

**MINUTES OF THE MEETING OF THE ADULTS & HEALTH
SCRUTINY PANEL HELD ON TUESDAY 17TH NOVEMBER 2020,
6:30pm - 9:20pm**

PRESENT:

**Councillors: Pippa Connor (Chair), Zena Brabazon, Nick da Costa,
Sheila Peacock, Daniel Stone and Helena Kania**

12. 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'.

13. APOLOGIES FOR ABSENCE

None.

14. ITEMS OF URGENT BUSINESS

None.

15. 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 Nick da Costa declared an interest by virtue of his ownership of a company working with the NHS, medical providers and healthcare practitioners on a variety of projects, none of which, to his knowledge, work in Haringey Borough though they do work in surrounding areas and with service providers across London.

16. DEPUTATIONS/PETITIONS/ PRESENTATIONS/ QUESTIONS

None.

17. MINUTES

Cllr Connor noted that at the previous meeting there had been a discussion on the Living Through Lockdown report by the Joint Partnership Board. The Panel had recommended that the response from officers to the report should be made first to the Joint Partnership Board and then later to the Adults & Health scrutiny panel. Cllr Connor requested that this be added to the minutes. **(ACTION)**

RESOLVED: With this amendment made, the minutes of the previous meeting on 21st September 2020 were approved as an accurate record.

18. UPDATE ON ADULT MENTAL HEALTH

Tim Miller, Joint Assistant Director for Vulnerable Adults and Children for Haringey Council and North Central London CCG, and Andrew Wright, Director for Planning and Partnerships at Barnet, Enfield & Haringey Mental Health Trust, provided an update for the Panel on adult mental health.

Tim Miller noted that, in addition to the points about mental health services that were highlighted in the slides provided, there had also been a lot of recent work in primary care including the commissioning of a new primary care service for adults with severe mental illness with a focus on physical health. Many of the services had been targeting those at greatest clinical risk from Covid and from health and social inequalities, including BAME communities and areas of greatest economic deprivation. Safe Haven, a non-clinical crisis service, had been introduced as a virtual service with Mind in Haringey. A joint effort across partners in Haringey to support people experiencing homelessness during the Covid pandemic had been effective in reaching those at greatest risk.

Andrew Wright added that demand for mental health services had decreased during the first Covid wave and then increased quite significantly over the summer. There had been only a small reduction in demand following the second lockdown. Commissioners and providers were mindful of the longer-term implications of the wider economic and societal impact on people's mental health.

Andrew Wright also provided a brief update on Blossom Court, the new mental health inpatient unit at St Ann's Hospital. The unit had opened in August with a ceremony attended by Cllr Peacock in her capacity as the Mayor and he thanked colleagues at the Council for their support in getting to this stage as the benefits of the new facilities for patients and staff had been huge.

Tim Miller and Andrew Wright then responded to questions from Members of the Panel:

- Cllr Brabazon asked how services deal with complex anti-social behaviour problems arising when a person with mental ill-health lives in shared accommodation or a block of flats. She noted that Members often found it difficult to obtain multi-agency action in such circumstances when dealing with casework. Andrew Wright responded that, as the local provider, the Trust was very aware of how difficult this type of situation can be for the individual, as well as for neighbours, families and friends. He said that the Trust works closely with colleagues in social care, housing services and other partners to seek to agree solutions with the patient and their families. Cllr Brabazon explained that, from the perspective of a local Councillor, it can be difficult to establish relevant facts in such cases due to confidentiality requirements making it more difficult to get action taken. Cllr Connor added that, in her view, a single point of contact for Councillors for such cases would improve the situation. Andrew Wright said that Councillors were welcome to contact him directly if they had a specific issue and that he would provide some contact details that could be used. Cllr Brabazon said that establishing who is responsible for taking action is difficult and so a multi-agency pathway to deal with such problems should be established. She suggested that the Panel could examine this matter further at a future meeting. Rachel Lissauer, Director of Integration (Haringey) at the NCL CCG, said that local commissioners are trying to drive towards a position where all the different agencies connected with a person with complex needs are brought together on a locality basis to identify and prevent potential crises from escalating. Cllr Connor recommended that a conversation after the meeting could follow to establish contact details for Councillors and a potential pathway for action. **(ACTION)**
- Helena Kania asked about difficulties with warm transfers and of passing people from the 111 team to the mental health team and whether staffing levels could be part of the problem. Andrew Wright said that the Trust's new crisis line acts as a 24/7 access point into mental health services for service users, families, friends and GPs. This should include an interface with the 111 service and he said that he was not particularly aware of a problem in that regard but that he would be happy to look into this further. Andrew Wright suggested that he contact Helena Kania by email after the meeting to obtain further details on the matter. **(ACTION)**
- Cllr Stone asked for further details on the benefits of the new services at Blossom Hill, St Ann's Hospital. Andrew Wright said that, prior to the summer, the inpatient wards at St Ann's Hospital had been among the worst in the country. The hospital had not been built to provide mental health services which only started there in the 1990s, many of the wards had shared bedrooms and there had been a lack of facilities such as en-suite toilets. However, the new building was purpose built, meets all of the national standards and had involved a long process involving services users, carers, staff and others to assist with the design of the facilities. Patients all had single rooms with en-

