

Agenda



**AGENDA for a meeting of the OVERVIEW AND SCRUTINY COMMITTEE
in THE ASHBOURNE ROOM, County Hall, Hertford on WEDNESDAY, 15
NOVEMBER 2017 AT 10.00AM**

MEMBERS OF THE COMMITTEE (16) - QUORUM (4)

County Councillors (10)

D Andrews (Chairman), J Bennett-Lovell (Vice-Chairman), H K Crofton, R C Deering, K M Hastrick (Vice-Chairman), T Howard, J S Kaye, G McAndrew (Substitute for F Button), N A Quinton, I M Reay

Parent Governor Representatives (4)

*J Cameron, * A Charlwood

[2 Positions currently vacant]

Church Representatives (2)

*D Morton *J Sloan

** denotes members appointed for education scrutiny matters only.*

AGENDA

AUDIO SYSTEM

The meeting room has an audio system to assist those with hearing impairment. Anyone who wishes to use this should contact Main (front) Reception.

PART 1 (PUBLIC) AGENDA

Meetings of the Committee are open to the public (this includes the press) and attendance is welcomed. However, there may be occasions when the public are excluded from the meeting for particular items of business. Any such items are taken at the end of the public part of the meeting and are listed under "Part II ('closed') agenda".

Members are reminded that:

- (1) if they consider that they have a Disclosable Pecuniary Interest in any matter to be considered at the meeting they must declare that interest and must not**

- participate in or vote on that matter unless a dispensation has been granted by the Standards Committee;
- (2) if they consider that they have a Declarable Interest (as defined in paragraph 5.3 of the Code of Conduct for Members) in any matter to be considered at the meeting they must declare the existence and nature of that interest but they can speak and vote on the matter

Non-Education Matters

None

Issues Including Education

1. MINUTES [SC.8]

To confirm the Minutes of the meeting of the Committee held on Friday, 29 September 2017 (attached).

2. INTEGRATED PLAN (IP): DIRECTOR OF RESOURCES PROPOSED BRIEFING

Report of the Head of Scrutiny

3. SCRUTINY RECOMMENDATIONS UPDATE

Report of the Head of Scrutiny

4. SCRUTINY WORK PROGRAMME & NEW WORK PROGRAMME DATABASE

Report of the Head of Scrutiny

5. SOCIAL CARE ASPECTS OF HEALTHWATCH HERTFORDSHIRE

Report of the Head of Scrutiny

6. OTHER PART I BUSINESS

Such other Part I Business which, if the Chairman agrees, is of sufficient urgency to warrant consideration

7. ITEMS FOR REPORT TO THE COUNCIL [SC.7 (2)]

To agree items for inclusion in the Committee's report to Council (in the absence of a decision, all items will be reported).

PART II ('CLOSED') AGENDA

EXCLUSION OF PRESS AND PUBLIC

There are no items of Part II (Confidential) business on this agenda. If items are notified the Chairman will move:-

"That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph(s) of Part 1 of Schedule 12A to the said Act and the public interest in maintaining the exemption outweighs the public interest in disclosing the information."

If you require a copy of any of the reports mentioned above or require further information about this agenda please contact Michelle Diprose, Democratic Services Officer, on telephone no. 01992 555566 or e-mail michelle.diprose@hertfordshire.gov.uk. Agenda documents are also available on the internet at <https://cmis.hertfordshire.gov.uk/hertfordshire/Calendarofcouncilmeetings.aspx>. Scrutiny information (including reports on scrutiny investigations) can be found at <http://www.hertsdirect.org/scrutiny>

DATE OF NEXT COMMITTEE MEETING: Tuesday, 19 December at 10.00 a.m. in the Council Chamber, County Hall, Hertford

**KATHRYN PETTITT
CHIEF LEGAL OFFICER**

Minutes



To: All Members of the Overview & Scrutiny Committee, Chief Executive, Chief Officers, All officers named for 'actions'

From: Legal, Democratic & Statutory Services
Ask for: Michelle Diprose
Ext: 25566

OVERVIEW AND SCRUTINY COMMITTEE FRIDAY, 29 SEPTEMBER 2017

ATTENDANCE

MEMBERS OF THE COMMITTEE

D Andrews (Chairman), J Bennett Lovell (Vice –Chairman), F Button, H K Crofton, R C Deering, K M Hastrick (Vice-Chairman), T Howard, J S Kaye, N A Quinton, I M Reay

*PARENT GOVERNOR / CHURCH REPRESENTATIVES (VOTING)

*J Cameron

**denotes members appointed for education scrutiny matters only*

Upon consideration of the agenda for the Overview & Scrutiny Committee meeting on Friday, 29 September 2017 as circulated, copy annexed, conclusions were reached and are recorded below.

Note: No conflicts of interest were declared by any member of the Committee in relation to the matters on which conclusions were reached at this meeting.

