



**Resources Department
Town Hall, Upper Street, London, N1 2UD**

AGENDA FOR THE HEALTH AND CARE SCRUTINY COMMITTEE

Members of the Health and Care Scrutiny Committee are summoned to a meeting, which will be held in the Council Chamber, Town Hall, Upper Street, N1 2UD on **31 January 2023 at 7.30 pm.**

Enquiries to : Jonathan Moore
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Despatched : 23 January 2023

Membership

Councillors:

Councillor Jilani Chowdhury (Chair)
Councillor Joseph Croft (Vice-Chair)
Councillor Clare Jeapes
Councillor Tricia Clarke
Councillor Fin Craig
Councillor Mick Gilgunn
Councillor Caroline Russell
Councillor Claire Zammit

Substitute Members

Substitutes:

Councillor Janet Burgess MBE
Councillor Benali Hamdache
Councillor Dave Poyser
Councillor Nick Wayne

Quorum: is 4 Councillors

A. Formal Matters	Page
1. Introductions	
2. Apologies for Absence	
3. Declaration of Substitute Members	
4. Declarations of Interest	

If you have a **Disclosable Pecuniary Interest*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

***(a)Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.

(b)Sponsorship - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.

(c)Contracts - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.

(d)Land - Any beneficial interest in land which is within the council's area.

(e)Licences- Any licence to occupy land in the council's area for a month or longer.

(f)Corporate tenancies - Any tenancy between the council and a body in which you or your partner have a beneficial interest.

(g)Securities - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to **all** members present at the meeting.

5. Minutes of the previous meeting	1 - 6
6. Chair's Report	

7. Public Questions

For members of the public to ask questions relating to any subject on the meeting agenda under Procedure Rule 70.5. Alternatively, the Chair may opt to accept questions from the public during the discussion on each agenda item.

8. External Attendees (If any)

9. Health and Wellbeing Board Update

10. Covid-19 Update, if required

B. Items for Decision/Discussion

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11. Scrutiny Review of Adult Social Care Transformation - Witness Evidence

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The Committee is due to receive evidence related to the council's reablement services.

12. Performance Updates from NHS Organisations

13. Quarter 2 Performance Report - Adult Social Care

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14. Work Programme 2022-23

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C. Urgent non-exempt items (if any)

Any non-exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

D. Exclusion of Press and Public

To consider whether, in view of the nature of the remaining items on the agenda, it is likely to involve the disclosure of exempt or confidential information within the terms of the Access to Information Procedure Rules in the Constitution and, if so, whether to exclude the press and public during discussion thereof.

E. Confidential / Exempt Items

F. Urgent Exempt Items (if any)

Any exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

The next meeting of the Health and Care Scrutiny Committee will be on 9 March 2023

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Agenda Item 5

London Borough of Islington

Health and Care Scrutiny Committee - Tuesday, 13 December 2022

Minutes of the meeting of the Health and Care Scrutiny Committee held at The Council Chamber, Town Hall, Upper Street, N1 2UD on Tuesday, 13 December 2022 at 7.30 pm.

Present: **Councillors:** Chowdhury (Chair), Croft (Vice-Chair), Jeapes, Clarke, Craig, Russell and Zammit

Also Present: **Councillors** Turan

Councillor Jilani Chowdhury in the Chair

45 **INTRODUCTIONS (ITEM NO. 1)**

The Chair welcomed all to the meeting, and both members and officers introduced themselves. Due to train strikes, a number of officers joined the meeting remotely.

46 **APOLOGIES FOR ABSENCE (ITEM NO. 2)**

There were apologies for absence from Cllr Mick Gilgunn

47 **DECLARATION OF SUBSTITUTE MEMBERS (ITEM NO. 3)**

There was no declaration of substitute members

48 **DECLARATIONS OF INTEREST (ITEM NO. 4)**

Cllr Fin Craig declared a personal interest that she had an honorary contract with Whittington Health NHS Trust.

49 **MINUTES OF THE PREVIOUS MEETING (ITEM NO. 5)**

In relation to the Chair's Report, the Chair requested that Cllr Jeapes' name was added to the list of those who had campaigned on matters relating to the GP contract renewal.

