

Appendix 2: 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.	Policy & Scrutiny Advisor	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 page 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 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 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 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 page 4 of Appendix 3 in the agenda for 16 July 2024

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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 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 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 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 and Communities</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 and Communities</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
		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 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 and Communities</i>	Completed Received response 30 May and sent to the Committee 31 May

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				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 and Communities</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 <i>Executive Director of Environment and Communities</i>	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 and Communities</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 Communities</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 and Communities</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
	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 page 11 of Appendix 3 of the agenda for 16 July 2024

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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	Completed Received 29 January 2025 and sent to Committee 3 February 2025
		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	Completed Response received and sent to the Committee 17 December 2024 Further information provided 23 January 2025
		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	Completed Response received and sent to the Committee 17 December 2024 Further information provided 23 January 2025

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					Response on pages 14 and 15 of Appendix 3 of the agenda for 4 March 2025
		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	Completed Response received and sent to the Committee 17 December 2024 Further information provided 23 January 2025 Response on pages 15 and 16 of Appendix 3 of the agenda for 4 March 2025
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 page 6 of Appendix 3 of the agenda for 17 October 2024	
	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 page 6 of Appendix 3 of the agenda for 17 October 2024	

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17 October 2024	Item 5: Development of Primary Care Access and Integrated Neighbourhood Teams in Central London	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 Follow up sent 9 December 2024 and 8 January and 4 February 2025
		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 Follow up sent 9 December 2024 and 8 January and 4 February 2025
		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 Follow up sent 9 December 2024 and 8 January and 4 February 2025
		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 Follow up sent 9 December 2024 and 8 January and 4 February 2025
		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 Follow up sent 9 December 2024 and 8 January and 4 February 2025
		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 Follow up sent 9 December 2024 and 8 January and 4 February 2025
		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 Follow up sent 9 December 2024 and 8 January and 4 February 2025
		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 Follow up sent 9 December 2024 and 8 January and 4 February 2025
	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>	Completed Received from officers 6 January 2025 and sent to the Committee.
		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>	Completed

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	Overview of the Programme Learning				Received from officers 6 January 2025 and sent to the Committee.
	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>	Completed Received from officers 6 January 2025 and sent to the Committee.
	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>	Completed Response received and sent to the Committee 6 January 2025 Response on page 9 of Appendix 3 of the agenda for 4 March 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>	Completed Response received and sent to the Committee 6 January 2025 Response on pages 9 and 10 of Appendix 3 of the agenda for 4 March 2025
26 November 2024	Item 6: The Care Quality Commission Local Authority Assessment	Action	To provide the Committee with the results of the Royal Borough of Kensington and Chelsea CQC inspection in January 2025, when available.	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>	In progress Sent to officers 9 December 2024
		Recommendation	That the Council will continue to investigate ways to increase and develop The Local Account Group to ensure it is representative.	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 5 February 2025 and sent to the Committee Response on page 10 of Appendix 3 of the agenda for 4 March 2025
		Recommendation	That the Council will continue to consider the SAR (Safeguarding Adult Referrals) process and the further training for staff.	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 5 February 2025 and sent to the Committee Response on pages 10 and 11 of Appendix 3 of the agenda for 4 March 2025
		Recommendation	That the Council will continue to develop service user feedback and future opportunities for engagement with residents and carers.	Cabinet Member for Adult Social Care, Public Health and Voluntary Sector	Completed

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				<i>Deputy Chief Executive and Bi-Borough Executive Director of Adult Social Care and Health</i>	Response received 5 February 2025 and sent to the Committee Response on page 11 of Appendix 3 of the agenda for 4 March 2025
	Recommendation	That the Council continues to develop and increase the take-up of Direct Payments in Westminster.		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 5 February 2025 and sent to the Committee Response on pages 11 and 12 of Appendix 3 of the agenda for 4 March 2025
	Recommendation	That the Council will continue to investigate long term contingency planning and respite support for families and unpaid carers.		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 5 February 2025 and sent to the Committee Response on page 12 of Appendix 3 of the agenda for 4 March 2025
Item 7: Changing Futures – Overview of the Programme Learning	Action	To provide the Committee with the Changing Futures evaluation report that will outline each of the delivery projects – Blue Light Project, Churchill Gardens, and the Specialist Team, when available.		Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Executive Director of Environment and Communities</i>	Completed Received 7 February and sent to the Committee 10 February 2025
	Action	To keep the Committee updated with the progress for funding of the Changing Futures programme beyond March 2025.		Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Executive Director of Environment and Communities</i>	Completed Received 7 February and sent to the Committee 10 February 2025
	Recommendation	That the Council will seek further opportunities for funding to extend the Changing Futures programme.		Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Executive Director of Environment and Communities</i>	Completed Response received 7 February and sent to the Committee 10 February 2025 Response on page 13 of Appendix 3 of the agenda for 4 March 2025
	Recommendation	That the Council will continue to ensure the case load of support of the Changing Futures programme is distributed evenly across all areas of the borough.		Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Executive Director of Environment and Communities</i>	Completed Response received 7 February and sent to the Committee 10 February 2025 Response on page 14 of Appendix 3 of the agenda for 4 March 2025
	Recommendation	That the outcomes of the Changing Futures programmes will continue to be measured, data captured, and		Cabinet Member for Adult Social Care, Public Health and Voluntary Sector	Completed

