

MINUTES OF THE MEETING OF THE ADULTS & HEALTH SCRUTINY PANEL HELD ON MONDAY 15th NOVEMBER 2021, 6.30-8:55pm

PRESENT:

Councillors: Pippa Connor (Chair), Helena Kania, Mark Blake, Gideon Bull, Eldridge Culverwell, Mahir Demir and Sheila Peacock.

Co-opted Members: Helena Kania, Ali Amasyali.

23. 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'.

24. APOLOGIES FOR ABSENCE

Apologies for lateness were received from Cllr Gideon Bull who joined the meeting at 7:10pm.

25. ITEMS OF URGENT BUSINESS

None.

26. 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 Gideon Bull declared that he was currently employed by NHS England.

27. DEPUTATIONS/PETITIONS/ PRESENTATIONS/ QUESTIONS

None.

28. APPOINTMENT OF NON VOTING CO-OPTED MEMBER

The Chair introduced Ali Amasyali and set out the recommendation in the report that he be appointed as a non-voting co-opted Member of the Panel.

RESOLVED - The Ali Amasyali be appointed as a non-voting co-opted Member of the Panel.

RESOLVED – That the non-voting co-opted Members of the Panel for the remainder of the 2021/22 Municipal Year be confirmed as Helena Kania and Ali Amasyali.

29. MINUTES

Referring to the item on the monitoring of recommendations from the day opportunities scrutiny review, Cllr Connor noted that support had been expressed for information being provided to young people about transitions between services and suggested that this should be noted as an action point with information received from officers on how this is being done. **(ACTION)**

Cllr Connor noted that a written update had been received about the former site of the Irish Centre and suggested that more detail was required, specifically on whether any decisions had been made about the relocation of the Grace Centre. **(ACTION)**

RESOLVED – That the minutes of the meeting held on 9th September 2021 be approved as an accurate record.

30. HARINGEY ADULT SAFEGUARDING BOARD - ANNUAL REPORT 2020/21

Dr Adi Cooper, Independent Chair of the Haringey Adult Safeguarding Board (HSAB), introduced the Board's Annual Report for 2020/21 which she explained was one of the Board statutory duties. Dr Cooper said that the Board continued to meet under the unprecedented conditions of Covid restrictions, as did partner agencies. A Safeguarding Covid-19 Task & Finish Subgroup had been set up to monitor responses to the changing conditions on safeguarding caused by the Covid restrictions.

Other groups had varying degrees of success in terms of maintaining their core duties and responsibilities but, overall, the core duties and responsibilities of the Board were maintained. The data section on pages 17 to 22 of the report illustrated what was going on and through the Covid-19 Task & Finish Subgroup it was possible to respond quickly to the changes in what the data showed was happening.

The work of partner agencies on safeguarding was summarised from page 23 of the report and the Appendix from page 39 of the report set out the actions relating to the HSAB Strategic Plan.

A section on the Safeguarding Adults Review Subgroup started from page 12 of the report. There had been two Safeguarding Adults Reviews undertaken in 2020/21, one of which related to a person with mental health needs while the second was a thematic review on homelessness following the deaths of three homeless people in the borough. There had been a robust response to this with improvements on homelessness from partner agencies including the Council.

For the year ahead there was concern about the long-term impact of Covid on safeguarding, including on people's mental health and possible increases in the inter-generational incidents of domestic abuse, and so the Board would continue to monitor these issues.