PART I ('OPEN') BUSINESS

	ACTION
<p>1. MINUTES [SC.8]</p> <p>The Minutes of the meeting of the Committee held on Wednesday, 21 June 2017 were confirmed as a correct record and signed by the Chairman.</p>	
<p>2. INTEGRATED PLAN 2017/18</p> <p>[Officer contact: Natalie Rotherham, Head of Scrutiny (01992 588485)]</p>	
<p>2.1 Members received a report providing them with the format for the Committee's scrutiny of the Integrated Plan (IP) proposals 2018/19 - 2021/22.</p>	

2.2 The Committee were provided with an overview of the timetable as detailed below:

- Tuesday, 19 December 2017 Overview & Scrutiny Committee meeting in the Council Chamber. The Executive Member for Resources and the Director of Resources would present an overview of the current budget position and likely settlement for 2018/19 – 2021/22. Following the meeting there will be a short finance seminar by finance officers in preparation for the IP Scrutiny
- Friday, 19 January 2018 – IP briefing for Lead Members, Lead Officers, Executive Members and Graduate Trainees’
- Wednesday, 24 January 2018 IP Scrutiny day. It is expected that all Members of the Overview and Scrutiny Committee would participate for the full day
- Thursday, 1 February 2018 the OSC will reconvene and discuss and agree the recommendations for the IP scrutiny to Cabinet. Lead Members of the IP scrutiny along with Graduate Trainees’, Chief Officers and Executive Members would be expected to attend this session.

2.3 Members noted that an invite would be sent to all County Councillors in October inviting their participation in the scrutiny of the IP. It was also noted that the proportionality for Chairmen was Conservative 5; Liberal Democrats 2 and Labour 1.

2.4 The Committee noted the list of IP pack questions as set out in the Strategic Direction attached at Appendix 1 to the report which would be used for the 2018/19 – 2021/22 IP Scrutiny.

Conclusion

- 2.5
1. The Committee approved the proposals for its scrutiny of the Integrated Plan 2018/19 – 2021/22 as detailed in the report
 2. The Committee approved the IP questions as set out in the Strategic Direction, attached as Appendix 1)

3. SCRUTINY WORK PROGRAMME

[Officer contact: Natalie Rotherham, Head of Scrutiny (01992 588485)]

3.1 The Committee considered its work programme 2017 – 2018, attached as Appendix 1 to the report, and those scrutinies scheduled for the forthcoming period.

3.2 The draft scoping documents for the Hertfordshire Safeguarding Children Board Topic Group, Hertfordshire Safeguarding Adults

**CHAIRMAN’S
INITIALS**

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Board Topic Group, Children in Care Council Topic Group (for information only) Community Protection Safe & Well 2017 Topic Group, Crime & Disorder Domestic Abuse 2017 Topic Group and Resilience Topic Group attached as Appendix 2(a), 2(b), 2(c), 2(d), (2(e) and 2(f), to the report were also received and no further amendments were made by members.

3.3 The Committee were informed that membership was still required for some scrutiny topic groups and asked for requests from each political group. The Democratic Service officers for the respective scrutinies will follow this up

DSO's to action

3.4 Members agreed that although the Grenfell Tower Report was not due to be published until Easter 2018 they were pleased that the 'Resilience Topic Group' would go ahead as it was based on the County Council's resilience and how it would ensure business continuity if a major incident occurred effecting County Council services and the residents of Hertfordshire.

3.5 In relation to the Highways contracts scrutiny it was noted that the Liberal Democrat Group wanted this item to remain on the work programme. This was agreed, however the Chairman asked for a written response from the Liberal Democrat group to explain why it should remain on the work programme. It was agreed that a written response would be received at the November meeting of the OSC for further discussion.

Lib Dem Group for action

3.6 The Committee agreed to remove the following scrutinies from the work programme:

1. To undertake a review of the provision of day care services
2. Review the implementation of the Care Act - focus on prevention

3.7 The Committee agreed:

1. Members Information Service – Members Seminar be removed from the work programme
2. The Social Services interface with the NHS and options for integration to include input from health bodies be changed from a lunchtime seminar to a Conference and invites to districts/boroughs and NHS partners.

Conclusion

- 3.8
1. The work programme considered at this meeting reflected the decisions made by the Committee at its last meeting.
 2. The Committee agreed its work programme, amended as

**CHAIRMAN'S
INITIALS**

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follows:-

The Committee agreed to remove the following scrutinies from the work programme:

- i. To undertake a review of the provision of day care services
- ii. Review the implementation of the Care Act focus to be prevention

The Committee agreed:

- i. Members Information Service – Members Seminar be removed from the work programme
 - ii. The Social Services interface with the NHS and options for integration to include input from health bodies be changed from a lunchtime seminar to a Conference and invite districts/boroughs and NHS partners
3. The Committee noted the draft scoping documents for the Hertfordshire Safeguarding Children Board Topic Group, Hertfordshire Safeguarding Adults Board Topic Group, Children in Care Council Topic Group (for information only) Community Protection Safe & Well 2017 Topic Group, Crime & Disorder Domestic Abuse 2017 Topic Group and Resilience Topic Group attached as Appendix 2(a), 2(b), 2(c), 2(d), 2(e) and 2(f) to the report.

Natalie
Rotherham /
Michelle
Diprose to
action all

4. HERTFORDSHIRE FIRE & RESCUE SERVICE – UPDATE FOLLOWING INTEGRATED PLAN SCRUTINY (2017) ON RESPONDING TO MEDICAL INCIDENTS AND DAY CREWED PLUS FIRE STATIONS

[Officer contact: Natalie Rotherham, Head of Scrutiny (01992 588485)
Darryl Keen, Director of Community Protection and Chief Fire Officer (01992 507500)]

4.1 The Committee received an update on two initiatives undertaken by Hertfordshire Fire & Rescue Service (HFRS) in relation to responding to medical incidents and day crewed plus fire stations.

4.2 Co-Responding to medical incidents. Members heard that co-responding was where emergency responders from the Fire & Rescue Services (F&RS) responded to 999 calls alongside the ambulance service. Co-responders have played a vital role in providing emergency patient care which includes treatment such as CPR and defibrillation which helped reduce the number of cardiac related deaths in Hertfordshire.