Referring to the section of the minutes concerning Healthwatch Islington, a member noted that they have seen increased publicity since the last meeting and had received a flyer from the organisation.

RESOLVED:

That the minutes of the previous meeting be agreed as a correct record, subject to the above amendment.

50 **CHAIR'S REPORT (ITEM NO. 6)**

The Chair queried some of the performance information set out in the latest Budget Monitoring Report and asked officers to explain the overspend in Adult Social Care budgets.

Officers noted that the reported £4 million overspend recorded for Health & Social Care was mostly due to legacy and continual pressures arising from the COVID-19 Pandemic and the costs of supporting people with complex needs

and those who are discharged from hospital. Officers explained to the Chair that the in-house transformation programme had been presented to the Executive about two years' prior, and was centred on developing a community-focused model.

The Chair highlighted concerns regarding lengthy waiting times reported by residents when dialling the Islington Adult Social Services telephone number for support. The Committee were informed that responsibility for this phone line sits with the Fairer Together directorate as part of their front-of-house responsibilities, and a written explanation for the highlighted issue will be sought and presented to the Committee prior to the next scheduled meeting.

The Chair also thanked care workers who will be working over the holiday period for their commitment and hard work.

51 PUBLIC QUESTIONS (ITEM NO. 7)

None.

52 HEALTH AND WELLBEING BOARD UPDATE (ITEM NO. 14)

There was nothing to report to the Committee as there had not been a Health and Wellbeing Board meeting in the period since the previous Health and Care Scrutiny meeting of 15th November 2022

53 EXTERNAL ATTENDEES (IF ANY) (ITEM NO. 8)

None.

54 WHITTINGTON HOSPITAL PERFORMANCE UPDATE (ITEM NO. 9)

Sarah Wilding, Chief Nurse & Director of Allied Health Professionals, and Helen Taylor, Clinical Director, presented the committee with the quality accounts of 2021-22.

The Committee noted the organisation's four key priorities (detailed in the agenda pack), against which broad progress had been made, however not all as desired. However, there was a recognition of COVID-19 related pressures on the organisation and NHS in general.

Over the next year Whittington Health would look to building on the progress and successes of the previous year. The organisation now had an opportunity to do some stakeholder engagement that they were unable to do during the COVID-19 pandemic. Whittington Health had worked with Healthwatch Islington and patients to form the key priorities for the year ahead.

In deploying the Zesty IT system, the Trust was still mindful to consider those affected by digital poverty and ensure that these residents are provided with alternate means of making appointments. The Trust will need to think about how they ask patients what their preferred means of contact is.

A member of the committee noted the staff morale indicators for 2021-22 were quite low and stands in stark contrast to the great work Whittington Health Trust is doing. Representatives from Whittington Health Trust remarked that this is an unprecedented time of pressure for the NHS, that they are committed

to making improvements and continue to provide support, training and engagement with their staff.

It was also noted that Whittington Health Trust had not met the threshold for strike action for either UNISON or the Royal College of Nursing

A member questioned the Trust's approach to transgender patients and referenced a case in which postal correspondence misgendered the recipient following transition.

The Chair asked whether handover time was included in the pay for Doctors and Nurses, to which the representatives from Whittington Health Trust confirmed that this should be the case.

The Committee thanked Whittington Health for their attendance and for their work in supporting the health and wellbeing of Islington residents.

55 **COVID-19 UPDATE, IF REQUIRED (ITEM NO. 13)**

The Director of Public Health informed the committee that while there are high infections of seasonal illnesses, it was expected for this time of year.

The Director also explained that they continued to deliver messaging encouraging childhood immunisations and vaccination uptake among the local community.

Messaging has also been delivered regarding the symptoms of scarlet fever, tonsillitis, and respiratory infections to parents in the borough.

In relation to recent national concerns about Strep A infections in children, a member of the committee asked whether there were any known issues in accessing antibiotics in Islington, to which the Director noted that this was not presently an issue within the borough.

In response to a member's question regarding the isolation procedures for children infected with Strep A, the Director stressed that while infection rates could be adequately managed through good hygiene and thorough handwashing, any child confirmed to be infected should ideally stay home from school to avoid the risk of infecting others.

