

# **MINUTES OF THE MEETING OF THE ADULTS & HEALTH SCRUTINY PANEL HELD ON THURSDAY 22<sup>nd</sup> JUNE 2023, 6.30 - 9.10pm**

## **PRESENT:**

**Councillors: Pippa Connor (Chair), Cathy Brennan, Thayahlan Iyngkaran,  
Mary Mason, Sean O'Donovan, Sheila Peacock**

**Co-Optees: Helena Kania**

### **1. FILMING AT MEETINGS**

The Chair referred Members present to agenda Item 1 as shown on the agenda in respect of filming at this meeting, and Members noted the information contained therein'.

### **2. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr Felicia Opoku and Ali Amasyali.

Apologies for absence were also received from Cllr Lucia das Neves, Cabinet Member for Health, Social Care and Well-being.

### **3. ITEMS OF URGENT BUSINESS**

Dominic O'Brien, Scrutiny Officer, said that the terms of reference and protocols for the Overview & Scrutiny Committee and its Panels and the non-voting co-opted Members on the Committee/Panels had been tabled as an item of urgent business. This included the policy areas/remits and the membership for the Committee and each Panel for 2023/24. These documents were for noting.

The report also required the Panel to approve its non-voting co-opted Members for 2023/24. The Panel was permitted to appoint a maximum of three members. There had been two members during 2022/23 (Ali Amasyali and Helena Kania) and no additional applications had been received.

**RESOLVED:** That Ali Amasyali and Helena Kania be appointed as non-voting co-opted Members of the Adults & Health Scrutiny Panel for 2023/24.

#### **4. DECLARATIONS OF INTEREST**

Cllr Pippa Connor declared an interest by virtue of her membership of the Royal College of Nursing.

Cllr Pippa Connor declared an interest by virtue of her sister working as a GP in Tottenham.

Cllr Thayahlan Iyngkaran declared an interest by virtue of his membership of the Royal College of Radiologists.

#### **5. DEPUTATIONS/PETITIONS/ PRESENTATIONS/ QUESTIONS**

None.

#### **6. MINUTES**

Cllr Connor updated the Panel on a previously agreed action from the Panel's budget scrutiny meeting in December 2022 that dialogue with the finance officers about the 2023/24 budget scrutiny process be commenced as an earlier stage. A discussion had subsequently taken place on 19<sup>th</sup> June 2023 involving Cllr Connor, the Chair of the Overview & Scrutiny Committee, the Director of Finance and others on the format of the budget scrutiny reports for 2023/24, with particular reference to the capital budget details.

The minutes of the previous Adults & Health Scrutiny Panel meeting were approved as an accurate record.

**RESOLVED – That the minutes of the meeting held on 13<sup>th</sup> March 2023 be approved as an accurate record.**

#### **7. DEMENTIA SERVICES UPDATE**

Cllr Pippa Connor opened this item by highlighting three specific areas that the Scrutiny Panel would like to hear further information on which were a) details of the budget for the Ageing Well Strategy, b) which organisations received money from this budget, and c) the outcomes that were delivered and how these were measured.

Paul Allen, Head of Integrated Commissioning, then introduced the report on dementia services, noting that it provided an update to the previous report to the Panel at the December 2022 meeting and comprised of three main areas:

- Improving awareness-raising and progress towards a dementia-friendly Haringey;
- Improving diagnostic rates and onward connection to services;
- Improving services for people living with dementia.

On the first area around awareness-raising, Paul Allen said that actions taken since the last report had included appointing a dementia coordinator and relaunching the Dementia-Friendly Haringey Alliance, which had recently had a successful conference. The priority on support for under-served communities had included work through the community ambassador network to spread awareness about spotting the signs and symptoms of dementia and encouraging people to approach their GP for help earlier. An Ageing Well guide was also being developed and funding had been obtained for a training and awareness raising programme on ageing well with a specific module on dementia.

