

Appendix 3: Vulnerable Adults, Health and Communities P&S Committee Tracker

This tracker enables the Committee to monitor progress against the recommendations it has made, requests for information and actions to be completed.

| Meeting Date | Item | Recommendation / Information Request / Action | Detail | Policial Lead and Officer Lead | Status |
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| 18 January 2024 | Item 4: Work Programme | Action | An explanation to be provided to the Committee about the meaning of 'Community Safety Services' under the Terms of Reference of the Committee. | <i>Linda Hunting - Policy & Scrutiny Advisor</i> | Completed Received response 19 March and sent to Committee 20 March 2024 |
| | Item 5: The Care Quality Commission Assurance Framework Update | Recommendation | That the Council be proactive in participating in potential learning experiences so that areas of strength, development, and other councils' learning experiences of the service may be understood further. | Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Deputy Chief Executive, Bi-Borough Executive Director of Adult Social Care and Health</i> | Completed Received response 20 March and sent to Committee 20 March 2024 Response on pages 6 of Appendix 3 in the agenda for 16 July 2024 |
| | | Action | That the Committee receives the information and feedback from the five councils that participated in the CQC pilot scheme in 2023. | Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Deputy Chief Executive, Bi-Borough Executive Director of Adult Social Care and Health</i> | Completed Received response 19 March and sent to Committee 20 March 2024 |
| | Item 6: The 2022/2023 Safeguarding Adults Executive Board (SAEB) Annual Report | Recommendation | The SAEB to review the current practices for deprivation of liberty, to include, working with families where a relative lacks capacity and consider best practice. | Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Deputy Chief Executive, Bi-Borough Executive Director of Adult Social Care and Health</i> | Completed Received response 19 March and sent to Committee 20 March 2024 Response on page 7 of Appendix 3 in the agenda for 16 July 2024 |
| | | Action | The Committee to receive an update about the work with GP and Primary Care around safeguarding concerns. | Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Deputy Chief Executive, Bi-Borough Executive Director of Adult Social Care and Health</i> | Completed Received response 19 March and sent to Committee 20 March 2024 |

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| | Item 7: Westminster Community Equalities Strategy | Recommendation | That the known gaps which exist in organisations to support specific communities will be taken forward as part of the Equalities Strategy. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 19 March and sent to committee 20 March 2024 Response on page 4 of Appendix 3 in the agenda for 16 July 2024 |
| | | Recommendation | That the Council continues to strengthen partnerships with local organisations and community groups to broaden and improve engagement in the community. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 19 March and sent to committee 20 March 2024 Response on page 5 of Appendix 3 of the agenda for 16 July 2024 |
| | | Information request | That the Committee will receive information regarding the local organisations and groups who the Communities team reach out to, to develop the Strategy, and the outcome of this engagement. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 19 March and sent to Committee 20 March 2024 |
| | | Recommendation | That the Equalities Strategy will include plans to address the hate crime against the Jewish community and the LGBT+ community. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 19 March and sent to Committee 20 March 2024 Response on page 5 of Appendix 3 of the agenda for 16 July 2024 |
| | | Recommendation | That the Council use targeted and tailored engagement strategies and outreach to ensure that different sectors of the community are reached and to increase accessibility to services. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 19 March and sent to Committee 20 March 2024 Response on page 6 of Appendix 3 of the agenda for 16 July 2024 |
| 7 March 2024 | Item 4: Westminster Community Hubs Programme | Recommendation | That the Council will review our health and well-being services to ensure they are accessible to the LGBT QI+ community, in particular, a defined offer for the older age groups. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 30 May and sent to the Committee 31 May 2024 Response on page 7 of Appendix 3 of the agenda for 16 July 2024 |