suite facilities and access to outside space, and the new facilities had also improved the working environment for staff.

- Cllr Peacock showed Members a copy of an information booklet that she had received when visiting St Ann's Hospital which she said was very useful and recommended that copies be circulated to Members. Andrew Wright said that he would be happy to circulate this and added that he would like to invite Members to visit the facilities in future when safe enough to do so in terms of Covid. **(ACTION)**
- Cllr da Costa asked about IAPT (Improving Access to Psychological Therapies) waiting times and the impact of Covid on waiting times. Tim Miller said that the local IAPT service, known as Let Us Talk, provided by Whittington Health was the largest mental health service in the Borough and treats around 7,000 Haringey residents each year. The Haringey service had for some time performed above the national standards for waiting times and had sustained that through the Covid period. However, waiting times were still an issue and could depend of the type of therapy that people want. Service users may also have preferences, for example, on the gender of their therapist, the time of day or the language for their therapy, all of which can vary the waiting time that they may experience. The number of people referred to IAPT during lockdown did fall but the service also had to adapt to providing services online and, while there had been some impact, waiting times over the period were broadly comparable. At present 95% of patients were being seen within 6 weeks (against the national target of 75%) and the average wait between the first and second appointment was around 13 weeks, though wait times could be shorter or significantly longer for certain types of therapy. Cllr da Costa asked if further information could be provided on the number of people dropping off because of frustration with waiting times. Tim Miller said that he didn't have information on drop-offs to hand but would provide this to the Panel. **(ACTION)** Rachel Lissauer added that the IAPT service had been considering, through the use of workshops, how best to provide services for people experiencing anxiety/depression as a result of Covid. Cllr Connor expressed interest in exploring the data further on the long waiting times between the first and second appointments and the reasons for this. **(ACTION)**
- Cllr Connor asked a new community mental health model being co-designed with BEH-MHT, the Council, the CCG and other partners which she understood to involve building the capacity of grassroots community groups that offer early help and prevention. Tim Miller said that NHS Long Term Plan includes a commitment to a new community framework for mental health. An approach to build capacity in the voluntary sector in Haringey had been ongoing for some time. The focus had been particularly on how to ensure that a range of support available to meet a range of needs is available from a better co-ordinated system. The new model was at a very early stage and there was now a working group led by BEH-MHT to look at how this might work in practice, but this

would be a journey that would take a number of years. Andrew Wright added that, from the Trust's point of view, this offers some significant changes, such as peer support workers with lived experience supporting the service. This could also involve helping with wellbeing and prevention where the voluntary sector could bring its expertise and community networking to complement other services. A paper on this was expected to be taken to the Trust's Board in a couple of weeks' time. Cllr Connor said that the Panel would be interested in receiving any papers on this matter that they were willing to share and recommended that the Panel continues to monitor this issue and potentially bring it back for discussion at a future Panel meeting. **(ACTION)**

19. DOMESTIC ABUSE BRIEFING

Chantelle Fatania, Consultant in Public Health, introduced a briefing on domestic abuse supported by members of the Violence Against Women & Girls (VAWG) team, Manju Lukhman (VAWG Strategic Lead), Catherine Clark (VAWG Coordinator) and Caterina Giammarresi (VAWG Coordinator).

