified by the social care team and, if required, further interventions and signposting was required for service users. The different tier mobile responders was clarified for the Committee and it was noted that at tiers 2 and 4, the Council provided a mobile response service as these service users had no named responders unlike services users in tiers 1 and 3.

The Committee commended the services and considered it positive to see the progress made. The service was key in prevention and keeping people independent and Members recognised the enormous benefit it made to the health and social care economy.

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

**11. COMMITTEE REVIEW: ASSISTED LIVING TECHNOLOGIES SCOPING REPORT**  
*(Agenda Item 8)*

The Committee considered the scoping report on Assisted Living Technologies.

It was confirmed that the terms of reference outlined the process for understanding the current offer, exploring examples of better practice, understanding the market, exploring demand and care provisions and considering opportunities available to improve the service. The review was considered to be timely in light of the pandemic.

It was agreed that of the terms of reference be amended to reflect the inclusion of managing long term conditions and Members were keen to investigate the limitations people faced in accessing services. It was decided that the terms of reference be expanded to include wider market engagement. The Committee would also have an opportunity to have sight of the apps used by services users and a demonstration would be provided.

It was noted that topic of review had been proposed from the previous Social Care, Housing and Public Health Committee.

In order to explore the topic in depth and make meaningful and practical recommendations, the Committee decided to expand the variety of witnesses to include Brunel University, advocacy groups such as AGE UK and local service users and their carers (both in person and surveys). Members were keen to meet with service users 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.

**RESOLVED:** That the feedback and suggestions be considered, and the scoping report be updated and noted.

**12. UPDATE ON THE CORPORATE PARENTING PANEL** *(Agenda Item 9)*

Subject to the Families, Health & Wellbeing Select Committee's approval, the Corporate Parenting Panel agreed to amend its terms of reference to hold quarterly

meetings rather than six meetings a year.

The Committee approved the terms of reference to include quarterly meetings.

It was agreed that Democratic Services would provide further information on the Corporate Parenting Panel's membership confirmation.

Members present at the Corporate Parenting Panel meeting on 27 May 2021, provided an overview of the meeting noting that key priorities identified were explored and the Independent Review Officer's report was considered. It was also reported that the Panel heard insight from care leavers and overall it was a good meeting.

It was noted that had been discussions with Member development regarding corporate parenting training.

**RESOLVED: That the verbal update on the Corporate Parenting Panel be noted.**

13. **FORWARD PLAN (Agenda Item 10)**

Members questioned why reports such as the Older People's Plan Update and the Schools Capital Programme had been scheduled for Cabinet prior to them being scrutinised by the Select Committee. It was also questioned why the schools places planning update was quarterly and what had happened to the adult education review considered by the previous education committee. It was agreed that Democratic Services would consider the points raised and feedback to the Committee.

**RESOLVED: That the forward plan be noted.**

14. **WORK PROGRAMME (Agenda Item 11)**

At the request of the Committee, Democratic Services would liaise with officers to agree dates for information reports on Youth Service update and Early Years Provision Update.

**RESOLVED: That the work programme be noted.**

The meeting, which commenced at 7.00 pm, closed at 8.26 pm.

These are the minutes of the above meeting. For more information on any of the resolutions please contact Anisha Teji on Tel: 01895 277655 Email: ateji@hillingdon.gov.uk. 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.**