

## 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
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 &amp; 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 and 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 <a href="#">page 6 of Appendix 3 in the agenda for 16 July 2024</a>
		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 and 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 and Bi-Borough Executive Director of Adult Social Care and Health</i>	Completed Received response 19 March and sent to Committee 20 March 2024 Response <a href="#">on page 7 of Appendix 3 in the agenda for 16 July 2024</a>
		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 and Bi-Borough Executive Director of Adult Social Care and Health</i>	Completed Received response 19 March and sent to Committee 20 March 2024
	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 and Communities</i>	Completed Received response 19 March and sent to committee 20 March 2024 Response on <a href="#">page 4 of Appendix 3 in the agenda for 16 July 2024</a>

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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 and Communities</i>	Completed Received response 19 March and sent to committee 20 March 2024 Response on <a href="#">page 5 of Appendix 3 of the agenda for 16 July 2024</a>
		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 and Communities</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 and Communities</i>	Completed Received response 19 March and sent to Committee 20 March 2024 Response on <a href="#">page 5 of Appendix 3 of the agenda for 16 July 2024</a>
		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 and Communities</i>	Completed Received response 19 March and sent to Committee 20 March 2024 Response on <a href="#">page 6 of Appendix 3 of the agenda for 16 July 2024</a>
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 and Communities</i>	Completed Received response 30 May and sent to the Committee 31 May 2024 Response on <a href="#">page 7 of Appendix 3 of the agenda for 16 July 2024</a>
		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 and Communities</i>	Completed Received response 30 May and sent to the Committee 31 May Response on <a href="#">page 8 of Appendix 3 of the agenda for 16 July 2024</a>
		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 and Communities</i>	Completed Received response 30 May and sent to the Committee 31 May

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				Response on <a href="#">page 8 of Appendix 3 of the agenda for 16 July 2024</a>
	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 and Communities</i>	Completed  Received response 30 May and sent to the Committee 31 May Response on <a href="#">page 9 of Appendix 3 of the agenda for 16 July 2024</a> .
	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 and Communities</i>	Completed  Received response 30 May and sent to the Committee 31 May Response on <a href="#">page of 9 Appendix 3 of the agenda for 16 July 2024</a> .
	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 and Communities</i>	Completed  Received response 30 May and sent to the Committee 31 May Response on <a href="#">page of 10 Appendix 3 of the agenda for 16 July 2024</a>
	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 Communities</i>	Completed  Received response 30 May and sent to the Committee 31 May Response on <a href="#">page of 10 Appendix 3 of the agenda for 16 July 2024</a> .
	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 and Communities</i>	Completed  Received response 30 May and sent to the Committee 31 May Response on <a href="#">page 11 of Appendix 3 of the agenda for 16 July 2024</a>
	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 and Communities</i>	Completed  Received response 30 May and sent to the Committee 31 May Response on <a href="#">page 11 of Appendix 3 of the agenda for 16 July 2024</a>

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		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 and Communities</i>	Completed Response received 5 August 2024 and sent to the Committee 13 August 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 and Communities</i>	Completed Part response received 5 August 2024 and sent to the Committee 13 August 2024. Additional information sent to the Committee 5 September 2024
16 July 2024	Item 6: Community Pharmacy Provision - Access to Medicine for Socially Vulnerable Residents	Information Request	Healthwatch to share the report of their research with the Committee when it is published.	N/A - Healthwatch	In progress Sent to officers 26 July 2024. Report will be available in November 2024
		Information Request	That information be provided to the Committee from the ICB about the delivery of the Self Care and Pharmacy First Schemes that have been running in North Central London and North East London areas.	NHS North London Central Integrated Care Board and NHS North East London Integrated Care Board	In progress Sent to officers 26 July 2024 Follow up sent 9 September and 4 November 2024
		Information Request	That information be provided to the Committee in relation to Emergency Hormonal Contraception access, rates of teenage pregnancy, and Sexually Transmitted Infections.	Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Deputy Chief Executive and Bi-Borough Executive Director of Adult Social Care and Health</i>	Completed Response received 20 September 2024 and sent to the Committee 24 September 2024
		Information Request	That information will be provided to the Committee relating to headlice and the level of concern this raises.	Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Deputy Chief Executive and Bi-Borough Executive Director of Adult Social Care and Health</i>	Completed Response received 20 September 2024 and sent to the Committee 24 September 2024
		Recommendation	That the NWL ICB shares what attention it has given to support residents who are vulnerable and/ or on low incomes with medicine costs and considers commissioning free basic medication.	N/A – NWL Integrated Care Board	In progress Sent to officers 26 July 2024 Response due 26 September 2024 Follow up sent 9 September and 4 November 2024