56 **SCRUTINY REVIEW OF ADULT SOCIAL CARE TRANSFORMATION (ITEM NO. 10)**

The Committee received a presentation on the reablement service, outlining the impact that an effective programme of reablement can have, in addition to explaining the basis of a new programme of reablement that will enable delivery to a wider range of residents, provide increased support and establish closer working with the NHS.

A key segment of improvement within reablement service is improving face to face contact time.

Work had taken place to rationalise the job descriptions of reablement workers and there had been significant success in recruiting to these posts. Recently, the appropriate number of senior enablers were appointed to – this was achieved both internally and externally through agencies – however, there were efforts to increase the internal proportion.

Members of the committee will be given the opportunity to speak to residents who have benefited from reablement and to ground some of the proposals in a bit more detail prior to the next meeting

The programme of reablement is primarily to assist those who have lost some form of capability to help regain life skills, things that a hospital stay, or serious illness can reduce. Studies have shown that a six-week programme of reablement has a proven positive impact in restoring the recovery of a patient's life skills whereas more traditional care models are more centred on replacing those skills altogether.

In response to a member's question regarding whether there are any of models of reablement in other boroughs that Islington should be mirroring, the presenting officer suggested that this would be considered at the next scrutiny meeting. The purpose of today's presentation was generally to serve as an introduction.

At the Chair's request, the presentation would be circulated to committee members following the meeting.

57 **ISLINGTON SAFEGUARDING ADULTS BOARD - ANNUAL REPORT (ITEM NO. 11)**

The annual report for 2021-22 was presented to the Committee by Fiona Bateman, Independent Chair of the Board.

The Committee was told that homelessness is one of many key areas which Islington are tackling head-on.

Ms Bateman also noted that some groups have been very vocal in feeding back to Government regarding proposed and enacted changes in the law that have been publicised recently, such as reforms to legislation concerning mental health and how this would impact their safety and human rights.

The Board's annual report highlighted the purpose of the Board, key areas agencies achieved during the year, the agencies that make up the safeguarding board, and how statutory functions are met.

In response to a member's concern regarding the safeguarding of those held in police cells, Ms Bateman noted that the board works with all statutory partners – the Integrated Care Board, Metropolitan Police and Islington Council make up the key partners – and that the representative from the Metropolitan Police feeds back learning to the organisation. They also provide regular data into the Board's quality assurance subgroup. Every organisation is responsible for the safeguarding of people in their care, and while the safeguarding board isn't responsible for safeguarding people in police custody,

they ask for assurances of each partner. There were presently no concerns regarding those held in police custody in Islington.

The Safeguarding Board is a critical friend. Partners will report in any serious incidents that might have occurred in their setting, and that will be scrutinised by the Board to see if that meets the criteria for a serious case review.

The Board is in regular dialogue with the police via the London Safeguarding Board and Chairs Network. The London Police Commissioner recently talked of the effect of the time spent in custody by people in mental health crisis, as well as the impact on police resources, and openly stated their intention to liaise with partners about adopting a more collaborative approach that is in-use in other regions of England.

In response to a member's concern regarding young people's encounters with the police, the representative noted that the remit for the Adults' Safeguarding Board technically begins with those aged 18 and above, however work is also overseen by the Board on the transition from adolescence. No issues have arisen regarding contact with the police in Islington specifically. However, London-wide there has been work to ensure there are adjustments made concerning those in police care who have autism, but it was not possible to say that this was applied in every instance.

The Safeguarding Adults Board are working closely with the Safeguarding Children's Board to understand the risks around that transition to adolescence and adulthood. There's a lot of work going on in Islington across different agencies, across housing and others regarding how to support young people going through that transition.

The Chair expressed concern about those who are lonely and suffering from financial abuse that do not know how to access support. The Board is looking into this for the new year. There was work underway into defining economic coercion and abuse. DWP were looking into identifying and preventing financial abuse such as people who befriended vulnerable people to exploit them, and the Board was looking at that as a form of domestic abuse. At the appropriate time, the Board will look into deploying visual and understandable publicity concerning the matter.

The Committee welcomed the report and thanked Ms Bateman for attending.