On the second area around diagnostic rates, Paul Allen said that actions taken had included working with GP practices and NHS Trusts to improve diagnostic rates by getting the basics right, including through initial screening. There had been some work with the Dementia Reference Group to develop a dementia chart which describes some of the things that people might expect in accessible language including advice on where to turn if problems escalate. An enhanced health and care homes model and collaboration between primary care community health and care homes had been worked on as around 70% of the care home population had dementia to some extent.

On the third area around improving services, Paul Allen said that support available at acute Trusts had been improved through initiatives such as an assessment unit for frailty. Support in the community was being improved through the 'hub-and-satellite' model set out in the report which involved the Haynes Dementia Centre, the Grace Organisation and other community resources.

Laura Crouch, Senior Services Manager for Community Provisions, Day Opportunities and Shared Lives, spoke about the 'hub-and-satellite' model explaining that the Haynes Dementia Centre was the centre for expertise for dementia in the Borough and that the aim was to develop that expertise elsewhere in the community. There were links developed by the dementia coordinator with Priscilla Wakefield House and other housing associations where dementia-friendly activities (knitting, drama, art therapy, etc.) were being held in the common room areas. They were also looking to expand the Singing for the Brain programme to other parts of the Borough as this was now oversubscribed at Alexandra Palace. There were conversations ongoing with Tottenham Hotspur Football Club about the possibility of obtaining some community space for this.

With regards to the initial questions posed by Cllr Connor about budget and outcomes, Paul Allen said that the Ageing Well Strategy was wider than the dementia issue as it also covered areas such as managing frailty and end of life care. The overall strategy also involved multi-agency working so it was difficult to attribute a single figure to this. However, the Better Care Fund (BCF) plan put a large amount of its £37m budget towards the Ageing Well Strategy. There were also other funders, for example the assessment unit for frailty referred to earlier was funded through acute investment as part of wider contracts. Also included were other services with a community health element. Paul Allen said that he could pull this information together if required but it wouldn't necessarily be fully comprehensive. **(ACTION)**

On outcomes, Paul Allen said that he could share some of the outcome metrics that had been established. For individual services this included statistics on the number of people engaging and the type of activities they were doing, along with wider system measures such as reducing the number of times people have required emergency admissions to hospital. From 2019/20 to 2022/23 there had been a 22% reduction in over-65s going into hospital and an 8% reduction in those who stayed longer than a day. This improvement seemed to be occurring in both more deprived and less deprived areas. The performance framework could be shared with the Panel **(ACTION)**.

Paul Allen and Laura Crouch then responded to questions from the Panel:

- Cllr Iyngkaran asked about waiting times from diagnosis to referral to the Memory Service at St Ann's Hospital as there were some backlog issues. Paul Allen explained that this service was provided by Barnet, Enfield & Haringey Mental Health Trust to provide a formal diagnosis once a GP had identified cognitive impairment. He acknowledged that there was a waiting list, though waiting times had recently improved with further improvement still needed. He added that post-diagnostic support needed to be built up so that the service was able to release patients at an earlier stage. Cllr Connor requested that the latest details on the waiting list be provided to the Panel. **(ACTION)**
- Asked by Cllr Iyngkaran for further details about raising awareness in under-served communities, Laura Crouch said that they had already identified the relevant community groups and that the dementia coordinator role was to build links with those groups. A dementia awareness pack specific to the Borough was being developed which would target specific groups where appropriate and would include an easy-read version and translated versions. Prior to the pandemic, dementia-friendly awareness training had been delivered to Homes for Haringey staff with over 600 participants, leading to an increase in dementia referrals from maintenance staff and community-facing officers. There was now an intention to proactively deliver similar training to community groups across the Borough, supported by the dementia co-ordinator.
- Cllr O'Donovan asked about the work of the Grace Organisation which provided day opportunity services in the east of the Borough, including details of their funding and the expansion of their offer. Laura Crouch explained that the Grace Organisation was a third party charity that took referrals from professional including GPs and social workers or through self-referrals. People could also pay a small fee to join their luncheon club. The Grace Organisation provided services for people with learning disabilities and older/isolated people as well as for the dementia community. It worked alongside the Haynes Centre to improve dementia friendly practices and activities.
- Cllr O'Donovan noted that the Equality Impact Assessment referred to better awareness and support being needed for African, Caribbean and Asian groups and suggested that the Irish community should also be included in this due to the evidence that they were overrepresented in terms of poor health, including dementia. Cllr Mason added that people with limited financial resources should