Chantelle Fatania highlighted the following key points from the report provided in the agenda pack:

- During the first national lockdown there had been an increase in calls to the national domestic abuse helplines for victims, rising use of the Women's Aid online support tool, an increase in calls and messages to the Respect perpetrator phone line and website and an increase in calls to the NSPCC from children experiencing domestic abuse.
- Locally, service providers and partners such as the Police also reported increased contacts compared to the previous year and there was a widespread recognition that domestic abuse victims faced additional barriers to reporting during lockdown and were less likely to be able to contact others for help.
- Since the start of the pandemic, Haringey Council had worked with partners and service providers to identify and support residents who needed help. All commissioned domestic abuse services continued to operate with some transitioning to additional online and telephone support and referrals continued to VAWG and domestic abuse providers as normal. All specialist services commissioned by Haringey Council had reported increased levels of risk, complexity and severity at the point of referrals during lockdown.
- The Independent Domestic Violence Advocacy (IDVA) service offers support to women experiencing domestic abuse who are at a high risk of serious harm or homicide. There is also a Floating Support service, provided by Solace Women's Aid, which offers support to women experiencing domestic abuse who are at a medium and standard risk of serious harm or homicide. Both services had transitioned to operating online and by telephone.
- The IRIS service offers support to women experiencing domestic abuse who present to their GP. Their clients had reported that the lockdown had made it

harder to leave or get space from their perpetrator, had caused an increase in childcare responsibilities, that perpetrators have been using the pandemic as an excuse to further control the victim and that clients were reporting a decrease in emotional wellbeing.

- The Multi-Agency Risk Assessment Conference (MARAC) is a meeting where all high-risk domestic abuse cases are discussed and actions to increase safety are agreed by multi agency partners. At the start of the first lockdown, the MARAC had to undergo a rapid transformation into a virtual format, resulting in a significant increase in workload.
- At the start of the first lockdown, the refuges provided by Solace (15 spaces) were already full. The Ministry for Housing, Local Communities and Government (MHCLG) provided additional resources such as hotel accommodation and the London Black Women's Project was commissioned to provide 4 single BME refuge spaces, which were due to open soon. Personal Protective Equipment (PPE) was provided to refuges and weekly food/essential supplies packages were provided to families in refuges as part of the Council's emergency food delivery scheme.
- The VAWG team increased communications to make clear that VAWG services were still operating in the borough and provided details of how to get support via the Haringey Domestic Abuse Helpline. Communications information also included an email address which survivors could access in case speaking on the phone could put them at risk in the home and details of the '55 Silent Method' which survivors could use in the event they needed to phone the police but were unable to speak. Communications information was sent out with the food parcels being delivered to thousands of homes across the borough.
- Other measures have included a two-hour Coordinated Community Response (CCR) webinar on recognising the signs of abuse which had been delivered to over 130 local practitioners and community members and the organisation of a VAWG BAME Community Forum to discuss barriers and solutions facing BAME women experiencing VAWG.

The Panel welcomed the detailed report that had been provided and asked questions to the officers:

- Cllr Connor noted that on page 33 of the agenda pack it was stated that the total number of substantive offences from March to September 2020 was 4,361 in the Met Police North area and asked whether it has been possible to reduce the risk for women and girls in these situations. Catherine Giammarresi said that this figure came from Police data but said that a high level of Police reports may also reflect that the messaging that encourages people to report incidents was working. Manju Lukhman added that contacts to local services had been going up steadily but not drastically and that there was a piece of work to be done to reach other people who want to report but have not done so. A new commissioning response was planned to try to remove some of those barriers.