58

**SCRUTINY REVIEW OF ADULT PAID CARERS - 12 MONTH REPORT
BACK (ITEM NO. 12)**

Nikki Ralph, Head of Strategic Commissioning, introduced the report. It was noted that home care plays a significant role in helping the adult social care service achieve its vision. Presently, the service is in the process of developing a new model of home care building on the previous recommendations of the scrutiny committee.

Progress against each recommendation was listed in the report, as well as future intentions. It was noted that home care transformation takes time, as there were so many factors in improving care for residents.

A member offered congratulations on meeting a goal in which the majority (77%) of Islington home care service users are supported by an agency that pays the London Living Wage. A discussion was had about the feasibility of bringing the service in-house. Officers advised that, under the Care Act, the council had to ensure residents had a choice of provider, and bringing the service in-house would require the recruitment of approximately 1000 workers in addition to a significant cost implication of £15 million. The current cost of delivering home care was about £21 million. By nature of the localness of the work, a lot of contracted providers are locally based.

A member noted that Low Traffic Neighbourhoods may have an impact on staff conducting home visits and suggested collaboration with Islington's transport team to overcome any barriers this might pose. For example, secure bike storage was installed in Highbury after a district nurse made the point to a member in that ward.

RESOLVED:

That the progress made against the recommendations be noted.

59 WORK PROGRAMME 2022-23 (ITEM NO. 15)

Noted.

MEETING CLOSED AT 9.35 pm

Chair

SCRUTINY INITIATION DOCUMENT (SID)
Title of review: Transformation in Adult Social Care
Scrutiny Committee: Health and Care Scrutiny Committee
Director leading the review: John Everson, Director of Adult Social Care
Lead officers: Stephen Taylor/Gill James/Affy Wajid
<p>Overall aim of the review: To consider transformation of Adult Social Care services in the context of the Health and Social Care Act 2022, including challenges and opportunities associated with this, new developments in services, and the greater focus on preventative measures.</p>
<p>Objectives of the review:</p> <ul style="list-style-type: none"> • To investigate the impacts of the Health and Social Care Act 2022 and the wider legislative framework, and how our response to this will impact on services and service users. • To review the vision for Adult Social Care in Islington, and to assess if the council's current and emerging plans for future development and reform are adequate, with a particular focus on improved outcomes for residents. • To review the access to adult social care services in Islington, demographic pressures, and the most effective operating models to meet those requirements. • Focus in on how we are designing our services in a way that will prevent increased need and enable residents to live their lives as independently as possible.
<p>How does this review contribute to the Council's priorities?</p> <p>Adults Social Care's Vision is to ensure Islington is a place made up of strong, inclusive and connected communities, where regardless of background, people have fair and equal access to adult social care support that enables residents to live healthy, fulfilling and independent lives. The focus in Adult Social Care is very much around early intervention and prevention, maximising people's independence, and closer collaboration with our partners.</p> <p>This scrutiny review will enable the committee to explore issues related to the changing legislative framework, assess and scrutinise the council's plans for responding to these changes, consider how those plans will impact on residents, and explore areas for further service improvements.</p>
<p>Scope of the review and evidence to be received:</p> <p>The review will focus on...</p> <ol style="list-style-type: none"> 1. The Legislative Framework in which we operate now and into the future, including the risks and opportunities within the 2022 Health & Care Act 2. The context we work within and developments necessary to meet changing needs and expectations; 3. An overview of core Adult Social Care services; our Vision, and Prevention and Early Intervention based Operating Model; use of preventative approaches to reduce inequality 4. The experiences of service users, what they value in our services, and areas for improvement; 5. How we are working with our partners to optimise service delivery.

The Committee will receive the following evidence:

- **Meeting 1 – 4 October 2022**
 - This session is primarily to sign off the SID for this work and to give a brief introductory overview presentation.
- **Meeting 2 – 15 November 2022**
 - This session will begin with an overview of the context and legislation we work within in Adult Social Care. We will also present our collaborative work with colleagues from Customer Experience and Whittington Health to create a more co-ordinated and preventative response to residents with a range of needs, focussed on maintaining people's independence. This includes our Integrated Front Door and Integrated Urgent Response Service
 - Evidence to be presented by LBI ASC, Customer Experience and Whittington Health
- **Meeting 3 – 31 January 2023**
 - An overview of the developing ASC Re-ablement model that will increase our capacity to respond to people whose independence might be increased by a reablement intervention.
 - Prior to this session we will facilitate evidence sessions between committee members and people who have used the Reablement Service. This session will hear feedback on these sessions.
 - Evidence to be presented by ASC, Haringey and Gateshead Councils,
- **Meeting 4 – 9 March 2023**
 - Summary overview session that pulls together conclusions from previous sessions
 - Report summarising previous discussion to be considered.