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| | Recommendation | That issues such as disruption due to additional noise, traffic and footfall in the immediate local community in the proximity of each of the hubs are considered as part of the planning and implementation process. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 30 May and sent to the Committee 31 May Response on page 8 of Appendix 3 of the agenda for 16 July 2024 |
| | Recommendation | That longer-term funding plans are put in place, to include external Government funding available to the Council, to ensure adequate financing and longevity of the community hubs. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 30 May and sent to the Committee 31 May Response on page 8 of Appendix 3 of the agenda for 16 July 2024 |
| | Recommendation | That the Council will retain over all control and management of the community hubs sites by implementing key performance indicators and regular review schedules and valuations with partners. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 30 May and sent to the Committee 31 May Response on page 9 of Appendix 3 of the agenda for 16 July 2024. |
| | Recommendation | That individual management structures for each community hub site be considered in light of the individual local need. | Cabinet Member for Communities, Children and Public Protection Executive Director of Environment, Climate and Public Protection | Completed Received response 30 May and sent to the Committee 31 May Response on page of 9 Appendix 3 of the agenda for 16 July 2024. |
| | Recommendation | That the Council actively involves residents in the co-space design of the community hubs spaces. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 30 May and sent to the Committee 31 May Response on page of 10 Appendix 3 of the agenda for 16 July 2024 |
| | Recommendation | That the Council considers suitable case studies from other local authorities as part of the forward planning of the community hubs to ensure that good practice ideas are considered. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 30 May and sent to the Committee 31 May Response on page of 10 Appendix 3 of the agenda for 16 July 2024. |
| | Recommendation | That the Community Programme Strategy come back to the Committee following the plans being formulated, the opening of the first pilot community hub, and prior to any further community hub expansion. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 30 May and sent to the Committee 31 May |

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| | | | | Response on pages 11 of Appendix 3 of the agenda for 16 July 2024 |
| | Recommendation | That the Council will implement processes to ensure that it partnerships with accountable organisations and that processes for measuring the suitability of each partner and what they offer in each hub site be implemented, transparent, and in the right location. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | Completed Received response 30 May and sent to the Committee 31 May Response on page 11 of Appendix 3 of the agenda for 16 July 2024 |
| | Information Request | To provide an outline of the offer of services and programmes for the first community hub pilot to the Committee. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | In progress Sent to officers 25 March 2024 |
| | Information Request | To provide a breakdown of the intended spending on the development of the community hubs programme (up to £10million over the next 2-3 years) to the Committee. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> | In progress Sent to officers 25 March 2024 |

Item 7: Westminster Community Equalities Strategy

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| Recommendation | That the known gaps which exist in organisations to support specific communities will be taken forward as part of the Equalities Strategy. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

This strategy aims to better understand gaps in the existing service provisions for organisations serving communities. Because the needs of different communities can be quite nuanced in the context of each service, this strategy will include recommendations for services on how to better work with organisations to address barriers to accessing our services. These will be delivered through an intersectional lens, acknowledging the multi-faceted nature of people’s personal barriers, and experiences.

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| Recommendation | That the Council continues to strengthen partnerships with local organisations and community groups to broaden and improve engagement in the community. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

As part of this exercise, officers are mapping all organisations that target or work with communities with protected characteristics. See Appendix (below) for our current stakeholder list. All of these organisations will be invited to be a part of our lived experience panels, fill out our general consultations and invited to co-author. We hope to have proportional representation across our consultations, reflecting census data. This strategy will build on the voluntary investment strategy and work of the voluntary sector partnerships team. Upon recommendation of the VHAC scrutiny committee members, we will particularly attempt to improve engagement with the African Caribbean community, religious communities, communities with hidden disabilities, and LGBT+ communities.

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| Recommendation | That the Equalities Strategy will include plans to address the hate crime against the Jewish community and the LGBT+ community. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

The equalities strategy has two focuses: access to services and community cohesion. The community cohesion focus will specifically target an approach to foster cohesion across all communities in Westminster; especially those who are currently experiencing higher rates than normal like Jewish, Islamic, and LGBT+ communities. We will aim to have proportional contribution from all communities in our engagement activities with additional efforts for these communities.

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| Recommendation | That the Council use targeted and tailored engagement strategies and outreach to ensure that different sectors of the community are reached and to increase accessibility to services. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

To ensure we have a targeted approach we are using three engagement avenues in the strategy development: We are conducting general consultation activities, targeted lived experience panels which will be intersectional panels, with a cross-section of all protected characteristics and co-authoring our strategy with expert representatives from across all of the major protected characteristics.

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Item 5: The Care Quality Commission Assurance Framework Update

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| Recommendation | That the Council be proactive in participating in potential learning experiences so that areas of strength, development, and other councils' learning experiences of the service may be understood further. | Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Deputy Chief Executive, Bi-Borough Executive Director of Adult Social Care and Health</i> |
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RESPONSE:

Officers will continue identifying opportunities for participating in activities that help the Council maintain its high service quality. It already participates in many sector-led improvement activities through the Association for Directors of Adult Social Services (ADASS) network, Local Government Association council peer reviews, collaboration with sector leaders, academic partnerships, research and training. These are important tools in identifying best practice initiatives and developing staff skills.