Dr Cooper then responded to questions from the Panel:

- Asked by Cllr Demir about the new Haringey Multi-Agency Solutions Panel referred to on page 13 of the report, Dr Cooper said that the approach was known as creative solutions and that when the Panel comes together it should try to find answers rather than hand problems over to other agencies.
- Asked by Cllr Blake about the increased number of safeguarding concerns received, Dr Cooper said that historically this has been welcome in the sense of increased awareness of safeguarding. However, in the last year there had been a national trend reflecting not just increased awareness but also increasing pressures caused by Covid on safeguarding risks. She was therefore concerned about this being a less than positive trend, though it was too soon to judge that. The national picture suggested cases being reported later and with more complexities as a consequence of Covid.
- Cllr Blake highlighted challenges about what institutions were doing on safeguarding following the concerns about the Metropolitan Police over the Sarah Everard case. Dr Cooper said that the issues for the Police had not had a knock-on effect on partner agencies in terms of safeguarding, though the legislation and guidance for agencies make clear that the right systems and processes must be in place to ensure that staff are appropriately vetted and that issues are properly investigated when they arise. Beverley Tarka, Director for Adults & Health, added that the Council had stringent vetting procedures when recruiting anyone working with children or vulnerable adults. Although the Council had not experienced any issues comparable with that of the Sarah Everard case, it was also not complacent in ensuring that robust procedures were in place. Cllr Blake commented that reflection on corporate culture across all agencies was also required as well as robust procedures. Asked by Cllr Connor about the strategic outcomes for the VAWG work, Dr Cooper said that there was VAWG representation at the Board and that there were strategic links where necessary, but that the outcomes covered in the VAWG annual report were not typically replicated in the HSAB annual report. It was agreed

that the most recent VAWG annual report would be circulated to the Panel.

(ACTION)

- Helena Kania asked about financial safeguarding in the context of the recent surge in digital scams. Dr Cooper said that this had been covered early on in the task and finish group as it was an issue raised by partners. She acknowledged the surge in scams, including Covid-related scams, and said that awareness of this was variable. There hadn't been a significant increase in referrals in cases of financial abuse but that didn't necessarily mean that it wasn't happening. The banking sector had been much more proactive recently in prompting people to be vigilant about scams which was helpful. Jeni Plummer, AD for Adult Social Services, added that the Council had been doing some safeguarding work on this with the Police, working with communities to improve awareness of how to identify scams. The CCG was working on a digital inclusion project which the Council would be linking into. Connected Communities had also been working with vulnerable people in the community in this area. Helena Kania requested that further information be provided on how this would be monitored. **(ACTION)**
- Cllr Connor noted that, according to page 20 of the report, abuses in supported living, sheltered or day centre had increased by 15% and asked for clarification on the CQC's powers to make unannounced visits. Dr Cooper said that some work had been carried out in response to the increase with supported living colleagues to ensure that they were responding appropriately to the issues arising from the lockdown. She had been reassured that the appropriate support and intervention had taken place. Dr Cooper and Charlotte Pomery, AD for Commissioning, confirmed that supported housing is not a regulated service and so unannounced visits to sheltered housing schemes were not carried out. However, there were set processes when dealing with any concerns raised about any care provider and the Council worked its Quality Assurance Team and with the CQC to monitor intelligence on what was happening on the ground.
- Cllr Connor asked for an update on the response to the 'Living Through Lockdown' report referred to under P1 on page 43 of the report. Charlotte Pomery said that a meeting of the working group was shortly expected to work through the recommendations. Helena Kania, a member of the Joint Partnership Board, said that she expected further information to be available to the Panel early next year.
- Referring to P6 on page 47 of the report, which covered the safeguarding approach for young people transitioning to adulthood, Cllr Blake asked about the role of the criminal justice system. Dr Cooper commented that the interface between Children's and Adult services on safeguarding was not an easy one to navigate because the legal policies and the service delivery frameworks were not particularly complementary. This was why this particular piece of work had been undertaken. The focus had largely been on young people with care and