Note: When setting the scope of the review and selecting evidence, please consider the Council's principles as set out in the Strategic Plan '[Islington Together – For a More Equal Future](#)' :

- We stand up to and challenge inequality
- We work in partnership with our communities
- We are committed to early intervention and prevention
- We embrace change and innovation
- We are driven by delivering impact for residents

Please list the specific meeting that evidence will be submitted to if possible.

Please also identify any visits to be undertaken, and any documentation to be circulated.

Additional information:

In carrying out the review the committee will consider equalities implications and resident impacts identified by witnesses. The Executive is required to have due regard to these, and any other relevant implications, when responding to the review recommendations.



Report of: Director of Adult Social Care

Meeting of:	Date:	Ward(s):
Health and Care Scrutiny Committee	31 January 2023	All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: Adult Social Care Performance Report Quarter 2 (July - September 2022)

1. Synopsis

- 1.1 The council has in place a suite of corporate performance indicators to help monitor progress in delivering the outcomes set out in the council's Corporate Plan. Progress on key performance measures are reported through the council's Scrutiny Committees on a quarterly basis to ensure accountability to residents and to enable challenge where necessary.
- 1.2 This report sets out Quarter 2 2022/23 progress against targets for those performance indicators that fall within the Adult Social Care outcome area, for which the Health and Care Scrutiny Committee has responsibility.
- 1.3 It is suggested that Scrutiny undertake a deep dive of one objective under the related corporate outcome over a 12-month period. This will enable more effective monitoring and challenge as required.

2. Recommendations

- 2.1 To note performance against targets in Quarter 2 2022/23 for measures relating to Health and Independence
- 2.2 To suggest one objective under related corporate outcome for a deep dive review, to take place over a 12-month period.

3. Background

- 3.1 A suite of corporate performance indicators has been agreed for 2018-22, which help track progress in delivering the seven priorities set out in the Council's Corporate Plan - *Building a Fairer Islington*. Targets are set on an annual basis and performance is monitored internally, through Departmental Management Teams, Corporate Management Board and Joint Board, and externally through the Scrutiny Committees.
- 3.2 The Health and Care Committee is responsible for monitoring and challenging performance for the following key outcome area: Adult Social Care.
- 3.3 Scrutiny Committees can suggest a deep dive against one objective under the related corporate outcome. This will enable a comprehensive oversight of suggested objective, using triangulation of data such as complaints, risk reports, resident surveys and financial data and, where able to, hearing from partners, staff and residents, getting out into the community and visiting services, to better understand the challenge and provide more solid recommendations.

4. Quarter 2 performance update – Adult Social Care

4.1 Key performance indicators relating to Adult Social Care.

PI No.	Indicator	2021/22 Actual	Q2 Target 2022/23	Q2 2022/23	On target?	Q2 last year	Better than Q2 last year?
ASC1	Percentage of ASC service users receiving long term support who have received at least one review	48%	26% (52% year-end)	24%	No	26%	No
ASC2	New admissions to nursing or residential care homes (all ages)	225	100 (200 year end)	80	Yes	116	Yes
ASC3	Percentage of service users who have been supported with safeguarding and who are able to comment, report that their desired outcomes were fully achieved (making safeguarding personal)	58%	72%	65%	Yes	58%	Yes
ASC4	The proportion of adults with a learning disability in paid employment	9.3%	9.3%	8.8%	Yes	8.8%	Similar

ASC5	Percentage of service users receiving services in the community through Direct Payments	29%	31%	29%	Similar	29%	Similar
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4.2 **Percentage of ASC service users receiving long term support who have received at least one review**

As of Q2 2022/21, 24% of the service users who have been receiving services since the beginning of the year have received a support plan review. This is a cumulative measure with targets set for each quarter with the aim of reviewing 52% of the eligible population by the year end. Although performance for Q2 is off target (26%), it is important to note that this indicator only captures the 527 people who received an annual review. When we look at all review activity, teams have completed 1,100 reviews including both annual and 6-week reviews.