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		knowledge and learning developed to improve future planning and services.	<i>Executive Director of Environment and Communities</i>	Response received 7 February and sent to the Committee 10 February 2025 Response on page 14 of Appendix 3 of the agenda for 4 March 2025
	Recommendation	That the Council explores the potential for funding the Changing Futures Programme from the Public Health portfolio, in line with the conditions of the Public Health Grant.	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 5 February 2025 and sent to the Committee Response on pages 12 and 13 of Appendix 3 of the agenda for 4 March 2025

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>
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RESPONSE:

The Community Hubs programme will continue to ensure that financial and wider investment (i.e. of time, capacity etc.) in relation to each hub is made on the basis of need, and to ensure non-duplication of services.

This approach is built into the programme approach outlined in the Community Hubs Programme Initiation Document shared with VAHC Policy & Scrutiny in March 2024 and subsequently in October 2024, in particular:

- Outlining the process by which sites are selected, following the identification of priority neighbourhoods and the mapping of key assets and partners
- The programme's commitment to co-design, which engages with residents to first understand local needs and priorities, and subsequently to co-design Community Hub proposals to respond to these

The programme also ensures alignment and non-duplication, through:

- Collaborating with council services, for example libraries as in the case of the mini-hubs, and external partners: where delivery of the hub offer would be more effective
- Joined-up governance, with representatives from Early Help/Family Hubs, Housing and the Westminster Integrated Neighbourhoods Teams sitting on the Community Hubs Programme Delivery Group and/or vice versa on respective governance groups

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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>
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RESPONSE:

The Community Hubs programme subscribes to rigorous financial controls in line with the Council’s wider governance and processes. continue to ensure that financial and wider investment (i.e. of time, capacity etc.) in relation to each hub is made on the basis of need, and to ensure non-duplication of services.

This approach is supported through monthly meetings with Finance as well as with Corporate Property where appropriate. Furthermore, the Community Hubs programme approach to monitoring and evaluation more broadly will allow for an assessment to be undertaken of value for money of expenditure, both capital and revenue.

Recommendation	That the Council will continue to investigate ways to increase and develop the Local Account Group to ensure it is representative.	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>
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RESPONSE:

- This recommendation is accepted.
- The Local Account Group is a group of residents and Service Users from Westminster and Kensington and Chelsea.
- The LAG meets regularly to discuss plans, ideas and suggestions for service improvement based on their experiences and those of other residents.
- Membership of the group ranges between 12-15 with flexibility and openness to new members

Recommendation	That the Council will continue to consider the SAR (Safeguarding Adult Referrals) process and the further training for staff.	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>
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RESPONSE:

- This recommendation is accepted.

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- The SARs process is contained in the Safeguarding Adults Executive Board (SAEB) SAR Protocol. The process ensures legal compliance for and a robust and consistent approach to:
 - the management of SAR referrals and decision-making,
 - commissioning and coordinating reviews, and
 - embedding learning throughout the workforce and staff practice.
- The SAEB has established a comprehensive learning and development programme to improve SARs. This includes:
 - Sharing key messages through learning briefings and executive summaries
 - Lunch and learn webinars to promote learning from a Making Safeguarding Personal perspective.
 - Webinars and guidance on safeguarding topics, for example fire safety and pressure ulcers.
 - SAR Champions from agencies within the partnership, including ASC, taking a lead role in ensuring learning is promoted within their teams.
 - Live Safeguarding Adults Awareness Training offer every three months. This is open to anyone within the Council, and people from external agencies and voluntary and community sector organisations.

Recommendation	That the Council will continue to develop service user feedback and future opportunities for engagement with residents and carers.	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>
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RESPONSE:

- This recommendation is accepted.
- The engagement team regularly consults with service users, their carers and family members.
- This allows the engagement team to check the quality of the service from service users’ perspectives. The team also reviews and manages feedback from service users, carers, and it will continue to do this.

Recommendation	That the Council continues to develop and increase the take-up of Direct Payments in Westminster.	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>
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RESPONSE:

- This recommendation is accepted.