- Cllr Brabazon asked about the current situation with court proceedings. Catherine Clark confirmed that some delays to cases were occurring. She added that there are other options available to victims of domestic abuse that don't involve going through a criminal court, such as civil orders which the IDVA service provides assistance to apply for. The Police also has powers that are being used including Domestic Violence Prevention Orders that don't require extensive court involvement. Manju Likhman added that there were currently significant delays in the Family Courts which had implications for domestic abuse cases, especially where children are involved.
- Cllr Brabazon asked about the implications of children having been out of schools. Manju Likhman said that schools were a significant gap in referrals during lockdown. However, now that schools had reopened, a project called Operation Encompass was being used where schools are notified of Police cases. The Council had also commissioned a training programme for schools called POW (Protecting Our Women). Caterina Giammarresi added that, even before the lockdown, schools had been a priority for the VAWG team with a strand of work involving engaging with young people. The POW programme goes into schools to provide direct one-to-one support and areas of concern can be fed back to the VAWG team.
- Cllr Stone asked the new duties and funding that would come with the Domestic Abuse Bill currently going through Parliament as outlined in the report. Manju Likhman said that the Second Reading of the Bill was still being awaited and the £50,000 of funding expected for Haringey, while useful, still fell short of what was needed given the shortage of refuge spaces in the Borough.
- Cllr da Costa asked about the Domestic Violence Intervention Project (DVIP) which, according to the report, ended on 31st October 2020 with interim arrangements put in place. Manju Likhman explained that this related to a perpetrator project and she was confident that the service would be just as effective under the interim arrangements. A funding bid had recently been made with another partner to continue the project with a new model that would improve the service by including facilitators with language skills in key communities such as Turkish. The outcome of the funding bid was expected to be known in December.
- Cllr da Costa asked about support for the LGBT+ community as part of the team's work. Manju Likhman said that the team works closely with agencies that engage with this community. Future options include some joint commissioning work with other boroughs and also some community work to remove barriers and ensure that the community feels confident to approach services. This would be built into the VAWG commissioning strategy with new contracts expected to start in April 2022.
- Asked by Cllr Connor about engagement with community groups, Manju Likhman said that there was likely to be unreported domestic abuse within some communities so it would be important to work with them to remove

barriers to reporting. Caterina Giammarresi added that recommendations had emerged from the VAWG BAME forum, some of which were about community capacity building and peer to peer support. These measures would help people to feel more comfortable to make disclosures through individuals from within their community rather than directly to the Police or other local statutory services.

- Cllr Connor expressed concern about the shortage of refuge spaces and suggested that the Panel take this matter up with the Cabinet Member. Manju Lukhman said that a new building for refuge space had been secured but capital funding would be required and it was likely to be around three years before the spaces would be available. Additional capacity would therefore be required in the meantime.

20. HARINGEY ADULT SAFEGUARDING BOARD - ANNUAL REPORT 2019/20

Dr Adi Cooper, Independent Chair of the Haringey Adult Safeguarding Board, introduced the Board's Annual Report for 2019/20 which is one of the Board statutory duties. Dr Cooper said that the Board uses this report as an opportunity to promote awareness of safeguarding adults. The core purpose of the report was to demonstrate the progress that had been made against the plans that had been set by the Board the previous year through the work of the sub-groups and partnerships. The report also provided details of the Board's statutory responsibility for Adult Safeguarding Reviews and, although no reviews were published in 2019/20, there was still significant activity in this area with cases and thematic areas being put forward to be examined.

Due to the Covid pandemic, the report was slightly scaled down compared to previous years because some agency partners were responding to the pandemic and were unable to contribute to the report in the way that they normally would. The Board had set up a Covid task and finish group which had been meeting monthly and monitoring the impact of Covid and the response of partner agencies to ensure that core safeguarding duties have been met.