- 4.3 The Committee heard although the trial had been successful it had recently ceased due to the on-going national pay dispute, though it was hoped it will be re-started once the dispute is resolved. The trial covered 5 whole-time fire stations and 1 on-call fire station. It was noted the desire of the majority of fire crews was to settle the dispute and continue with the co-responding service across the County.
- 4.4 Members heard that medical training for fire crews was not onerous as since 2013 firefighters had received training in Immediate Emergency Trauma Care to support injuries to crews and the public during incidents and in particular road traffic collisions to improve patient survival rates. Ongoing training was also provided. It was noted that the 5 whole-time stations participating in the trial did not incur any additional salary costs as firefighters were already on duty, however, there was a cost to the retained fire station in Tring as crew attending required their normal attendance payment per call.
- 4.5 Members agreed that the trial was an excellent initiative and it was a good service for the Fire & Rescue Service, the Ambulance service and in particular the residents of Hertfordshire. However, Members did not believe there was sufficient data to establish the ratio of call outs in comparison with the Ambulance Service costs and also the cost benefits of each call out. Members were informed the complete data was not available due to the trial ending sooner than expected, although the National Joint Council commissioned a mid-trial report which covered a wide range of aspects including data. The Director of Community Protection and Chief Fire Officer undertook to circulate a link to the mid-term report published by the University of Hertfordshire and provide some additional data information to the Committee.

*The Director
of
Community
Protection
and Chief
Fire Officer
to action*

Conclusion

- 4.6 Members noted the update report
- 4.7 Day Crewed Plus Fire Stations. Members heard the Day Crew Plus system was an alternative method to the whole-time staffing of fire stations and this type of system was in place at three stations within the County. It was a more efficient use of its staff as it required half the amount of staff compared to the traditional whole-time crewing model. This system relied on volunteers as there was not yet a collective agreement in place, although there were financial benefits to doing so, total savings averaged £377,000 per station per annum, this equated to £1,131,000 across the three sites with further savings related to reduction in pre-arranged overtime to cover staff deficiencies.
- 4.8 Members noted there was initial investment of £350,000 per station which provided additional separate sleeping quarters (based on a

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Travelodge style design). It was also noted that the living quarters are for firefighters and their families, although Members heard that very few families used the living quarters.

- 4.9 In response from a Member query on identifying stress levels, Members were informed the fire service was much more aware of stress and the impact of mental health issues across the service and had signed up to the 'Blue Light Mind Programme' which gave support to managers to understand and recognise the signs of mental health /stress situations. Firefighters also had medical assessments every three years which included stress management assessments.

Conclusions

- 4.10 The Committee;

1. noted the positive benefits achieved through the introduction of the Day Crewing Plus (DCP) system over the three established sites in Hertfordshire
2. noted the effect of the introduction of additional DCP crewing systems could have on the Services resilience for significant incidents.
3. Members of the committee had found this type of session useful.

5. OTHER PART I BUSINESS

- 5.1 There was no other business.

6. REPORT TO COUNTY COUNCIL

- 6.1 A summary of all items will be reported to the County Council at its meeting on 21 November 2017.

*Michelle
Diprose*

**KATHRYN PETTITT,
CHIEF LEGAL OFFICER**

CHAIRMAN _____

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INITIALS**

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INTEGRATED PLAN (IP): DIRECTOR OF RESOURCES PROPOSED BRIEFING

Report of the Head of Scrutiny

Author: Natalie Rotherham, Head of Scrutiny (Tel: 01992 558485)

1. Purpose of report

- 1.1 To provide the Committee with an outline of the proposed brief for the Director of Resources presentation to the Overview & Scrutiny Committee (OSC) on Tuesday, 19 December 2017.

2. Summary

At the December Committee meeting the Director of Resources will provide an overview of the current IP position. The OSC Chairman and Vice Chairmen have agreed that a brief is provided to him to inform his input. It is recommended that this does not cover IP planning in detail; and it will outline any parameters the Director has advised portfolios to take into account when preparing IP responses. Further, the OSC Chairman and Vice Chairmen ask that the Director cover the following

- Clarifying the issues effecting the IP proposals put forward by portfolios
- The anticipated Settlement from central government
- Impact of any changes to the funding formula and its implementation
- Identify any other funding streams pertinent to determining the IP
- Relevance of the budget gap in guidance to departments
- The trends are affecting the development of the IP 2018/19 – 2021/22

3. Recommendations

- 3.1 That the Committee agrees the recommendations, set out above at 2.

4. Financial Implications

- 4.1 There are no financial implications arising from this report.

Background Information

Minutes of OSC January & February 2017, September 2017

SCRUTINY RECOMMENDATIONS: UPDATE

Report of the Head of Scrutiny

Author: Michelle Diprose, Democratic Services Officer (Tel: 01992 555566)

1. Purpose of report

1.1 To provide the Committee with an update on:-

(a) Recommendations (for information only) arising from scrutinies concluded since the Committee's last meeting.

(b) Organisational response from Nascot Lawn Topic Group (*for information only*)

2. Summary

Topic Group Recommendations

2.1 The recommendations from the Nascot Lawn Topic Group, the Hertfordshire Safeguarding Children Board Topic Group and the Hertfordshire Safeguarding Adults Board is attached as Appendix 1(a), 1(b) and 1(c) to the report.