also be considered as they may sometimes find it more difficult to access services. **(ACTION)**

- Asked by Cllr Mason about support for carers, Vicky Murphy, Service Director for Adult Social Care, explained that the Council provided a carers' offer under the Care Act and a small budget for them to get help and support could be provided as part of the Care Act assessment. There had also recently been consideration of how to strengthen the carers' offer, supported by the development of the locality working approach, so this was in progress. Jon Tomlinson, Senior Head of Brokerage and Quality Assurance, added that there was £200k from the Better Care Fund (BCF) available in the current financial year which could be used for carers' support and so the aim was to speak to carers in localised settings to get a sense of their priorities. Advice and support often tended to come out as a high priority but there may be other priorities highlighted that could strengthen the offer. Cllr Mason suggested that opportunities for carers to meet and support each other could be an important priority area.
- Beverley Tarka, Director for Adults, Health & Communities, said that, as President of ADASS (Association of Directors of Adult Social Services) she had identified support for unpaid carers as her top priority, acknowledging the significant contribution that they made and challenging all local authorities to develop a response in addition to what they were already doing. She emphasised the importance of working alongside carers to identify what was important to them. £25m of additional national funding was expected soon for carers' support.
- Noting the good work of the Haynes Centre in the west of the Borough, Cllr Brennan asked whether a similar centre could be established to serve the east of the Borough. Laura Crouch said that the focus was on the 'hub and spoke' model development which involved identifying other places where dementia activities could be developed in more localised communities. There were also some well-established groups and services in the east of the Borough.
- Helena Kania asked about the support for families of people with dementia to navigate the financial support available to them as this could be a complex area and entitlements could vary for different conditions. Vicky Murphy said that the Connected Communities service and other navigators across the system supported people in obtaining the financial support that they were entitled to. She added that benefits such as attendance allowance should be assessed according to the level of need regardless of diagnosis, for example by assessing mobility needs.
- Asked by Helena Kania about the current situation with carers' assessment waiting times, Vicky Murphy said that she did not have the figures to hand but would provide these to the Panel **(ACTION)**. She added that ADASS had recently published their spring seminar report in which the figures for outstanding assessments were really positive for Haringey.
- Cllr Peacock spoke about the dementia activities that she helped to support including singing at Park Theatre, swimming, the Singing for the Brain group and dementia meetings at the Phoenix Group. She highlighted the importance

of accessible locations with suitable parking facilities. She also explained the difficulties of encouraging some people with dementia to engage with activities as, for example, when moved to sheltered housing, some people tended to stay in their flats due to frailty or sickness. She added that was variation of need because there were different types of dementia and the support required. In response, Jon Tomlinson said that commissioning should be seen as a vehicle for getting the things that people in the community said that they needed the most. The first steps for this were to meet some of the more established groups to get a sense of the biggest issues for them but also then look to invite other members of the community and hard to hear groups to make sure that they picked up all the issues that people wanted to raise.

- Asked by Cllr Peacock about respite for carers, Vicky Murphy said that this could be provided through a direct payment or by commissioning that service. This would also be an issue addressed through the carers and commissioning strategy work that had been discussed. She added that, by moving to the locality approach, she hoped that there would be a front door service that carers could use directly.

