



Health and Social Care Scrutiny Committee

Date: WEDNESDAY, 17 JANUARY 2024
Time: 11.00 am
Venue: COMMITTEE ROOM 2 - 2ND FLOOR WEST WING, GUILDHALL

Members: Deputy Christopher Boden (Chairman)
David Sales (Deputy Chairman)
Michael Hudson
Andrew Mayer
Deborah Oliver
Deputy Alpa Raja

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Ian Thomas CBE
Town Clerk and Chief Executive

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AGENDA

1. **APOLOGIES**

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

3. **MINUTES**

To agree the minutes of the meeting of 04 October 2023.

For Decision
(Pages 5 - 10)

4. **NEAMAN PRACTICE UPDATE**

To view the presentation of the Neaman Practice Manager following the improvement plan.

For Information

5. **UPDATE ON VIRTUAL WARDS**

To view the presentation of the Programme Lead – Unplanned Care, City and Hackney NHS North East London.

For Information

6. **UPDATE ON CURRENT END-OF-LIFE SUPPORT AND IMPACT**

To view the presentation of:

- Programme manager, Start Well and Age Well, City and Hackney Place-based Partnership, NHS North East London;
- Joint CEO and Director of Clinical Services, St Joseph's Hospice; and
- Joint Director of Operations, City and Hackney GP Confederation.

For Information

7. **CHILDREN'S SOCIAL CARE SELF EVALUATION FRAMEWORK**

To receive the report of the Executive Director, Community & Children's Services.

NB: Appendix to this paper is non-public.

For Information
(Pages 11 - 64)

8. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

9. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

HEALTH AND SOCIAL CARE SCRUTINY COMMITTEE Wednesday, 4 October 2023

Minutes of the meeting of the Health and Social Care Scrutiny Committee held at Committee Room 3 - 2nd Floor West Wing, Guildhall on Wednesday, 4 October 2023 at 11.00 am

Present

Members:

David Sales (Deputy Chairman)
Michael Hudson
Deborah Oliver

Officers:

Ben Dunleavy	- Town Clerk's Department
Chris Lovitt	- Deputy Director of Public Health
Chris Pelham	- Department of Community and Children's Services
Simon Shum	- Age UK
Carolyn Sharpe	- City and Hackney Public Health team
Emma Masters	- Transformation Programme Manager, Adult Social Care

1. APOLOGIES

Apologies were received from Deputy Christopher Boden, and from Alpa Raja.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

Deborah Oliver declared that she is a member of the informal City Carers network.

3. MINUTES

3.1 Minutes of meeting of 18 January 2023

RESOLVED, That the minutes of the meeting of 18 January 2023 be approved as an accurate record of the proceedings.

3.2 Note of inquorate meeting of 9 May 2023

The Committee received the notes of the inquorate meeting of 9 May 2023.

3.3 Minutes of meeting of 22 June 2023

On taxicards (referenced at item 8 of those minutes), a Member commented that an update had been received and that the taxicard scheme did not appear to be working well, asking whether there was scope to improve its operation and the lack of access from black cabs to the St Paul's area was impacting on

the scheme's operation. The meeting heard that these issues would be examined during further discussions on the operation of the scheme.

RESOLVED, That the minutes of the meeting of 22 June 2023 be approved as a correct record of the proceedings subject to the following amendment: in this sentence under item 6 "The Deputy Chairman was duly appointed as the representative, with Michael Hudson appointed to serve as a seconder", the word 'seconder' to be replaced by the word 'alternate'.

4. **WORKPLAN**

The Committee reviewed the workplan.

The Committee agreed that there was merit in adding palliative/hospice care to the workplan and circulating suggestions for further agenda items, in response to a Member suggestion.

5. **ADULT SOCIAL CARE TRANSFORMATION PROGRAMME**

The Committee noted the report of the Executive Director of Community & Children's Services providing information on the wider Adult Social Transformation Programme delivery as a follow-up report the report on the same topic submitted to the last Committee meeting.

A Member sought clarification on how well the delivery was going and how success would be measured. The meeting heard that the programme sought to introduce systemic changes to improve adult social care by late 2024, and that a self-evaluation would be submitted to the Committee.

A Member sought clarification on the term "strengths-based". The meeting heard that it described an ethos set out in Government legislation and guidance, including the Care Act 2014, that focusses on a person's needs and strengths rather than what is wrong.

On this risk implication set out in section 25 of the report: 'Financial implications are not understood, with possible missed opportunities to bid for funding and risk to already stretched budgets', a Member asked for clarification on the likelihood of missing funding opportunities and how that could be addressed. The meeting heard that the transformation programme was expected to mitigate that and other risks.

A Member asked for further information on Member support and roles as part of the programme. The meeting heard that the self-evaluation encompassed a peer challenge exercise that found that the Member link at the City of London Corporation (CoLC) is recognised as being robust, thanks to the relatively high number of elected Members and level of resources.

6. **CITY CARERS PRESENTATION**

The Committee noted the City Carers and City Connections presentation setting out the support provided to carers (around 60 active carers of a total of 80) by those organisations.