support needs, but it was certainly worth raising the challenge of building the criminal justice system into this though there were not easy solutions. A pilot project was ongoing by MOPAC (The Mayor's Office for Policing And Crime) in Newham on improving the interface between social care safeguarding needs and how the criminal justice system supports young adults. She added that the Met Police, since moving towards a joint unit with Enfield had been less engaged with the HSAB than they had been previously and this has affected ongoing representation and engagement. Previous representatives on the HSAB had made some good interventions around the safeguarding risks for young people in the criminal justice system. Cllr Blake suggested a joint letter between Cllr Connor and Dr Cooper to the Borough Commander asking that this level of engagement with the HSAB be addressed. Cllr das Neves, Cabinet Member for Health, Social Care and Well-being informed the Panel that she had recently raised this matter with the Leader of the Council following a conversation with Dr Cooper. The matter had subsequently been raised with the Borough Commander. Cllr Connor commented that, given that this matter had already been raised with the Borough Commander, she would be happy to raise any other more specific points on behalf of the Panel and suggested that a conversation on this could take place outside of the meeting. **(ACTION)**

- Cllr Bull asked the Cabinet Member what was being done from a policy perspective to ensure a smooth transition between Children's services and Adult services. Cllr das Neves responded that she met with Cllr Zena Brabazon, Cabinet Member for Early Years, Children and Families, on a weekly basis to discuss the crossover between their portfolios. She added that the next People Board would shortly be discussing how to improve support for transitions and so it would be possible to update the Panel on that work at a later date. **(ACTION)**
- Cllr Connor asked about the recent report on the CQC/Ofsted joint inspection which pointed out that there were a few areas that needed extra support. This had included the lack of partnership working and poor communication including co-production with parents, children and young people through the local offer. While acknowledging that the CQC/Ofsted report was published after the period covered by the HSAB annual report, she noted that the concerns about the transition element of this appeared had not been picked up by the HSAB in its report. Dr Cooper responded that she wouldn't have expected a SEND report to have come before the HSAB. However, she would expect that any recommendations from an inspection that are relevant to people when they turn 18 would be picked up by the P6 workstream discussed earlier in the meeting and through work such as Preparing for Adulthood which was reported to the joint meetings of the Children's Safeguarding Board and Adult Safeguarding Boards. Cllr Connor commented that she would have greater confidence that deficiencies were being addressed if this was explained in the Board's annual report. Beverley Tarka noted that the HSAB annual report was looking back over the previous year. She added that there would be a collective response to

the CQC/Ofsted report and she would be happy to update the Panel about this at a later date. **(ACTION)** Charlotte Pomery noted that the fact that the issue was included in the HSAB Strategic Plan demonstrated that this had been identified as an area for priority work.

As a final comment, Dr Adi Cooper, noted that there was still a lot of work to do to respond to changing safeguarding needs following the pandemic. She also commended the recent work on homelessness and safeguarding in Haringey which had been an exemplar in terms of practice in this area.

31. ADULT CARERS' STRATEGY 2020-2023

Charlotte Pomery, Assistant Director for Commissioning, introduced this item noting that the Council had recently been working with carers across the borough to co-develop the Adult Carers' Strategy which had been launched earlier in the year. The aim of the strategy was to identify better ways of identifying and supporting carers in the borough. While this may sound straightforward, there were many carers who did not identify themselves as carers. The launch of the strategy was described as Phase 1 while the creation of a Carers' Action Plan to deliver this was Phase 2. The Carers' Action Plan had been co-designed and work on delivering it had already started. This included five workstreams:

- Having a life of your own.
- Looking after your health and wellbeing.
- Managing your finances, benefits and debt.
- Your caring role.
- Your housing and managing at home.

An Equalities Review on support for carers in Haringey had been commissioned and carried out by Carers First. This had highlighted the importance of involving carers as experts, supporting them to maximise their income and to be able to take breaks from caring.