Dr Cooper then responded to questions from the Panel:

- Cllr da Costa asked about the increase in Section 42 Enquiries by 17% overall with a significant rise in the home as an abuse type as set out in the report. Dr Cooper said that the increase in Section 42s was good news as Haringey had been low compared to the average so her interpretation of this was an improvement in practice. The increase in the proportion of abuse in the home this was reflected nationally, including because more people were being cared for in their own homes, more abuse in the home was now being reported and also there was potentially improved care standards in institutional settings.
- Cllr Brabazon asked about the processes used to monitor systemic change following the recommendations of a Safeguarding Adults Review (SAR). Dr Cooper said that the learning from the SARs aim to shift practice. All of the

recommendations from the SARs have actions against them, some of which are for individual agencies and others for multiple agencies. These actions are all monitored, though it can be difficult to demonstrate long term impact. The recommendations from the SAR into the death of “Ms Taylor” in a fire had been responded to on aspects such as training and fire safety. There were certain areas of poor practice, including poor communication, that come up regularly in SARs so there was a significant challenge in ensuring that the recommendations do lead to real change in the interface between agencies. A workshop had been held earlier in the year to bring various agencies together to discuss this. However, a suitable mechanism which assesses whether improvements have been successfully embedded had not yet been established so this remained an ongoing objective though progress towards this had unfortunately been impacted by Covid.

- In response to a point from Cllr Connor about ensuring that the Making Safeguarding Personal initiative was fully embedded, Dr Cooper pointed to page 28 of the report which showed a significant improvement in the proportion of people who are asked what their outcomes are and whether these were then met.
- Cllr Connor asked about an action on joint Children’s and Adults Social Services partnership working, Dr Cooper said that this cross-cutting work had been continuing with a joint meeting earlier in the year and an extensive report back. It had been affected by Covid, but progress had been made and further details would be provided in the following year’s report.
- Cllr Connor asked for further details on why partner agencies had not contributed towards the report and whether this meant that some safeguarding actions had not been taken. Dr Cooper said that she was confident that partners were meeting safeguarding responsibilities and that the issue had been more that the reports for the annual review were required in April /May at a time when agencies were fully occupied with responding to Covid.

21. CABINET MEMBER QUESTIONS

Cllr Sarah James, Cabinet Member for Adults and Health provided a short update to the Panel on developments within her portfolio. She said that the major preoccupation of services was obviously on the Covid outbreak and the second lockdown. Although case numbers did not seem to be as severe this time round so far, there was potential for infection rates to rise rapidly. There had been small numbers of cases in care homes this time so far but no major outbreak.

Cllr James said there had also been a lot of work on improving discharge from hospitals, getting autism services up and running again, supporting care homes, the launch of a new Carers Strategy, work on a Modern Slavery Strategy and also work on VAWG as discussed earlier in the meeting. The Connected Communities programme had been shortlisted for a pan-European award for the second year

running, a mark of the ongoing work to support the community and keep people safe and healthy during difficult times.

Cllr James then responded to questions from the Panel:

- Asked by Helena Kania about the Joint Partnership Board's 'Living Through Lockdown' report and when the Council's response to this was expected, Cllr James said that the report was very helpful and was being discussed in meetings on a regular basis in terms of the response to the needs of the community caused by lockdown. Charlotte Pomery, AD for Commissioning, echoed this point, saying that the report was being used to help with the planning of services including on the themes such as communications. She and Rachel Lissauer had recently attended a meeting of the Joint Partnerships Board with next steps being shaped on working together with a number of people there. Charlotte Pomery indicated that they would be happy to return to a future meeting of the Board at their invitation. Cllr Connor suggested that after officers had met with the Joint Partnerships Board, they could then report back to the Adults & Health Scrutiny Panel as is currently pencilled in for February 2021. **(ACTION)**
- Asked by Cllr Stone about progress towards the opening of services at Walthoef Gardens, Cllr James said that she had visited the site a couple of weeks previously and builders were on site to redevelop the interior of the site. The opening of new services was expected in the New Year, dependent on the situation with Covid. There are two buildings on the site, one of which would be used for a complex learning disability and autism service to be known as the Haringey Opportunities Project. The commissioning process had already been concluded with Centre 404 providing the services. The second building would be used for an autism hub which would focus on residents who are autistic but without a learning difficulty. The service had already been staffed and was already working as a virtual service.
- Cllr Brabazon asked about intergenerational housing projects, specifically two sheltered housing blocks in Tottenham. There had reportedly been some recent difficulties including a police raid and the arrest of a gang member but there were also some vulnerable elderly people living there. Cllr James said that this area was not within her portfolio though she had taken an interest in it. In general, she said that she saw it as a positive initiative, though there may inevitably be difficulties at times. Charlotte Pomery added that while she was not able to respond to the specific case raised, the service had been commissioned by the Council and delivered jointly by Centre Point and Homes for Haringey (HfH). It was a two-year pilot scheme that was currently one year in. There had recently been a review, they were aware of some recent challenges in bringing such an innovative scheme forward and there was a significant amount of scrutiny on the project. Cllr Peacock noted that she had been closely involved in the scheme when it was being set up. She said that