A Member took the opportunity to thank Cllr Anne Corbett and executive director, Community & Children's Services Judith Finlay for their support.

A Member asked for clarification on carer-specific training, referrals, and welfare calls. The meeting heard that carer-specific training (online or in-person) will be delivered in late November 2023 on carers' rights, that welfare calls were instigated at least weekly during lockdown, and that referrals are made through adult social care services though carers can also self-refer.

On caring for those experiencing dementia, a Member commented that constant care was required for such people and asked who paid for those services. The meeting heard that a care package would be provided where appropriate following a full assessment, with the charging policy set out in the Care Acts 2014.

The meeting noted that a carer strategy would be submitted to the CoLC Community & Children's Services Committee in early November 2023.

On the customer satisfaction survey figures, a Member asked what improvements needed to be made for those who were not satisfied (noting that the findings suggested that the service was good). The meeting heard that forum sessions had been held with carers where suggestions could be made for improvements, and that a more tailored approach might be worthwhile for the very small number of people who were not satisfied.

A Member asked whether schools were informed and updated of young carer responsibilities. The meeting heard that all young carers were known to adult social care services who liaised with schools and with multi-agency young carer support services.

7. THE HEALTH AND WELLBEING OF THE CITY'S HIDDEN AND ESSENTIAL WORKERS

The Committee reviewed the report of the Director of Public Health (City and Hackney) providing the Committee with an update on actions taken to reduce health inequalities for people working in routine, manual and service occupation, noting that the actions and updates were reviewed by the CoLC's Health and Wellbeing Board at the meeting of 22 September 2023 (item 6: "Members agree to adopt the resolutions by the relevant committees of the City of London Corporation, and refer the resolutions to the Corporate Services Committee"), also discussed at the meeting of 24 March 2023, to be submitted to the CoLC's Policy & Resources Committee.

The Committee noted the following:

- the potentially detrimental impact that low-paid shift work can have on the health and wellbeing of staff including those from the hidden and essential workforce;
- that there is merit in supporting studies that seek to identify potential actions that can address health inequalities in the essential and hidden workforce; and

- the recommendations set out in the report relating to sick pay and death in service eligibility (without a qualifying period) for workers, noting also the merits of undertaking further work to assess the likely costs, benefits and HR implications of implementation of such measures.

A Member asked whether the CoLC followed best practice in respect of hidden carers among those that worked at the CoLC, and asked whether services should be provided outside normal hours for CoLC shift workers who might be hidden carers (particularly those with late finishing times and those with long travel times). The meeting heard that the corporate senior leadership team was supportive of the principles, and that a financial impact assessment had been requested in support of any recommendations and decisions on the matter.

A Member commented that concerns about health and wellbeing of shift workers (whether contracted, zero-hours or directly employed) have been raised for at least a decade and suggested that access to buildings and healthcare should be expanded to improve working conditions and that concrete recommendations should be formulated and submitted to high-level CoLC Committees, partly as a way of showing leadership in the area.

8. **YOUNG PEOPLE'S CLINICAL HEALTH AND WELLBEING SERVICE**

The Committee noted the verbal update of the public health consultant working with City & Hackney Young People's Service (CHYPS) providing a range of health and wellbeing services, noting that the CHYPS contract (total value of £540K) has not been extended beyond 30 November 2023 due to poor performance. The Committee noted that there appeared to be no signs of recovery after the pandemic, and was not reaching its target audience of under-18s in the City of London. The Committee heard that no replacement has been commissioned due to the availability of alternative local provision including sexual health services, and consideration of other strategies. The Committee noted that there were no CoLC savings associated with the decision to end the service.

A Member asked how a young person in the City of London might know which service to access. The meeting heard that the commissioning and delivery landscape is complex, and a key focus in the review is ways to improve the navigation and signposting of such services.

A Member noted that there were no state secondary schools in the City of London, noting that those seeking sexual health services did not necessarily have to go to a local provider and were freely available nationally. The meeting noted that work to engage secondary schools in sexual and relationship education is ongoing.

A Member asked whether there was unmet need. The meeting noted that young people in the City of London had not been accessing services, though it was not clear whether those people were accessing other services in other areas. The meeting heard that there did appear to be some unmet needs around sexual health services in particular, and that it was critical that young

people have reliable knowledge of how and where to access such services (which was not being provided by CHYPS).

9. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

10. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

A Member commented on issues expressed on mould in housing in the City of London area that affected people's health, and asked whether there was scope for questioning CoLC officers on the matter. The meeting noted that the issue has been discussed at other CoLC committees and that updates and reports have been submitted to those committees. The meeting noted that a briefing could be submitted to the Committee.

The meeting ended at 11.45am

Chairman

Contact Officer: Jayne Moore
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Committees: Safeguarding Sub-Committee – For Information Community and Children’s Services Committee – For Information Health and Social Care Scrutiny Committee – For Information	Dated: 23/11/2023 13/11/2023 17/01/2024
Subject: Children’s Social Care Self Evaluation Framework	Public (this report) Non-Public (Annexe 1)
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1,2,3,4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay, Executive Director, Community and Children’s Services	For Information
Report author: Ellie Ward, Head of Strategy and Performance	

Summary

Children’s Social Care and Early Help are subject to inspection by Ofsted under the Inspecting Local Authority Children’s Services (ILACS) Framework. These inspections take place every four to five years and, in between, there are shorter, specific ‘focus’ visits and an Annual Engagement Meeting (AEM) with Ofsted.