Why is this not on target?

- Last year health funding was provided to aid the safe and timely discharge of residents from hospital. There was a requirement for Adult Social Care to review all residents receiving this funding within specific timescales. These residents received a covid review, different to the annual review but still focused on the best support for the resident. The health funded reviews were prioritised during the pandemic. The completion of these reviews has added to pressure in the teams and has meant that the level of routine 12-month reviews was reduced. There has been a big push to get the COVID reviews done, and these are now almost completed.
- Service changes have been implemented in quarter 2 for the new service model. The new way of working has slowed productivity in the short term but will improve productivity going forward.

What action are you taking to get it back on track?

- Service changes have been implemented in quarter 2 for the new service model. The new way of working has slowed productivity in the short term but will improve productivity going forward.
- A service improvement action plan has been set to review practice, monitor performance and update policy.
- Service improvement targets have been set for teams and the trajectory will be monitored by the senior leadership team.
- A recent business case for ILDP has identified the need to increase additional reviews capacity. Depending on the business case outcome additional social workers will be recruited to support both assessments and reviews
- Daily senior huddle meetings with Team Managers (three times a week for ILDP), seniors and Heads of Service to discuss reviews.
- Fortnightly review board to monitor progress and agree actions to improve performance.
- The 4 week covid reviews have come to an end meaning that the Interim Review Team has more time to dedicate to annual reviews
- Islington Learning Disability Partnership (ILDP) working through reviews based on high cost packages of care and out of borough placements
- The Head of Mental Health Social Work meets with The Trust fortnightly to work through overdue reviews and improve reviews data quality.

When do you expect it to be back on track?

We expect to see improvements in reviews in the next quarter.

4.3 **New admissions to nursing or residential care homes (all ages)**

The Council provides residential and nursing care for those who are no longer able to live independently in their own homes. The aim is to support more people to remain independent and within the community for longer, therefore keeping admissions to a minimum. Last year, Adult Social Care saw an increase in hospital discharges and complex cases. This change in demand due to the pandemic affected the overall number of new admissions to care homes last year. This is a trend that has been seen across all our NCL partnership boroughs.

As of quarter 2 there has been a total of 80 new admissions to care homes. Performance is better than this point last year (116 new admissions) and still on target to have no more than 50 new admissions per quarter.

What action has been taken:

- Daily Integrated multi-disciplinary Quality Assurance Meeting (IQAM) and daily hospital meeting to sign off any packages of care or requests for placements. Chaired by member of the Senior Leadership Team at Assistant Director level or above. The purpose of the meeting is to be assured that a strength based approach is being taken when assessing or reviewing residents and that the least restrictive options are explored with innovative solutions being used to meet need and to achieve the best outcomes for residents.

What action are you taking to keep it on track?

- Management actions are in place to provide assurance that all support packages are recorded in a timely manner on the electronic care records system (LAS) to enable accurate performance recording in this area.
- A new panel is being introduced in October 2022 to maximise the use of extra care sheltered housing. This will encourage a quick and transparent approach to fill any voids and support residents appropriately.

4.4 **The proportion of adults with a learning disability in paid employment**

This national Adult Social Care Outcomes Framework (ASCOF) measure intends to improve employment outcomes for individuals with a learning disability. The reason for monitoring this as a corporate indicator is threefold. Firstly, we know that COVID-19 has affected employment nationwide, with the unemployment rate in the UK higher than what it was pre-pandemic. Secondly, we know there is a strong link between employment and quality of life. Being in paid employment benefits an individual's health, wellbeing, finances and the economy. Finally, we know that adults with learning disabilities experience inequalities when seeking to enter the job market.