Cllr Connor thanked officers for their report and summarised the requests/recommendations from the Panel as:

- Further details on the budget for the Ageing Well Strategy, which organisations received money from this budget, the outcomes that were delivered and how these were measured.
- Details of the waiting list for the Memory Service to be provided.
- For the Panel to continue to be updated on the work with carers to understand their priorities for the use of the BCF funding.
- Details of carers' assessment waiting times to be provided. **(ACTION)**

Cllr O'Donovan added that he would like to see further explanation of how the Grace Organisation were being supported to spread their service offer to the local community. **(ACTION)**

## **8. WORKFORCE FUNDING AND REFORM AGENDA**

Chris Atherton, Principal Social Worker and Head of Quality Assurance & Development for Adult Social Services, introduced the report for this item beginning with social care reform. Proposed measures on liberty protection safeguards and the social care cap had been pushed to the next Parliament. Changes to the Mental Health Act had been pushed back by a Parliamentary Committee which stated that it did not do enough to tackle inequalities and rising detention rates.

The new inspection regime for adult social services by the Care Quality Commission (CQC) was being slowly implemented with pilot work ongoing with five local authorities until September 2023 and then another 20 local authorities from then until March 2024. The aim was for all local authorities to be inspected and rated in the two years after that. The CQC had identified four themes for local authority assurance:

- **How local authorities work with people** – including assessment of needs, supporting people to live healthier lives and equity in experience and outcomes.
- **How local authorities provide support** – including market shaping, commissioning, workforce capacity/capability, integration and partnership working.
- **How local authorities ensure safety within the system** – including safeguarding processes/frameworks, reviews, safe systems and continuity of care.
- **Leadership** – Governance, management and sustainability. Learning, improvement and innovation.

Chris Atherton said that, from their work with ADASS and the LGA, it was clear that the CQC would have a particular focus on recruitment, retention and development of staff. The redevelopment of the Council's workforce strategy had therefore aimed to identify the key drivers that relate to its workforce, Haringey as a borough and its connection with the wider system. From this, workforce priorities had been developed including staff welfare and wellbeing, leadership and management traineeship, apprenticeships and career pathways.

He added that it was often difficult to get the workforce supply that was needed and so consideration had been given to developing capacity moving forward. Low vacancy rates improved outcomes for residents, improved service delivery and improved new models of practice. The Council's new social work and occupational therapy officer roles would provide stability to the workforce and future proof services by ensuring a steady flow of social workers and occupational therapists into the service each year by providing clear pathways into professional qualifications.

Chris Atherton, Vicky Murphy and Beverley Tarka then responded to questions from the Panel:

- Helena Kania expressed concern about the extensive staff time taken up by preparing and responding to inspections. Vicky Murphy agreed that this was an issue and said that preparation was key, including the work that had already been done with the commissioning review and the workforce review. They had also joined the ADASS group for peer review and would obtain experience from contact and collaboration with other local authorities. Beverley Tarka added that ADASS had worked closely with DHSC (Department for Health and Social Care) over the development of the inspection framework and were pleased that these focused on people's experience of care and support and the outcomes that people identify for themselves. There would be more learning after the first five pilots had been completed and there was also significant support available from ADASS and the LGA for all local authorities.
- Beverley Tarka also spoke about the recent ADASS spring seminar report which had highlighted the significant pressure that Directors of Adult Social Services were under across the country in terms of demand and responded to need. The government had provided some short-term funding which had seen some improvements, but more sustainable funding was needed for social care in the longer term.

