

Scrutiny Café 2026 – 24 September 2026

Adults and Health Scrutiny Panel

Top Priorities from Scrutiny Café within terms of reference

1. Communication and Engagement with residents
2. Changes to health governance landscape
3. Loneliness
4. Mental Health Provision
5. Support for carers

Top Priorities from Scrutiny Survey within terms of reference

1. Adult Social Care Improvement and Performance – 124 (57.4%)
2. Mental Health and Wellbeing – 117 (54.2%)
3. Public Health – 94 (43.5%)
4. Support Services for Carers – 66 (30.5%)

Issues Suggested at Scrutiny Café

Suggestion	Comments and Feedback from Cafe	Priority – High, Medium or Low	Proposed Action (Item for Panel meeting/potential review/Cabinet Member Question/no further action).
1) Partnership working	Exploring the relationship between the Council and Health services and ensuring that this is similar to the Council's relationship with partner Adults Services in the borough. Considering a scrutiny review examining how having stronger collaboration with health partners can improve outcomes in the local community.	Medium	
2) Hospital discharges	Follow up work on hospital discharges and considering the relationship between patients, local authority and North Middlesex Hospital. Attendees shared, from personal experience, that the hospital does not know the services provided in the borough and there is a need to ensure that the discharge arrangements are followed properly.	Medium	
3) Accessibility of Information	Accessible information for residents who are neurodiverse or have disabilities or where English is not their first language.	Medium	

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	Considering whole Council approach to this and ensuring that there is a focus on inclusion starting from frontline services through to all Council services. Suggested Oliver McGowan training which is provided in NHS settings and could be included for staff in Council frontline services.		
4) Loneliness in the Community	Considering the key issue of loneliness in the community, particularly with the elderly and how befriending can be helpful in supporting elderly with social interaction and support improvements in conditions such as depression and dementia. It was noted that previously Age Concern had a telephone chat line for the elderly and this was no longer in place. Other activities that were not partner or Council led were highlighted to demonstrate that there were local activities in place and a need to find a way of communicating their availability. Loneliness and elderly not going out is a key issue as it has health impact. There are also residents with long term covid that have continuing needs that are also isolated	Medium	
5) Mental health provision	Attendees suggested having a review on mental health provision and support in the borough, as it was felt that this issue was still not being addressed and was a serious issue with young people, the elderly and those from black and minority ethnic backgrounds. It was later noted that services needed to be able to support the needs of demographic groups in the borough.	Medium	
6) Wellbeing	Looking at wellbeing through sustainability lens and considering matters such as: accessibility to parks, encouraging walking, the impact of air pollution, and the quality of food.	Medium	
7) Support for carers	Issues with older people having nowhere to go as day care provision not available. Also providing respite cover for carers and also ensuring pay and conditions for carers is prioritised.	Medium	An update on the Carers Strategy to come to a future meeting.

Suggestion	Comments and Feedback from Cafe	Priority – High, Medium or Low	Proposed Action (Item for Panel meeting/potential review/Cabinet Member Question/no further action).
8)Communication and Engagement with residents	Having a review on the communications and outreach work with seldom heard groups and also considering groups that have disengaged with the Council and partners. In light of considering the scrutiny survey findings and the demographics of respondents, the group felt there was a need to have better engagement processes with communities. There was a strong steer by the group on the need for the Council focusing on inclusion in their communications strategies and exploring having better communication methods with seldom heard communities, disadvantaged groups and dis engaged groups. This could be through the borough of culture activities, multi faith forum and other local festival or community activities. Need to consider all communication forms and activities as some groups will be accessing website but there will still be groups/ communities that will not be able to navigate and access the website. Consequently, suggested that there needs to be an assessment of needs, of the above-mentioned groups, set out in a matrix and how to provide access to these required services.	High	Refer to OSC
9) Complaints	Empowering complaints and enquiries about social care from elderly residents that are not getting the right of timely support that they need.	Medium	Questions – Annual Feedback and Complaints report to OSC
10) Changes to health governance landscape.	Exploring the organisational and governance changes with the ICB and subsequent changing relationship between health and the ICB. The ICB had decision making impact on hospital services such as maternity services and therefore this was an important partnership to manage in order to support outcomes for residents.	High	
11) Co-production	Co-production in design, co-production in implementation of ASC goals and outcomes).	Medium	
12) Mental Health Services	The availability and accessibility of mental health services in the borough.	Medium	

Suggestion	Comments and Feedback from Cafe	Priority – High, Medium or Low	Proposed Action (Item for Panel meeting/potential review/Cabinet Member Question/no further action).
	MH support for homeless people. Crisis support Older people's care including dementia services.	Medium Medium	
13) Homelessness and Housing need	The need for Sheltered housing and supported housing for homeless people, with associated care services for them	Medium	
14) Other issues mentioned	Work and future of Healthwatch Information advice and guidance and giving residents the right information at the right time and in the right way. Consider Council and partner emergency responses to issues with residents with severe disabilities. Supporting respite care provision. Jobs and upskilling residents Vaccinations Older people's care including dementia services NHS Continuing Care Alcohol harms strategy	Medium Low Low Medium Low	Question to Cabinet Member Refer to OSC