In 2022/23 it was decided to increase the target for this indicator from 8.2% to 9.3%. Local performance is within 5% of the new target ambition, with 8.8% (53 people) of individuals with a primary support reason of learning disability in paid employment. This is similar to the 2021/22 performance of 8.8% in Q2. Benchmarking against the Adult Social Care Outcomes Framework (ASCOF) 2021/22 shows Islington is performing better than England (4.8%) and London (5.2%)

What action has been taken

- Islington's iSet service launched in October 2021, the re-branded employment service supporting residents with learning disabilities (previously known as the Community Access Project).
- The learning disability and autism subgroup meet every quarter. This group brings together council (iSet) and employment support providers to review data, discuss any challenges and share networking opportunities across the system.

What action are you taking to keep it on track?

- Guidance to be revised on the recording of employment information to ensure the department is capturing all people with a learning disability in paid employment.
- There are plans being rolled out that will increase the number of reviews completed with people with learning disabilities. This will support the identification of more residents who can access paid employment.

4.5 **Making Safeguarding Personal (An individualised approach to safeguarding that focusses particularly on what the resident would like the outcome of the safeguarding to be)**

This indicator measures the percentage of service users who have been supported with safeguarding, and who are able to comment, report that their desired outcomes were fully achieved.

The safeguarding adult's duties are enshrined in the Care Act 2014. The Care Act formally introduced the requirement for local authorities to safeguard people using a personalised approach. This approach is Making Safeguarding Personal (MSP). MSP places the service user at the centre of safeguarding conversations, decisions and actions.

One of the assurance mechanisms to track that the Making Safeguarding Personal principles are being followed is achieved is by asking service users if their desired outcomes were fully met from the safeguarding investigation.

In Q2 2022/23, 72% of service users reported that their desired outcomes were fully achieved. Performance is above the target of 70% and higher than Q2 last year (58%). It should be noted that the usual data sources for this indicator come from both Adult Social Care and the Mental Health Trust. The CareNotes data entry system that The Mental Health Trust uses was subject to the national cyber hack last quarter (August) and is no longer available, meaning performance for this indicator is currently only Adult Social Care data.

What action has been taken

- The Trust, the safeguarding hub and Islington Council are working closely together to ensure that safeguarding practice continues and that alternative methods are put in place such as:
 - A new Electronic Patient Record system has been identified as RIO and has been rolled out across the Trust.
 - This system in currently use is for case recording only so far with a phased approach to implementing more features or functionally.
 - A new safeguarding process including use of word forms has been put in place with the safeguarding hub providing a scrutiny process over completion of these forms in a timely and accurate way.
 - A new SAC Return spreadsheet has been developed for individual teams to complete with Lead Business Partner in Camden and Islington overseeing. These will be collated in Jan 23 with a view of cross checking with performance in LBI about the quality of the data.
 - Ongoing forums for SAM's and drop in for frontline workers are continuing to discuss complex cases, obtain advice and ask about the safeguarding processes.

What action are you taking to keep it on track?

- Working with Islington Digital Services to review the safeguarding module of our electronic case records system to ensure that this, and other key questions, are mandatory to answer for staff completing
- Safeguarding audits and reviews at the point the case is closed, led by the Safeguarding Team leads, will focus on improving this indicator
- A weekly safeguarding closure panel is now in place to oversee the outcomes of safeguarding enquiries and to support the embedding of best practice in this area.

- There has been an issue of different recording processes in Mental Health as a result of the use of a different management information system in that service. Considerable work has been undertaken in that area.

4.6 **Percentage of service users receiving services in the community through Direct Payments**

Providing support by direct payment aims to give the individual in need of support greater choice and control over their life. In 2022/23 it was decided to increase the target for this indicator from 30% to 31%. In Q2 2022/23 29% of Islington service users receiving services in the community were supported via a Direct Payment. Performance for this indicator is similar to last year (29%) and within 5% of the new target ambition of 31%. Benchmarking from the Adult Social Care Outcomes Framework (ASCOF) 2021/22 shows Islington is performing better than, England (26.7%) and London (25.0%).

What action has been taken

- Direct payments support people to have greater choice, independence and control over their lives. This quarter teams have worked with a number of people who have a support reason of learning disability to enable them to start receiving support via a direct payment.

What action are you taking to keep it on track?