Each year the Department of Community and Children’s Services produces a Self-Evaluation Framework (SEF) report which is used for the AEM and also for inspections.

This report presents the Self-Evaluation Framework for Members to note.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. Children’s Social Care and Early Help are subject to inspection by Ofsted under the ILACS Framework. These inspections take place every four to five years and, in between, there are shorter, specific ‘focus’ visits and an AEM with Ofsted.

2. The City of London Corporation's last full inspection was in 2020 when we were rated 'outstanding' overall. A focus visit took place in November 2022 to look at front door services. Feedback was very positive and there were no recommendations for improvement. The most recent AEM with Ofsted was in November 2023. Feedback was again positive.
3. Each year the Department of Community and Children's Services produces a SEF report which is used for the AEM and also for inspections.
4. Though there is no set format or template for the SEF report, it is designed to allow the local authority to reflect on their delivery and performance, their challenges, how they have responded, and the impact they have had on children, young people and their families.
5. As part of our work to drive excellence in Children's Social Care, in 2020 we also established the Achieving Excellence Board (AEB), which is independently chaired by a former Ofsted Inspector who provides challenge to us on our services and performance, and provides advice on where we could strengthen services or approach.
6. The City of London Corporation's SEF is built around the aims of the AEB:
 - Doing the core job to a consistent standard
 - Being creative, pioneering and having a 'can do' culture
 - Having a relentless focus on outcomes.
7. Each area of our work, such as contacts, assessments, Early Help, children looked after (CLA), and care leavers are considered under these three headings.
8. A copy of the SEF is provided as Appendix 1 in non-public items.

Current Position

Doing the core job to a consistent standard

9. Overall, our performance in delivering our statutory responsibilities has maintained excellent quality and performance, despite the challenges of the pandemic, the cost of living crisis and the financial constraints in which we operate.
10. The number of CLA has decreased in recent years after a large increase around four years ago. However, the number of care leavers we support (at an increased level compared to other local authorities) has been increasing. National policy proposes an increased focus on care leavers and their needs. The service already exceeds this in terms of the support offered.
11. Our Early Help Service consistently achieves positive feedback and outcomes and was particularly effective in supporting our guests who were placed in the City of London as part of the Afghanistan Resettlement Programme. Over the past two years, the Early Help Service has run an innovative parenting course,

developed by the Race Equality Foundation. One of its impacts has been that parents have developed their own peer support network.

12. There have been ongoing challenges around provision of health services to looked-after children. Specific difficulties have been around accessing dentistry, and health review performance being less efficient than planned. In addressing this, we have collaborated with health colleagues and paid for some emergency dentistry where needed.
13. A stable workforce means that children are able to form and sustain meaningful, consistent and stable relationships with their workers.
14. There is robust governance around Children's Social Care, with Members routinely trained and engaged in their role as Corporate Parent.

Being creative, pioneering and having a can do culture

15. This year we developed a family therapy clinic with King's College London, which is proving effective and valuable.
16. This year we introduced the co-location of a Forensic Child and Adolescent Mental Health Service (FCAMHS) clinician with members of the Social Care team.
17. The City of London Corporation's assets were utilised to create enrichment for our Children and Young People – for example, the project with the City's independent schools for Children who are Looked After (CLA) and care leavers to enrich their education. This also benefits young people at the City's schools.
18. A new programme of apprenticeships for our CLA and care leavers is being developed.
19. Secured Home Office immigration interviews to be conducted online with social worker support, which minimises stress and increases the speed and outcome of people's interviews.

A relentless focus on outcomes

20. External audits have been positive in terms of the impact for children and their families.
21. The SEF sets out some specific case studies illustrating the impact that the service has had.

Areas for improvement

22. The SEF sets out a number of improvements that focus on strengthening our existing robust work. These are included in our Service Development Plan which is monitored quarterly by the AEB and the Safeguarding Sub-Committee.

Corporate & Strategic Implications

23. Strategic implications – Our work in Children’s Social Care helps deliver on Corporate Outcomes 1–4 and the outcomes in a number of our other Departmental Strategies, including the Children and Young People’s Plan and the Special Educational Needs and Disability (SEND) Strategy.
24. Financial implications – none.
25. Resource implications – none.
26. Legal implications – Children’s Social Care Service operates within a legal framework set out in a number of Acts.
27. Risk implications – none.
28. Equalities implications – none, but equalities implications are considered throughout the service and, where a new service or initiative is instigated, an Equalities Impact Assessment will be carried out.
29. Climate implications – none.
30. Security implications – none.

Conclusion

31. This report presents to Members the annual SEF for Children’s Social Care.

Appendices

- Appendix 1 (non-public) – City of London Corporation Self-Evaluation Framework (SEF) for Children’s Social Care

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By virtue of paragraph(s) 2 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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