Nascot Lawn Topic Group Organisational Responses – *for information only*

2.3 The Organisational responses from the Nascot Lawn Topic Group are attached as Appendix 2(a) to the report.

Impact of Scrutiny Sub-Committee (ISSC)

2.4 The Impact of Scrutiny Sub-Committee (OSC) will have its first meeting on 28 November 2017; the ISSC (OSC) Chairman will give an update at the December meeting of OSC.

3. Recommendations

3.1 1. That the scrutiny recommendations, set out in Appendix 1(a), 1(b) and 1(c) be noted.

2. That the Nascot Lawn Organisational Responses, set out in Appendix 2(a) to the report be noted for information only and the Impact of Scrutiny Sub-Committee be requested to consider action taken on this in due course.

4. Financial Implications

4.1 There are no financial implications arising from this report.

Background Information

Reports of the Nascot Lawn Topic Group, Hertfordshire Safeguarding Children's Board Topic Group and the Hertfordshire Safeguarding Adults Board Topic Group

NASCOT LAWN TOPIC GROUP

The Recommendations of the Nascot Lawn Topic Group are:

1.0 Recommendations

- 1.1. That all partners agree and use protocols that are already in place more consistently to ensure effective, timely and thoughtful engagement to both understand the needs of users, stakeholders and partners and how this informs service delivery and development.
- 1.2. That all partners develop and use mechanisms already in place more consistently to ensure partnership working operates maturely at a time of financial pressure within a challenged system and provide examples of how this will be achieved and measured.
- 1.3. That services for our most vulnerable residents are commissioned, resourced and provided utilising a sound and authoritative evidence base.
- 1.4. Using this experience (as outlined in recommendations 1.1, 1.2, 1.3) to inform future working and decision making.

The full report can be viewed at [Nascot Lawn Topic Group](#)

HERTFORDSHIRE SAFEGUARDING CHILDREN TOPIC GROUP

The Recommendations of the Hertfordshire Safeguarding Children Topic Group are:

1.0 Recommendations

- 1.1. Further training is required to ensure that all partner agencies are aware of the Brook Sexual Behaviours Traffic Light Tool and embed its use; in addition the Board needs to be assured that this has been disseminated to all staff including HCC employees and elected members who have contact with schools or are elected governors.
- 1.2. That the review of the Hertfordshire Safeguarding Children's Board's effectiveness is shared with members of the topic group in January and the lessons learned, risks/impacts and mitigations will be reported to ISSC.
- 1.3. That the review being undertaken considers joint working by both Hertfordshire safeguarding boards and how inter-board working can benefit in identifying and supporting victims and preventing and educating perpetrators of Child Sexual Abuse.
- 1.4. That the lessons learned and actions implemented resulting from the Serious Case Review are reported to the ISSC.

The full report can be viewed at [Hertfordshire Safeguarding Children Board](#)

HERTFORDSHIRE SAFEGUARDING ADULTS BOARD TOPIC GROUP

The Recommendations of the Hertfordshire Safeguarding Adults Board Topic Group are:

Recommendations

1. That at the next joint safeguarding board's meeting there is an agenda item to determine how each board of respective partner agencies can oversee joint training.
2. That at the next joint safeguarding board meeting there is an agenda item to develop protocols for data sharing between the boards of the respective partner agencies.
3. That the HSAB prioritise signing up the remaining six districts to fully enact the hoarding protocol.
4. That at the next meeting of the HSAB an annual timeframe is agreed for a documentation review. This should include an agreed protocol for data collection reviews with Community Protection to take place each year in line with setting annual priorities.
5. That the 2018 HSAB topic group takes place shortly after a HSAB meeting so that the members of the topic group are able to attend prior to undertaking scrutiny.

The full report can be viewed at [Hertfordshire Safeguarding Adults Board Topic Group](#)

RESPONSE FORM

NAME OF TOPIC GROUP: Nascot Lawn Respite Centre

CHAIRMAN: Eric Buckmaster

SCRUTINY OFFICER: Charles Lambert

DATE OF SCRUTINY: 6 September 2017

DATE REPORT PUBLISHED: 20 September 2017

DATE RESPONSE DUE: 18 October 2017

DATE RESPONSE RETURNED: 18 October 2017

Recommendations

2.1 That all partners agree and use protocols that are already in place more consistently to ensure effective, timely and thoughtful engagement to both understand the needs of users, stakeholders and partners and how this informs service delivery and development. (3.10, 3.11, 3.16, 4.1, 4.3, 4.5, 4.6)

Children's Services response

Hertfordshire County Council agrees with the recommendation. There are a number of agreed protocols in place regarding effective commissioning activity and officers are committed to using these protocols, particularly the Underpinning Principles agreed through the Children and Young People's Integrated Commissioning Executive (CYPICE) at the end of 2016:

Underpinning principles: Integration and Partnership

- 1) Our activity will be child centred and focused on improving outcomes for children, young people and their families and on reducing inequalities. There will be a common purpose and vision towards continuously improving outcomes.
- 2) Our conversations will be respectful, open and honest and we will support and challenge each other through constructive dialogue, building trust and mutual respect.
- 3) We will plan and commission against agreed outcomes that are clear and well-articulated within a shared understanding of quality and sustainability.
- 4) We will make the best use of all our resources including the skills and competencies of our staff. We will ensure services are effective and efficient and delivered within the finances available. Services will meet identified needs through evidence based interventions.
- 5) Commissioners will have conversations to ensure coherent messages are agreed and delivered and will speak with one voice. Processes for investment and disinvestment will be clearly defined and will be informed by our shared commitment to improve outcomes for

children, young people and their families.