- There are a number of Direct Payments User and carers forums and working groups that have been commenced that are focussing on improvements to processes that will simplify the Direct Payment process.
- Other work within the department includes the review and refresh of Direct Payments (DPs) policies and procedures
- Direct Payments are being discussed in the daily quality assurance meetings with the aim to identify residents who would benefit from having a direct payments to more flexibly manage their support.

5. **Implications**

Financial implications:

- 5.1 The cost of providing resources to monitor performance is met within each service's core budget.

Legal Implications:

- 5.2 There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement.

Environmental Implications and contribution to achieving a net zero carbon Islington by 2030:

5.3 There are no environmental impact arising from monitoring performance.

Equalities Impact Assessment:

5.4 The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010).

5.5 The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

6. Conclusion

6.1 The Council's Corporate Plan sets out a clear set of priorities, underpinned by a set of firm commitments and actions that we will take over the next four years to work towards our vision of a Fairer Islington. The corporate performance indicators are one of a number of tools that enable us to ensure that we are making progress in delivering key priorities whilst maintaining good quality services.

Signed by:

Director of Adult Social Care

Date:

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HEALTH AND CARE SCRUTINY COMMITTEE

WORK PROGRAMME 2022/23

Meeting date: 6 June 2022

Agenda despatch date: 25 May 2022

1. Membership and Terms of Reference
2. COVID 19 update
3. Health and Wellbeing Board Update (verbal)
4. Scrutiny Review – selection of topic
5. Work Programme 2022/23

Meeting date: 7 July 2022

Agenda despatch date: 29 June 2022

1. Health and Wellbeing Board Update (verbal)
2. COVID 19 update, if required
3. Quarter 3 Performance Report – Public Health
4. Quarter 4 Performance Report - Adult Social Care
5. Work Programme 2022/23

Meeting date: 4 October 2022

Agenda despatch date: 26 September 2022

1. Health and Wellbeing Board update (verbal)
2. COVID 19 update, if required (verbal)
3. Scrutiny Review of Adult Social Care Transformation
– Approval of Scrutiny Initiation Document & Initial Presentation
4. Camden and Islington Mental Health Trust Performance update
5. London Ambulance Service Performance update
6. Quarter 4 Performance Report – Public Health
7. Work Programme 2022/23

Meeting date: 15 November 2022

Agenda despatch date: 7 November 2022

1. Health and Wellbeing Board Update (verbal)
2. COVID 19 update, if required
3. Executive Member for Health and Care - Annual Report
4. Whittington Hospital Performance update
5. Scrutiny Review of Adult Social Care Transformation – Witness Evidence
6. Quarter 1 Performance Report – Public Health
7. Quarter 1 Performance Report – Adult Social Care
8. Healthwatch Annual Report and Work Programme
9. Work Programme 2022/23

Meeting date: 13 December 2022

Agenda despatch date: 5 December 2022

1. Health and Wellbeing Board update (verbal)
2. COVID 19 update, if required
3. Scrutiny Review of Adult Social Care Transformation – Witness Evidence
4. Islington Safeguarding Adults Board - Annual Report
5. Scrutiny Review of Adult Paid Carers – 12 month report back
6. Work Programme 2022/23

Meeting date: 31 January 2023

Agenda despatch date: 23 January 2023

1. Scrutiny Review of Adult Social Care Transformation - witness evidence
2. Health and Wellbeing Board update (verbal)
3. Moorfields Eye Hospital Performance report - TBC
4. UCLH Performance update - TBC
5. Quarter 2 Performance Report – Adult Social Care
6. COVID 19 update, if required
7. Work Programme 2022/23

Meeting date: 9 March 2023

Agenda despatch date: 1 March 2023

1. COVID 19 update, if required
2. Health and Wellbeing Board update
3. Quarter 2 Performance Report – Public Health
4. Scrutiny Review of Adult Social Care Transformation – draft recommendations

Meeting date: 24 April 2023

Agenda despatch date: 16 April 2023

1. Health and Wellbeing Board update (verbal)
2. COVID 19 update, if required
3. Quarter 3 Performance Report – Public Health
4. Quarter 3 Performance Report – Adult Social Care
5. Scrutiny Review of Adult Social Care Transformation - Final Report

Items to be scheduled:

- Update on Census Data
- Update on Access to GP Surgeries
- Update on Access to NHS Dentists