- Asked by Cllr Mason about the reasons for staff leaving, Chris Atherton said that exit interviews were carried out and there were various reasons for people leaving which were not specific to Haringey. Chris Atherton explained that there was currently a challenging picture with a 30% vacancy rate which was being filled with the agency quota. A lot of agency workers moved outside of London as they could get better rates. However, it was not good to be reliant on agency workers because of the inconsistency in care and support to residents. Other issues raised by people leaving included Covid fatigue, work-life balance and the requirements of commuting. Staff surveys had recently been carried out to ascertain what additional support they felt they needed and this information was being used to improve the staff offer. Audits had been carried out on support and supervision for practitioners which would help to develop the role. Cllr Mason commented that a 30% vacancy rate represented a high risk for the Council and that it would be useful to continue to monitor staff turnover rates in future. **(ACTION)** Vicky Murphy added that the Council was currently in the process of transferring six qualified social workers to permanent posts which represented around 15%.
- Cllr O'Donovan asked about progress towards recruitment in the new social work and occupational therapy officer roles. Chris Atherton explained that this was currently in the pilot stage and that there were 10 practitioner roles altogether in areas such as mental health, learning disabilities and adult services. The practitioners were passionate about the opportunities that these roles provided and were involved with assessment, reviews, support and planning. This provided the mould of, for example, a social worker without the level of complexity or risk that a qualified social worker would hold but with the opportunity to follow a career path that could lead to full qualifications. This was developing a completely new model for the workforce to drive forward the outcomes that they wanted to achieve for residents. Vicky Murphy added that this approach would enable more employment opportunities for people with lived experience and draw in these strengths to local communities. Partnership and co-production would also be key elements of this work and this would be included in the CQC inspection.
- Cllr Lyngkaran asked about the cost pressure of agency work on the budget as it was more expensive. Chris Atherton acknowledged that the cost of agency staff was higher than permanent staff and that specific details of the cost could be provided to the Panel in writing. **(ACTION)** However, from a workforce perspective, he felt that Haringey had an excellent offer for permanent staff with the workforce strategy and opportunities for practitioners to do post-qualifying. In the last six years, every application made by internal staff to develop their career pathways and the budget for training and development had remained intact during the previous budget cuts. There was also the general training and learning development offer for staff, some of which was run through commissioned organisations or individuals with particular expertise.
- Cllr Lyngkaran requested further details about staff training, noting that this required a full training plan and funding to support this.



- Cllr Brennan asked about the workforce age graph provided in the agenda papers and expressed concern about the high proportion of older social workers and the impact on the workforce when they retired. Chris Atherton acknowledged that the age profile was an issue, but pointed out that social work tended to be something that people came to later in life and may have experience of working in the care sector before becoming a social worker. However, the current aim was to ensure that there was a more robust offer of bringing students into placements and developing pathways that could lead to the point of qualification including the apprenticeship and social work practitioner roles that had been discussed. This would help to negate some of the age differences.
- Asked by Helena Kania about the involvement of the CQC with carer agencies, Vicky Murphy said that a key line of enquiry for the CQC was on partners and co-production so partners, including agencies, would be engaging with the CQC as part of the inspection process.
- Referring to page 105 of the supplementary agenda pack, Cllr Peacock highlighted that “communication across the piece” had been identified as an issue under ‘workforce’ and observed that for many people in the community, the ideas that had been discussed needed to be communicated in easy-to-understand language. Vicky Murphy responded that there had been work with the communications team, and on the redevelopment of the Council website to improve the information that was available. The new locality approach was also based on communicating with people directly in local communities.

Summarising the key issues that had been raised, Cllr Connor said that the Panel appreciated the challenges involved with the workforce issues but queried whether there were sufficient resources in place to support the new roles and apprenticeships. She added that the new roles of social work officer and occupational therapy officers needed to be explained to residents so that they were aware of who they were interacting with. She also highlighted the risks associated with the high vacancy rate. Cllr Connor suggested that a further update on progress with workforce issues should be scheduled for a later date. **(ACTION)**

On communication and co-production with residents, Cllr Connor observed that there would be a challenge involved with helping residents to understand how they were going to be asked to be engaged in this process. Vicky Murphy said that plans were in place to start that co-production work, starting with a series of workshops and she was keen to continue working with the Panel on the outcomes that they needed to achieve and to obtain feedback.