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- Direct payments are crucial for ensuring service users have more choice and control over how their care and support needs are met.
- To promote take up of direct payments and ensure residents receive more personalised care, the Council set up a dedicated direct payment social worker team that can support staff and residents with signing up to and managing direct payments.
- The team engages regularly with staff and residents to promote the offer available and make it as easy as possible to use direct payments. The team's work has resulted in Westminster's direct payment uptake rate for service users and carers being above the London average. For service users this is 25.5% (above the London average of 24.7%), and for carers is 100% (above the London average of 82.1%).
- To build on this success, the team continues to engage regularly with staff and residents to promote the offer available and make it as easy as possible to use direct payments.

Recommendation	That the Council will continue to investigate long term contingency planning and respite support for families and unpaid carers.	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>
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RESPONSE:

- This recommendation is accepted.
- WCC has a long and demonstrable history of co-producing care and support plans with residents and carers. These, in addition to local insights and business intelligence, enable parties to work together to understand needs and plan as to how these are met.
- The Carers Strategy 2023-2028, co-produced with carers, families and partner agencies, also highlighted encouragement for carers to reach out to the Council for carers assessment. This can identify eligibility for a Carers Budget, which can be utilised to support their wellbeing.
- Some carers may invest their Carers' Personal Budgets in IT to more easily access digital solutions and social activities that provide essential support. Some carers may invest in a short break (time away from their caring responsibilities).
- Work is underway with carers to bring together the information sources that can empower carers in their wellbeing. This will enable carers to access advice and seek support when needed.

Recommendation	That the Council explores the potential for funding the Changing Futures programme from the Public Health portfolio, in line with the conditions of the Public Health Grant.	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>
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RESPONSE:

- The recommendation is partially rejected.
- Changing Futures is an ambitious system-change programme that recognises that importance of prevention and tackling the wider determinants of health with partners.
- It delivers services that tackle areas of high demand and need, such as homelessness, mental health, substance misuse, domestic abuse and contact with the criminal justice system.
- These services deliver outcomes that are aligned to the Public Health outcomes framework and complement the existing Public Health-commissioned services.
- While these services may be eligible for funding from the Public Health Grant, the Grant is fully committed, and there is no scope for it to fund the Changing Futures programme. Opportunities to identify long-term sustainability of funding for projects that are aligned to the PH Grant's conditions will be considered by the Combatting Drugs Partnership (which includes membership and routine attendance from Changing Futures colleagues).

Recommendation	That the Council will seek further opportunities for funding to extend the Changing Futures programme	Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Executive Director of Environment and Communities</i>
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RESPONSE:

Learning from the Changing Futures Programme will inform a growth bid requesting internal funding at February's Full Council to establish a longer-term funding solution for those projects that have been identified to add value, help with early prevention and where the business case for investment in new ways of working/delivery have been identified.

The new Homelessness & Rough Sleeping Strategy, due to be published this year, will introduce an ambitious prevention-focused agenda to tackle the growing challenge the council faces with increasing numbers of homelessness applications and rough sleepers. Throughout the coming year, the Communities department will partner with Housing Needs to develop a transformative service redesign plan which would deliver upon the strategy's ambitious priorities.

We will continue to seek both external funding and internal service improvement opportunities to secure further investment in new models of delivery that further the Changing Futures ambition as we continue to embed this practice across communities, partners and our own services

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Recommendation	That the Council will continue to ensure the case load of support of the Changing Futures programme is distributed evenly across all areas of the borough.	Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Executive Director of Environment and Communities</i>
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RESPONSE:

The Changing Futures Specialist Team will continue to provide support throughout 2025-26 to young people across the entire borough. All future service transformation that develops in conjunction with the programme will cater for vulnerable residents throughout the borough and embed within local areas through Community Hubs and place-based programmes.

Learning from the Changing Futures Assertive Outreach pilots has been shared with senior representatives of Public Health, PPL & Housing Needs. We are joining discussions between these departments as they plan future frontline delivery opportunities, similar to that of the programme, which would support cohorts facing multiple disadvantages.

Recommendation	That the outcomes of the Changing Futures programmes will continue to be measured, data captured, and knowledge and learning developed to improve future planning and services.	Cabinet Member for Adult Social Care, Public Health and Voluntary Sector <i>Executive Director of Environment and Communities</i>
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RESPONSE:

Changing Futures will continue to improve outcome measurements, data collection processes and reporting throughout 2025-26. This work is fundamental in helping us shape the future of the programme as we enter into a period of service redesign which will deliver upon the prevention and support priorities set out in the new Homelessness & Rough Sleeping Strategy. Moreover, it will continue to inform our model of practice and ensure we are delivering value-for-money services which empower our beneficiaries and support them to thrive.