the premise of the scheme was a good idea and was confident that the recent issues mentioned were being addressed. Cllr Brabazon agreed that inter-generational communities were a good idea but said that schemes like this needed careful managing and monitoring. Charlotte Pomery said that there was a lot of collaborative work ongoing with feedback from any complaints, a detailed review, regular meetings with the two providers and helpful feedback from residents. Cllr Connor asked if the written review could be shared with the Panel and Charlotte Pomery said that at least a summary of the review could be provided. **(ACTION)**

- Cllr Brabazon asked about the new commissioning arrangements referred to earlier in the meeting during the mental health item, and whether there could be an overreliance on volunteers. Cllr James said that this was an important initiative, bringing people together cooperatively to achieve particular ends. She said that mental health services had sometimes been fragmented in the past so this would help to ring them together through strategic aims. She added that this was not a way of getting free volunteer labour - groups such as MIND were leading the Haringey Volunteer Network, a large number of community groups were involved in wellbeing work and a network of social prescribers were commissioned through the NHS. These groups could reach people that the Council or the NHS alone could not reach so this kind of approach would help towards making communities more resilient. Charlotte Pomery added that the voluntary and community sector had an important role to play in the work coordinated through the Borough Partnership and this approach would not only highlight that but ensure that they get funded and reimbursed for that work. The voluntary and community sector had reach into the community, trust and the ability to work flexibly. Cllr Brabazon and Cllr Connor suggested that further scrutiny of this approach should take place at a future meeting. Cllr Connor suggested that this could be most beneficial early in the process, potentially as early as Feb/Mar 2021. **(ACTION)**
- Asked by Cllr Connor about the shortage of refuge spaces referred to earlier under the VAWG item. Cllr James acknowledged that this was a huge issue, made more challenging by the shortage of housing in the Borough. A new 4-bed BAME space would be coming on stream soon but overall this remained a difficult problem. Charlotte Pomery added that the Council was actively looking at expanding refuge provision and was working closely with the GLA on the funding for that. Cllr Connor recommended that the Panel keeps a watching brief on this issue. **(ACTION)**

22. WORK PROGRAMME UPDATE

Cllr Connor introduced this item noting that the Panel's budget scrutiny meeting would be held on 10th December. There had been discussions on holding an additional informal briefing on finance in early December to ensure that Members had all the

information required ahead of the main meeting, including information on the capital programme.

Items currently scheduled for the Panel meeting in early 2021 including the CQC overview, the Living Through Lockdown report and locality working in North Tottenham. The community commissioning model on mental health earlier in the meeting would now be added to the list. **(ACTION)**

Helena Kania suggested that the Panel could also look at the impact of the new expanded CCG which now covered the NCL area. Cllr Connor suggested that this could be added to the following year's work programme. **(ACTION)**

On the unfinished scrutiny review on commissioning, Cllr Connor reported that she had been in discussions with senior officers who had said that, in the current circumstances, they did not have the capacity to help provide the evidence required to finish the review.

Cllr Connor reported that she had discussed with Cllr Ruth Gordon, Chair of the Housing & Regeneration scrutiny panel, the possibility of a joint meeting between the two Panels on the subject of supported housing.

23. DATES OF FUTURE MEETINGS

- Thurs 10th Dec 2020
- Tues 23rd Feb 2021

CHAIR: Councillor Pippa Connor

Signed by Chair

Date