6) Partnerships between commissioners, providers, children, young people and their families will lead to meaningful joint co-production and co-design to inform joint decision making.

7) As a system we will be ambitious and courageous, supporting change and innovation and sharing both risks and rewards

8) We will reduce duplication through the development of joined up pathways, closer team work and streamlined governance and reporting arrangements.

9) We will work collaboratively recognising each other's strengths and challenges and that there are different routes to the same outcome.

Effective implementation of these principles across the children's partnership will address the issues raised by this Scrutiny including effective engagement across the partnership and with service users, evidence based practice and appropriate sharing of resource pressures and decision making.

The pending review of the Special Educational Needs and Disabilities (SEND) Integrated Commissioning Strategy will need to include a reaffirmation of these principles by relevant parties.

East and North Herts Clinical Commissioning Group response

The CCG agree with the recommendation and use protocols and evidence from local needs analysis, to ensure effective, timely and thoughtful engagement to understand the needs of users, and partners, and stakeholders. This evidence is essential to informing service delivery and development, and to inform the impact analysis for any potential transformation or service redesign.

The CCGs uses a range of engagement, involvement, co-production and communication protocols and principles with partners.

Hertfordshire Community Trust response

Hertfordshire Community NHS Trust fully accepts and welcomes this recommendation and will ensure that this enhances the methods already used to ensure service delivery and development benefits from increasingly effective engagement.

The Trust would welcome consideration at an early stage of service sustainability and impacts on staffing as part of engagement in respect of commissioning decisions.

Herts Valleys Clinical Commissioning Group response

Following the decision by the CCG's investment committee in January 2017 to cease discretionary funding for Nascot Lawn, the initial communication between the Chief

Executives of the CCG and HCC took place in early February 2017. At this point, the CCG confirmed its inability to continue funding respite provision. The CCG is disappointed that HCC did not respond with a proposal around more appropriate funding arrangements, and reflective of joint working arrangements at that time or in the many months thereafter, in recognition of its statutory responsibilities around funding respite provision.

The CCG has been at the forefront of engaging with families from the 14th June 2017, when the CCG communicated to parents and carers that it would be ceasing funding of respite provision at Nascot Lawn from the 31st October 2017.

After discussing with HCC and HCT, the CCG took the decision to meet and talk to families face to face as a first step, and this was communicated in our initial letters to families, prioritising our engagement with those affected directly. The CCG have continued to offer face to face meetings with families. We felt it was important and appropriate for families to meet senior representatives of the CCG including, the Chief Executive and Chair, this has continued to be the case, and remains proactively driven by the CCG.

Below is a timeline listing all CCG engagement with families and other organisations:

- 21.06.17 – HVCCG meeting with Carers in Herts
- 23.06.17, 27.06.17 and 28.06.17 – HVCCG meeting families using Nascot Lawn
- 28.06.17 – HVCCG meeting with Hertfordshire Parent Carer Involvement (HPCI)
- 17.07.17 – Healthwatch update
- 07.08.17 – Parent/Carers meeting
- 23.08.17 – Healthwatch update
- 17.09.17 – Parent/Carers meeting
- 05.10.17 – Parent/Carers meeting
- 06.10.17 – Parent/Carers meeting
- 11.10.17 – Parent/Carers meeting
- 12.10.17 – Healthwatch, HPCI and Carers in Herts meeting
- 17.10.17 – Parent/Carers meeting

Following the meetings held in June, a question and answer briefing was produced and circulated to all families. A letter was also sent to HCC following the meeting held on 07th August requesting further information that had been raised by families on social worker assessments, HCC eligibility for respite, occupancy rates at the other respite centres, minimum age requirement and children's safety when attending the centres. On 15th August, HCC confirmed in writing, there will be sufficient capacity within the HCC commissioned respite services to meet the needs of those children and young people with multi and complex health needs. The CCG recognised capacity was a key concern for families.

Throughout our engagement with families the CCG have acknowledged that this is an anxious time for parents and carers and we recognise the strength of feeling that has been expressed. We also acknowledged this in our stakeholder briefing. The CCG was in attendance at the Full Council meeting on 18th July 2017. The CCG also participated in the Scrutiny information meeting on 19th July 2017 and the subsequent Nascot Lawn Topic Group on 6th September 2017. In all these meetings families' views were expressed and noted by the CCG.

At the meeting on 17th September 2017, attended by the CCG and the County Council family representatives shared a proposal to create a flagship 0 – 25 fully integrated Overnight Short Breaks service in Hertfordshire.

The CCG, as the funding organisation, has always had representation at the Nascot Lawn panel; Children's Continuing care panel and Multiagency panels. The children's health and care needs are discussed at every panel. Some children may be discussed at more than one panel depending on their needs and provision, which meant the children's needs were widely known including in advance of our original decision in January 2017. In addition, the CCG committed to undertake a joint health and social care assessment for each child and family.

The CCG was in attendance at the Full Council meeting on 18 July 2017. In response to the petition entitled 'SAVE NHS Nascot Lawn Children's Respite Services' Hertfordshire County Council elected members discussed funding for the setting at Full Council on 18 July and a motion regarding funding was passed. It was agreed that the funding would be extended until 31 January 2018 and that Hertfordshire County Council, Herts Valleys CCG and East & North Hertfordshire CCG (ENHCCG) would share the cost of this extension. The cost of this extension is £150,000; HVCCG confirmed that it would provide £67,500 towards this.

The CCG also participated in the Scrutiny information meeting on 19th July 2017 and the subsequent Nascot Lawn Topic Group on 6th September 2017. In all these meetings families' views were expressed and noted by the CCG.