## 9. LGA COMMISSIONING REVIEW

Introducing this item, Jon Tomlinson explained that a decision had been taken about a year ago to review the adult social care commissioning function and so the Local Government Association (LGA) had been approached who had suggested taking part in testing out an evaluation tool provided by the Public Services Transformation

Academy. Haringey was the first local authority to use this tool and, over the course of three days in Sep/Oct 2022, engaged with teams across the Council, providers, service users and voluntary organisations. The Review which was then produced included eight different dimensions which were scored with areas highlighted where room for growth had been identified in areas such as relationships, co-production and innovation. From a commissioning perspective, Jon Tomlinson said that there was enthusiasm to drive change, challenge the market and achieve a high-quality level. There were therefore some areas of improvement work, including on strategic direction, data, communication with providers/service users and refreshing documentation to help plan the commissioning cycle. The direction of travel was to be user and outcome centred as set out on the 'progress through the models' slide.

Jon Tomlinson and Vicky Murphy then responded to questions from the Panel:

- Referring to paragraph 1.8 of the Executive Summary of the report, Cllr Connor noted the statement that there were “foundational resources that are lacking within the Adult Social Service Commissioning team” including an overall commissioning strategy, a clear vision about strategic commissioning, leadership and a contracts register. Vicky Murphy highlighted that the commissioning function was still in recovery from the impact of the Covid pandemic and Jon Tomlinson noted that the priority during the pandemic had been ensuring that residents had access to basic services which impacted on other areas of work, such as the commissioning documentation. In terms of other issues, he said that the churn in senior managers across the services would have caused some disruption, so the aim of the current approach was to establish a ‘foundation block’ and clarity of direction to enable consistency irrespective of who was leading commissioning. Cllr Connor observed that the language of the report suggested a lack of strategy and that there would have been a strategy in place prior to the Covid pandemic. Jon Tomlinson confirmed that there had been a strategy in place but said that it was now quite dated, particularly because commissioning had changed as a result of Covid. Various documents, such as the market position statement, and the overall direction of travel therefore needed to be updated. He added that the report had been quite honest about what the key issues were, which was important to enable these to be tackled.
- Cllr Iyngkaran welcomed the transparency of the report and noted that some of the issues highlighted were familiar ones such as silo mentality and poor communication. Asked by Cllr Iyngkaran about the positive points that could be taken from the report, Jon Tomlinson said that the staff being the strongest asset came out clearly in the report. He added that they were happy to be honest and to share and that they were a generally supportive group of staff which boded well for the future.
- Asked by Cllr Connor how staff were being supported, given the critical nature of the report, Beverley Tarka said that the health and wellbeing of staff was paramount and welcomed the spirit in which this exercise had been approached. She added that a culture of learning and absence of defensiveness was important and was pleased that staff felt able to be open