A carer from the working group then spoke to the Panel about her experience. She had recently been appointed as a co-chair of the Carers' Strategy Working Group and had done so because she wanted carers to have a voice and be effectively supported, including young adult carers and carers for those with mental health needs who were underrepresented. She told the Panel that she had been a young adult carer for the past 15 years looking after a family member in the borough with mental health and physical health needs and learning difficulties but had only been identified as a carer in the past year or so. Her caring responsibilities were wide ranging including first aid, practical, emotional and financial support and volunteering work. She explained that caring was difficult and takes a toll physically and emotionally and so it was essential that carers were supported. Because carers are experts by experience it was important that the Carers Strategy was co-produced and co-delivered in an integrated

approach at every level with carers. As co-chair she aimed to help lead towards substantial and effective change to improve carers' services and support carers that had previously slipped through the net. The Carers' Strategy Working Group, (formed of carers, the Council, the NHS and the voluntary and community sector) was presently engaging with stakeholders to ensure that the seventy actions were measurable and that the right people were working on them. Cllr Connor thanked her for the clear presentation and the huge caring responsibilities that she undertook on a daily basis, noting the significance of her only recently having been identified as a carer.

Cllr Bull welcomed the work in this area and emphasised the importance of supporting young people who were caring for their parents or other family members and of understanding that carers do not always understand what support they are entitled to. Charlotte Pomery noted that an event would be held at the Winkfield Centre on 23rd November about carers' rights working with Carers First to look at how to engage with carers who may not recognise that they are carers or may not be willing to come forward. Carers First had recently carried out a big piece of engagement work nationally with people in caring roles on how they see themselves so it would be useful to understand these findings and how it could affect the Council's outreach work. The Council had also been working with young carers to co-design a Young Carers Strategy which was nearly complete.

Ali Amasyali commented that the forms for carers could be very complicated and suggested that these could be simplified or supplemented with face-to-face or phone assessments. Cllr Demir agreed with this observation. Charlotte Pomery said that this was helpful feedback and that she would take back as it was important that this was not a barrier to people coming forward for help. **(ACTION)**

Ali Amasyali noted that he had been unaware of the consultation work on carers and asked how this had been communicated to carers in the borough. He also said that he was from the Turkish community and that many in this community and other communities saw caring for family members as their responsibility and would be unlikely to reach out for help. Charlotte Pomery responded that a piece of research had been conducted during the lockdown period through the Turkish and Kurdish network. It had also been agreed that a Somali network would be set up and others could follow to provide more insight into various local communities. Cllr das Neves added that the formal and informal networks that had been established were important in exchanging information, views and support. She said that the points made about identifying carers should also be shared with health partners, particularly at primary care level.

Helena Kania asked about co-production with carers and noted that there were a lot of different groups that represent people caring for a range of different needs. Charlotte Pomery responded that the carers' working group aimed to do this and agreed that

there was no one individual place to contact carers which was why a network-based approach was required. There were also other initiatives, such as the sending out of text messages from through GPs to the 6,000 people who had identified themselves as carers, but other suggestions on reaching people were always welcome. Cllr Demir observed that his experience of the Turkish-Kurdish community was that not everyone was connected to networks, but many did visit their GPs with their carers quite often and so this was a great opportunity to identify and register people as carers. Cllr Connor proposed that a recommendation be made from the Panel on better coordination with GP colleagues, including clarification on who would be championing this issue within GP practices. **(ACTION)** Charlotte Pomery noted that the Council had good relationships with the GP networks and progress was being made. She added that community champion models would be worth exploring in this area.

Asked by Cllr Connor about delays to housing adaptations and how carers could get help and support, Charlotte Pomery said that this was a complex area and that they worked with colleagues across the Council to make them aware of the challenges faced by carers. Beverley Tarka added that there were significant constraints in the pathway for adaptations including shortages of occupational therapists and surveyors and the supply of particular pieces of equipment. It was also important to improve the communications to make sure that people were aware at every stage when there were circumstances out of the Council's control. Cllr Connor proposed that the Panel recommend that a strategy be put in place for this communication to be improved. **(ACTION)** Cllr Blake added that quick and efficient adaptations should be a high priority as failure to do so led to worse health outcomes for residents and higher costs for the Council in the long term.

Cllr Peacock requested that the senior officers attend one of her monthly meetings with residents at Tottenham Green Leisure Centre, which included a number of carers, and asked for copies of strategy to be provided. It was agreed that this request would be followed up by email.