We remain keen to understand the ongoing county council engagement process in relation to future models of respite provision, and the CCG will continue to play its part in focussing on meeting the health needs of the children and their families.

In reference to Children and young people's continuing care, all assessments across Hertfordshire are completed using the national Department of Health Framework (2016). Each CCG has a multi agency panel process which is overseen by the same Chair, ensuring consistency.

Discussions with officers continued throughout Purdah.

The CCG did hold informal (in early February CEO to CEO) and formal discussions with HCC and actions should have taken place following this. In line with appropriate contract processes regarding funding positions, formal timeframes of 6 months, for contractual notice periods were followed by the CCG.

The CCG has been assured on a regular basis by HCT that they have robust processes in place to address staffing. The CCG is aware of all communications that have been sent to staff at Nascot Lawn. HCT have confirmed they are now advertising for three registered nurses for the service on a rolling six-month contract as well as continuing to seek bank and agency nurses for the service as an interim measure. If they are able to secure additional staff they will increase the operational capacity of the service.

2.2 That all partners develop and use mechanisms already in place more consistently to ensure partnership working operates maturely at a time of financial pressure within a challenged system and provide examples of how this will be achieved and measured. (3.3, 3.18, 3.19, 3.20, 4.1, 4.3, 4.4, 4.5, 4.6)

Children's Services response

As above, Hertfordshire County Council is committed to working within the Principles above, to collaborating in an open and transparent manner and to leading and participating in partnership working arrangements including the 0 – 25 Programme Board, the SEND Commissioning Programme Board and the SEND Executive, the HVCCG Children, Young People and Maternity Leadership Group and the E&NHCCG Joint Programme Board.

As partners, we are currently reviewing the SEND Integrated Commissioning Strategy and this work is being monitored and reported to the CYPICE in November 2017.

East and North Herts Clinical Commissioning Group response

The CCG will collaborate with partners to review and develop local mechanisms, to ensure partnership working operates maturely at a time of financial pressure within a challenged system.

As partners, we are currently reviewing the SEND Integrated Commissioning intentions and work programme, and Transforming Care for children programme to assess and review the current likely risks and issues for partners. The outcome from this work is being monitored and reported to the Children and Young People's Integrated Commissioning Executive, in November 2017.

Hertfordshire Community Trust response

Hertfordshire Community NHS Trust fully accepts and welcomes this recommendation.

The Trust would:

- (i) Welcome early engagement in cases where commissioners may perceive that they do not have a legal duty to provide services or consult, as there can still be impacts to be addressed by the Trust, including staffing, estate, other dependent contracts and the Trust's interface as the service provider with service users.
- (ii) Provide any necessary training to support any service changes or transitional arrangements as commissioned to do so.
- (iii) Otherwise work with commissioners to provide healthcare input as appropriate.
- (iv) Input to and co-operate with, the devising and implementation of any relevant communication plans.
- (v) Mitigate impacts on staffing / sustainability / transition within the parameters of the

known level of certainty about the future of a service. (But ensuring the Trust's compliance with employment law requirements and being fair to staff).

Herts Valleys Clinical Commissioning Group response

The CCG has well established partnership working and has remained committed to this throughout the process, and this will continue into the future. This is reflected in changes to the CCG Governance which has meant the County Council is a core member of the CCG board and has been offered a voting right on the board. This means a direct involvement in the decision making processes of the CCG, and is already the case with Healthwatch Hertfordshire. HVCCG have formally communicated with HCC its ongoing commitment to partnership working.

With respect to Nascot Lawn, the CCG did hold informal (in early February CEO to CED) and formal discussions with HCC and all stakeholders, and also in line with appropriate contract processes regarding funding positions.

Discussions with officers were undertaken during Purdah, and the CCG has driven the need for a joint operational process. The CCG is disappointed that HCC did not respond with a proposal around more appropriate funding arrangements, and reflective of joint working arrangements at that time or in the many months thereafter, in recognition of its statutory responsibilities around funding respite provision.

Regarding Nascot Lawn specifically, and following the meeting with families, both strategic and operational groups were established agreed as part of the process with HCC. These meetings included representatives from HVCCG, E and NHCCG, HCC and Hertfordshire Community Trust (HCT).

The CCG completed an EQIA assessment at the time of the funding decision and were sighted on the potential financial implications. The financial position is now clear following our commitment to re assess all the children who use Nascot Lawn jointly with the council regardless of when their last assessment was undertaken.

The CCG has written to HCC on 6th October 2017 and 17th October 2017. Both these letters reiterated the CCGs original suggestion to HCC in July of whether there was a combined decision to consider. In the letter of 17th October 2017 the CCG formally requested whether HCC wishes to put forward a proposal for the future commissioning of services at Nascot Lawn on an appropriate funding basis. The CCG has confirmed it is willing to offer up to £100k towards meeting the ongoing respite needs of children who are eligible for children's continuing care and work towards a joint funding arrangement. The CCG are awaiting a response from HCC.

2.3 That services for our most vulnerable residents are commissioned, resourced and provided utilising a sound and authoritative evidence base. (3.4, 3.7, 3.8, 3.9, 4.1, 4.2, 4.4, 4.6)

Children's Services response

Hertfordshire County Council is committed to commissioning within a best practice framework. Our commissioning is evidence based using data derived from a variety of sources including data derived directly from operational activity, data from the Joint Strategic Needs Assessment (JSNA) and data from national research such as expected prevalence data.