- about challenges. Alexandra Domingue, Project Manager in the Commissioning team, explained that she had been involved in the balanced scorecard approach and that the presentation shared with the Panel had also been used as a way of talking to staff about the outcome of their contributions and about what to do next. She added that the largest part of the project plan focused on workforce and there had been collaboration with the Human Resources team on tools to help staff with their experience of the transformation process.
- Cllr O'Donovan asked about the timescales required to implement the commissioning development plan. Jon Tomlinson said that the aim was to have the strategic plan in place within six months and then the action plan would follow from that.
  - Cllr Mason queried whether the systems were working properly to support the workforce and the residents and to deliver outputs and outcomes. Vicky Murphy said that she was confident that the right people were in the right roles with the right systems and processes to support the best outcomes. She said that it had been necessary to redesign strategies, policies and process over the past nine months to meet the changes in the service, such as the transition to a new customer interface system and the digitalisation of commissioning strategies. Asked by Cllr Mason how she could have confidence in new systems, Vicky Murphy explained that the new customer interface system was used nationally and would add capabilities for Haringey in terms of payments and financial assessments.
  - Cllr Brennan emphasised the need for transparency and outward-facing communication as highlighted in the report. Beverley Tarka said that she fully agreed with this and that this was part of the onward journey.
  - Helena Kania expressed the view that the recommendations were not strong enough, particularly in the residents and community area and said that there should be a greater emphasis on consulting and co-producing with the local community. Vicky Murphy agreed to take this comment on board and look to strengthen the approach in that area. **(ACTION)**
  - Referring to scorecard approach on the eight aspects set out on page 82 of the agenda pack, Cllr Connor observed that it was difficult to gauge the scores without being to compare it to other local authorities. She noted that the “user and outcome centred” aspect had scored only 30 out of 100 and that this aligned with feedback that she received from carers’ groups that carers were engaging with the Council but experienced a lack of clarity on what support they should be receiving. Alexandra Domingue clarified that, under the scoring system, anything above 75 would indicate no issues to resolve, 50-74 would be classified as ‘good’ and 25-49 would indicate that action was needed for improvement. She added that the aim on communication and coproduction would be get this right across the whole commissioning cycle, including by understanding the experience of residents after a contract was in place and involving them in the quality assurance. Work was ongoing with Public Voice to work with communities on co-production and commissioning engagement.
  - Asked by Cllr Connor about previous examples of co-production, Beverley Tarka said that recent co-production work had included on the Chad Gordon

Autism Campus and on Osborne Grove Nursing Home. She explained that each London local authority had scored poorly across the co-production strand in the recent round of peer reviews. She acknowledged that there were mountains to climb to reach genuine co-production and that, while Haringey was able to evidence some good examples, this needed to be embedded across a range of areas including by developing personalised outcomes by shifting the power dynamic between the professional and the person with lived experience. Co-production was not just about engagement but about shifting the power dynamics to give over some of that control, though this wouldn't happen overnight.

- Cllr Mason commented that few people fully understood co-production and that Councillors would also be part of a learning process as this work progressed. She added that some residents did want professionals to take the lead and provide guidance in some circumstances.
- Cllr Connor asked how the Council's co-production work could best be supported, including from external people with relevant expertise. Cllr O'Donovan noted that co-production was taking place across the country and asked whether the Council was using the academic research and best practice guidance that was available. Beverley Tarka said that the Council had access to good practice information through ADASS and there were other learning opportunities such as a recent 'partners in care' away day which had included an 'expert by experience' Panel speaking about what a good life meant for them. She emphasised that this area of work represented a massive cultural shift and so it would be important to take on board all the resources and support available. Vicky Murphy confirmed that there would be further staff consultation in the future.
- Cllr Connor asked about the appropriate timescales for the Panel to receive the next progress update on this area of work. Beverley Tarka said that it was important to include Councillors in the ongoing process of learning, particularly in relation to the localities work as they knew communities best. Vicky Murphy said that the next update to the Panel could potentially be provided in approximately 6-9 months. **(ACTION)**

## 10. WORK PROGRAMME UPDATE

Dominic O'Brien, Scrutiny Officer, reported that evidence sessions for the Scrutiny Review on hospital discharge had been continuing, including a recent session with the discharge team at the Whittington Hospital and the Council's sheltered housing team. A second Scrutiny Review on digitalisation and communications with residents was anticipated to begin in the Autumn. The next Panel meeting was scheduled to take place on 18<sup>th</sup> September 2023 with the agenda items detailed in the work programme report. Cllr Connor noted that further input from Panel Members on the terms of reference for the second Scrutiny Review would be helpful ahead of the Autumn.

**11. DATES OF FUTURE MEETINGS**

- 18<sup>th</sup> Sep 2023 (6:30pm)
- 16<sup>th</sup> Nov 2023 (6:30pm)
- 12<sup>th</sup> Dec 2023 (6:30pm)
- 22<sup>nd</sup> Feb 2024 (6:30pm)

CHAIR: Councillor Pippa Connor

Signed by Chair .....

Date .....

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