32. LOCALITY WORKING

Cllr Connor introduced this item, explaining that the Panel had recently visited the Northumberland Park Neighbourhood Resource Centre where there had been useful discussions about the locality working approach. The slides provided in the agenda pack were noted by the Panel and proceeded straight to questions.

Cllr Peacock requested that the local ward Councillors for Northumberland Park be more closely involved in this initiative. Charlotte Pomery noted that there had been some engagement events held but said that she was happy to engage further with the ward Councillors.

Cllr Connor asked about the safety of the external environment to the Neighbourhood Resource Centre given concerns about crime/anti-social behaviour which could put

some vulnerable clients off from attending. She also asked about the involvement of the local Police and whether any support for the initiative was being provided by Tottenham Hotspur Football Club which was close by. Charlotte Pomery emphasised that the initiative was a geographically based approach so wasn't just about the building. She added that the next stage was to work with the community, not just on the design of the building, but on what else they'd like to see in terms of partners. They were already working with the Regeneration Team on this because it was recognised that the wider environment would impact on the ability of staff and residents to engage in the work. There had also been early conversations with Tottenham Hotspur Football Club and the local voluntary and community sector on how they could be part of the wider offer.

Asked by Cllr Demir whether local organisations such as the Mental Health Trust or providers of adult education classes could use the space, Charlotte Pomery confirmed that this was the type of use that was envisaged and noted that Barnet Enfield & Haringey Mental Health Trust (BEH-MHT) was currently reorganising their community offer. Their staff could use local resources such as this which would be closer to users and build on integrated working alongside local authority staff. It was intended that the use of the building would have three strands:

- Enable and encourage integrated working.
- Offer a workspace hub for staff from the Council and other partners.
- Increase community use to support health and wellbeing outcomes.

Asked by Cllr Demir about the safeguarding of staff, Charlotte Pomery said that security measures were being built into the design of the building such as exits and alarms.

Asked by Cllr Blake what this approach would mean for young adults, including those in contact with the criminal justice system, Charlotte Pomery said the intention was that all ages would be able to participate in provision at the Neighbourhood Centre and that they were engaging with Early Help Service colleagues about the engagement of young adults.

In response to concerns from Ali Amasyali about difficulties in accessing the Neighbourhood Centre by public transport, particularly for wheelchair users, Charlotte Pomery said that there were public transport links into Northumberland Park and that the building itself would be fully wheelchair accessible. She also noted that the nature of the locality-based approach meant that people using the Centre would be local and so would not have to travel far. Cllr Connor suggested that a transport survey could be carried out, commenting that there would still be some travelling required and that if local buses were very busy then they could still be difficult for wheelchair users to access. Charlotte Pomery said that she would be happy to take this suggestion back of part of the development of the programme. **(ACTION)**

Asked by Cllr Connor about the involvement of the NHS and major local providers, Charlotte Pomery said that there had advanced conversations with both the North Middlesex and Whittington Hospitals, with the Whittington looking at a locality method of delivering community health services, as well as the engagement with BEH-MHT as previously discussed.

Cllr Connor summarised the recommendations of the Panel as:

- A review of public transport links to the Northumberland Park Neighbourhood Resource Centre.
- Early discussions on partnership working and funding for improvements in the surrounding area to the Neighbourhood Resource Centre including the Police, NHS partners, Tottenham Hotspur Football Club and the Council's Regeneration Team.

33. WORK PROGRAMME UPDATE

The Scrutiny Officer discussed possible dates with the Panel for forthcoming visits to Cranley Dene Court and Lowry House as part of the Scrutiny Review on health and well-being in sheltered housing. There would also be an evidence session with the CCG and BEH-MHT.

It was also noted that a pre-budget finance briefing for the Panel would be held on 1st December.

34. DATES OF FUTURE MEETINGS

- 16th December 2021
- 3rd March 2022

CHAIR: Councillor Pippa Connor

Signed by Chair

Date