The views of children, young people and their parents/carers routinely inform commissioning activity and we have a close working relationship with Herts Parent Carer Involvement (HPCI), the local parent/carer forum which is part of the national network of parent carer forums. We also have a group of trained and accredited Young Commissioners who have contributed to service development and will continue to do so.

East and North Herts Clinical Commissioning Group response

The CCG is committed to ensuring that services are commissioned, resourced and provided for our most vulnerable residents and our hard to reach residents. The CCG uses a range of sound and authoritative evidence bases, such as Joint Strategic Needs Analysis, Equality Impact Assessments, Health Impact Assessments, local Public Health profiles, financial impact analysis, evidence from independent thematic reviews, and views of experts by experience.

This list is a sample of different evidence bases which the CCG would utilise, with partners, to help inform the development of an inclusive, sound authoritative evidence base.

Hertfordshire Community Trust response

Hertfordshire Community NHS Trust will ensure the delivery of high quality, evidence based care in line with commissioned specifications.

The Trust:

- (i) Works with commissioners on the content of specifications and appropriate models of service delivery and skill mix.
- (ii) Will mitigate impacts on staffing / sustainability / transition within the parameters of the known level of certainty about the future of a service. (But ensuring the Trust's compliance with employment law requirements and being fair to staff).

Herts Valleys Clinical Commissioning Group response

The CCG, as the funding organisation, has always had representation at the Nascot

Lawn panel; Children's Continuing care panel and Multiagency panels. The children's health and care needs are discussed at every panel. Some children may be discussed at more than one panel depending on their needs and provision, which meant the children's needs were widely known.

The CCG along with Hertfordshire County Council made a commitment to ensuring that all families of children would receive a joint health and social care assessment. After discussing this with families, in July 2017, the CCG appointed an independent nurse assessor in July to complete these assessments. All health assessments for both families accessing overnight and day care provision have now been completed. The assessments identify the children's health needs and this information will be used to plan the future needs of families. Where appropriate, children have been referred for a full Children's Continuing Care assessment. The health assessments will also be used to inform the CCGs new decision. For the majority of children, the assessments show the support required for the children at Nascot Lawn can be provided by trained carers. HCT have a regular programme of training offered to HCC respite staff to ensure they are competent and confident to meet children's need. Training includes management of children with epilepsy and administration of buccal Midazolam, gastrostomy care and feeding, management of medicines, management of anaphylaxis and use of Epi pens. When requested, HCT will also offer bespoke training. 6 children have been referred for a full Children and Young People's continuing care assessment to see if they meet eligibility.

The CCG anticipates making an annual saving of approximately £500k if it ceases funding of respite services at Nascot Lawn. This figure is based on the CCG's current expenditure on Nascot Lawn of £600,000 minus the projected spend to meet the needs of children and young people eligible for continuing care. Concerns have been raised about the financial impact of ceasing funding for Nascot Lawn on other health and social care services. The CCG will continue to fund a range of health services to meet the needs of children, young people and their families, including mental health services, medicines, children's community nursing, palliative care for those with life-limiting conditions, speech and language therapy, physiotherapy and occupational therapy and special school nursing.

The CCG Equality Analysis completed in December 2016 and updated in January 2017 refers to the impact on children, families and other stakeholders. This Equality Analysis clearly recognises that parents will continue to receive overnight respite care for their children and young people via an alternative provider and CYP will continue to enjoy overnight respite with other CYP with similar needs. A new Equality, Health Inequality and Quality assessment will also be completed, following the completion of all assessments and feedback from families and stakeholders.

2.4 Using this experience (as outlined in recommendations 2.1, 2.2, 2.3) to inform future working and decision making. (3.11, 3.17, 3.22, 3.24, 3.25, 3.27, 4.1, 4.2, 4.3, 4.5, 4.6)

Children's Services response

Hertfordshire County Council will ensure that reviewing the Underpinning Principles (above) forms part of the review of the Integrated SEND Commissioning Strategy. We are committed to working within the principles as listed and we will be encouraging partners to reaffirm their own commitment.

East and North Herts Clinical Commissioning Group response

The CCG is keen to use this experience, as outlined in the recommendations, along with our partners, to inform future working and improve decision making.

We are collaborating with partners, as evidenced by work in progress this year. We are currently reviewing the SEND Integrated Commissioning work programme, which includes a refresh of the Joint Strategic Needs Analysis, and Equality Impact Assessment.

The CCG is collaborating with children's and adult health and social care services to improve the joint commissioning arrangements for personalised planning, through transition from children's to adulthood.

Hertfordshire Community Trust response

Hertfordshire Community NHS Trust accepts and welcomes the findings of the Scrutiny Committee and the associated recommendations.

Going forward, the Trust would welcome early involvement in any decision making processes where decisions are likely to impact on the Trust and its ability to sustain services or support any future service models. The Trust will thereby be better placed to be responsive to changes and to support any agreed service transition.

Herts Valleys Clinical Commissioning Group response

Discussions with officers were undertaken during Purdah, and the CCG has driven the need for a joint operational process. The CCG is disappointed that HCC did not respond with a proposal around more appropriate funding arrangements, and reflective of joint working arrangements at that time or in the many months thereafter, in recognition of its statutory responsibilities around funding respite provision.

The CCG has been at the forefront of engaging with families, in July 2017, the CCG appointed an independent nurse assessor in July to complete these assessments. From the outset, there were delays in social workers availability to complete

assessments.

The CCG has driven the establishment and ongoing strategic and operational groups. These meetings include representatives from E and NHCCG, HCC and Hertfordshire Community Trust (HCT). Meetings have been held fortnightly.