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		Recommendation	That the NWL ICB is asked what consideration it has given to the business case for provision of medicines to low income and/or vulnerable groups in Westminster, including financial implications and implementation of the Self Care Scheme to provide free medication, and experiences of users in visiting medical professionals.	N/A – NWL Integrated Care Board	In progress Sent to officers 26 July 2024 Response due 26 September 2024 Follow up sent 9 September and 4 November 2024
	Item 7: Winter Hot Meals Provision Pilot	Information Request	That the Committee will receive an update in October 2024 from officers focusing on the service delivery of the Hot Meals Provision.	Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Deputy Chief Executive and Bi-Borough Executive Director of Adult Social Care and Health</i>	Completed Response received 31 October 2024 and sent to the Committee 31 October 2024
		Information Request	That the Committee will receive an update on the Community Catalyst Scheme from officers, with the Committee providing further steer on what it would like to see in this update.	Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Deputy Chief Executive and Bi-Borough Executive Director of Adult Social Care and Health</i>	Completed Response received 20 September 2024 and sent to the Committee 24 September 2024
		Recommendation	That the Council will seek to put methods of social interaction with hot meals users in place to engage with residents.	Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Deputy Chief Executive and Bi-Borough Executive Director of Adult Social Care and Health</i>	Completed Response received 23 September 2024 and sent to the Committee 24 September 2024 Response on <a href="#">page 6 of Appendix 3 of the agenda for 17 October 2024</a>
		Recommendation	That the Council continues to investigate methods of recycling within the Hot Meal provision with the provider, such as the recycling of meal containers.	Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Deputy Chief Executive and Bi-Borough Executive Director of Adult Social Care and Health</i>	Completed Response received 23 September 2024 and sent to the Committee 24 September 2024 Response on <a href="#">page 6 of Appendix 3 of the agenda for 17 October 2024</a>
17 October 2024	Item 5: Development of Primary Care Access and Integrated Neighbourhood	Action	To investigate providing transcripts for patients that required an interpreter during an appointment.	NHS North London Central Integrated Care Board	In progress Sent to officers 4 November 2024
		Information Request	To provide the data for those patients that were not seen by a GP in a practice and treated at an A&E.	NHS North London Central Integrated Care Board	In progress Sent to officers 4 November 2024

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Teams in Central London	Information Request	To provide further information to the Committee about the patient surveys.	NHS North London Central Integrated Care Board	In progress Sent to officers 4 November 2024	
	Recommendation	That the NWL / ICB will consider further work to be carried out to ensure that Learning Disabled residents and patients are accommodated and supported within the new Primary Care Access models.	N/A – Integrated Care Board	In progress Sent to officers 4 November 2024	
	Recommendation	That NWL / ICB will consider reaching out to the Council about linking to services for residents and to aid the role of the Social Prescriber for Westminster to ensure a more joined up approach to services.	N/A – Integrated Care Board	In progress Sent to officers 4 November 2024	
	Recommendation	That the NWL / ICB continues to prioritise different ways to successfully engage with hard-to-reach patient and resident groups to help inform the design of the access models to Primary Care in each community.	N/A – Integrated Care Board	In progress Sent to officers 4 November 2024	
	Recommendation	That the NWL / ICB continues to prioritise and expand GP access for patients and residents.	N/A – Integrated Care Board	In progress Sent to officers 4 November 2024	
	Recommendation	That NWL / ICB considers transport options and access for patients between practices across Westminster.	N/A – Integrated Care Board	In progress Sent to officers 4 November 2024	
	Item 6: Community Hubs – Direction of Travel	Information Request	The proportion of the £10 million capital allocation that will be used for the delivery of each hub.	Cabinet Member for Communities <i>Executive Director of Environment and Communities</i>	In progress Sent to officers 4 November 2024
		Information Request	The daily running costs per site and day for the two pilot mini hubs at Charing Cross and Victoria Library over the summer.	Cabinet Member for Communities <i>Executive Director of Environment and Communities</i>	In progress Sent to officers 4 November 2024
		Information Request	A breakdown of the services that residents have accessed to date in the pilot mini hubs at Charing Cross and Victoria Library.	Cabinet Member for Communities <i>Executive Director of Environment and Communities</i>	In progress Sent to officers 4 November 2024
		Recommendation	That the Council will continue to explore the financial investments made in each community for the hub programme against need as an ongoing process and to avoid any duplication of services for residents.	Cabinet Member for Communities <i>Executive Director of Environment and Communities</i>	In progress Sent to the Cabinet Member 4 November 2024 Response due 4 January 2025
		Recommendation	That the Council will be rigorous in monitoring, auditing, and the accountability of the financial expenditure for the development and expansion of the Community Hubs programme.	Cabinet Member for Communities <i>Executive Director of Environment and Communities</i>	In progress Sent to the Cabinet Member 4 November 2024 Response due 4 January 2025