Item 6: The 2022/2023 Safeguarding Adults Executive Board (SAEB) Annual Report

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| Recommendation | The SAEB to review the current practices for deprivation of liberty, to include, working with families where a relative lacks capacity and consider best practice. | Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Deputy Chief Executive, Bi-Borough Executive Director of Adult Social Care and Health</i> |
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RESPONSE:

Although we have an excellent Deprivation of Liberty Safeguards (DoLS) process and are one of the few local authorities in the country without a waiting list, we have invested resources to enhance this area and continue to review how we can continue being leaders in this area. Across the health and social care partnership, the SAEB will prioritise and agree actions for enhancing how we advise family members of the DoLS process and the role of the Independent Mental Capacity Act Advocate. Family Engagement in the DoLS process will also be discussed with Health colleagues at the SAEB.

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Item 4: Westminster Community Hubs Programme

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| Recommendation | That the Council will review our health and well-being services to ensure they are accessible to the LGBT QI+ community, in particular, a defined offer for the older age groups. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

A Joint Strategic Needs Assessment is being scoped to understand the needs of LGBTQI+ residents. Timescales are currently being drafted, with the intention to provide an initial update of emerging findings in March 2025. This programme of work will be used inform future service offers including Community Hubs.

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| Recommendation | That issues such as disruption due to additional noise, traffic and footfall in the immediate local community in the proximity of each of the hubs are considered as part of the planning and implementation process. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

The implications of the establishment of each community hub, particularly in relation to where they are located in community settings (for example Ernest Harriss House), on the local community will be considered.

This will happen for future prospective community hub sites as part of the site selection process, and for forthcoming community hub sites each implementation plan will be developed with a view to pre-empting disruption, supported by engagement and communications according to the specific site and stage of the delivery process.

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| Recommendation | That longer-term funding plans are put in place, to include external Government funding available to the Council, to ensure adequate financing and longevity of the community hubs. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

The team will work to develop a funding plan for each community hub as part of the council’s budget planning process and to identify prospective fund/raising opportunities for each hub or the programme as a whole. This will include both specific funding opportunities, but also developing each community hub, model and governance arrangements in such a way as to maximise eligibility for external funding and income generation.

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| Recommendation | That the Council will retain over all control and management of the community hubs sites by implementing key performance indicators and regular review schedules and valuations with partners. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

The team will ensure that operational arrangements for all community hubs have appropriate oversight from the council. This will include providing key requirements of any operator, including but not limited to key performance indicators. In line with council policy and best practice, any operator will be required to provide reports and participate in learning, evaluation and review meetings and related activities.

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| Recommendation | That individual management structures for each community hub site be considered in light of the individual local need. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

The team will work to establish management structures for each community hub which considers individual local need. This will be informed by the community priorities which have been identified (based on engagement, local mapping and subsequent prioritisation), and built into the management requirements and deliverables for each space.

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| Recommendation | That the Council actively involves residents in the co-space design of the community hubs spaces. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

The team will work with local residents and partners to develop the brief and undertake design activity for each community hub space. The programme has recently completed a co-design process with local residents and partner organisations which result in proposals for Ernest Harriss House and Bayswater Children’s Centre community hubs which will be taken forward. This followed an extension period of open engagement across the area.

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| Recommendation | That the Council considers suitable case studies from other local authorities as part of the forward planning of the community hubs to ensure that good practice ideas are considered. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

The team has, and will continue to, gather suitable case studies from other local authorities to inform the programme approach and consider how it might be improved, and how each community hub could best be run.

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| Recommendation | That the Community Programme Strategy come back to the Committee following the plans being formulated, the opening of the first pilot community hub, and prior to any further community hub expansion. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

In light of the timeframe for the opening of the ‘mini hubs’ at Charing Cross and Victoria Libraries (June 2024) not aligning with the Committee meeting dates, the team will:

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- Provide an e-update to Committee members on the mini hubs and programme approach prior to official launch
- Provide a substantive update reflecting the Committee's recommendations in its September meeting

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| Recommendation | That the Council will implement processes to ensure that it partnerships with accountable organisations and that processes for measuring the suitability of each partner and what they offer in each hub site be implemented, transparent, and in the right location. | Cabinet Member for Communities, Children and Public Protection <i>Executive Director of Environment, Climate and Public Protection</i> |
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RESPONSE:

The team will work in line with council policy, including directly with the Community Partnerships, Legal and Procurement teams, to ensure that partner organisations who are selected to operate the community hubs are identified through a transparent process, and using appropriate criteria.