All information that has been generated as a result of the recent legal proceedings, joint needs assessments and any matters arising from our discussions with families and stakeholders to date will inform this decision. A new Equality, Health Inequality and Quality assessment will also be completed.

Before making a new decision in respect of the funding of respite services at Nascot Lawn the CCG has contacted all families to invite them to a series of engagement meetings in October. Any matters arising from our discussions with families and other stakeholders to date will feed into our new decision about funding Nascot Lawn. The CCG will also give due regard to all of the information that has been generated as a result of the recent legal proceedings and the joint needs assessments.

Through 'Let's Talk', the CCG has been consulting with stakeholders and the public on the best use of money available so that we can help as many people as possible to live healthier longer lives. The demand for health services is increasing and we therefore have to make difficult decisions about health care services funded by the local NHS.

<https://www.healthierfuture.org.uk/publications/2017/august/lets-talk-consultation-document>

Any other comments on the report or this scrutiny?

HERTFORDSHIRE COUNTY COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY, 15 NOVEMBER 2017 AT 10.00AM
SCRUTINY WORK PROGRAMME 2017 – 2018

Agenda Item No.

4

Report of the Head of Scrutiny

Author: Michelle Diprose, Democratic Services Officer (Tel: 01992 555566)

1. Purpose of report

- 1.1 To provide the Committee with an updated scrutiny work programme for the period 2017 – 2018 and
- 1.2 An overview of the new work programme database.

2. Summary

The Scrutiny Work Programme

- 2.1 A combined work programme for both Health and Overview and Scrutiny Committees, for the period 2017 – 2018, is attached as Appendix 1 to this report.

Scrutiny Requests

- 2.3 No scrutiny requests have been received since the last meeting.

3. Recommendations

- 3.1 1. That the Scrutiny Work Programme 2017-2018, attached as Appendix 1 to the report, be approved.

4 Financial Implications

- 4.1 There are no financial implications arising from this report.

Background Information

Minutes of the Committees meeting held on 29 September 2017

**HERTFORDSHIRE COUNTY COUNCIL JOINT OVERVIEW AND SCRUTINY COMMITTEE AND HEALTH SCRUTINY WORK
PROGRAMME 2017- 2018: Updated: 26 October 2017 MD**

[Amendments, new entries & OSC and HSC Meetings are shown in bold]

The Overview and Scrutiny Committee and the Health Scrutiny Committee have responsibility for scrutinising all aspects of County Council and Health Services

OSC MEETINGS AND THEMES

DATE	THEME	LEAD
15 Nov 2017 <i>Deadline for papers 27 Oct 2017</i>		
19 Dec 2017 <i>Deadline for papers 1 Dec 2018</i>	Pre IP Preparation 1. Director of Resources IP Briefing 2. Finance seminar	1. Owen Mapley, Director of Resources 2. Steven Pilsworth, Assistant Director (Finance) & Lindsey McLeod Head of Accountancy Services
24 Jan & 1 Feb 2018 <i>Deadline for papers 8 Jan 2018</i>	IP Scrutiny	
19 April 2018 Deadline for papers 3 April 2018	Outcomes of IP scrutiny	
19 June 2018 <i>Deadline for papers 1 June 2018</i>		

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
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HSC MEETINGS AND THEMES

DATE	THEME	NHS LEAD
12 Dec 2017 <i>Deadline for papers 22 Nov 17</i>	1. Finance scrutiny 2. Concordat	1. ALL providers
18 Jan 2018 <i>Deadline for papers 18 Dec 17</i>	1. Health & Wellbeing Board 2. Quality Accounts seminar 3. WHHT CQC update	1. Iain MacBeath ACS Director 2. CQC tbc 3. Helen Brown WHHT deputy CEO
15 & 29 Mar 2018 <i>Deadline for papers 19 Feb 18 (Part 1) 20 March 18 (Part 2)</i>	Quality Account scrutiny	1. ALL providers
9 May 2018 <i>Deadline for papers 20 April 2018</i>	Outcomes of Quality Account scrutiny	
3 July 2018 <i>Deadline for papers 12 June 2018</i>		

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
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WORK PROGRAMME

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-ship	Executive Member
West Herts Hospital Trust	HSC	On going	2017	Charles Lambert	TBC		TBC	TBC	Colette Wyatt-Lowe (Adult Care & Health)

THE FOLLOWING TOPIC GROUPS WILL BE REVIEWED AT THE OSC MEETING IN NOVEMBER 2017 AND AT HSC MEETING IN DECEMBER 2017.

Hertfordshire Safeguarding Children's Board (Annual) HSCB 2017: sexual abuse COMPLETE	OSC	1 Day	9 October 2017	Charles Lambert	Theresa Baker	Caroline Aitken	Dave Hewitt	Susan Brown; Bob Deering; Nigel Quinton; Lynn Chesterman	Teresa Heritage (Children's Services)
Hertfordshire Safeguarding Adults Board (HSAB) 2017: self neglect COMPLETE	OSC	1 Day	12 October 2017	Charles Lambert	Elaine Manzi	Sue Darker	Ron Tindall (LD)	Bob Deering Tina Howard; Margaret Eames-Petersen	Colette Wyatt-Lowe (Adult Care & Health)
To scrutinise Community Protection's preventative work with Public Health, establishing the effects and benefits	OSC	1 day	8 Nov 2017	Charles Lambert	Stephanie Tarrant	Steve Holton	TBC	TBC	Terry Hone (Community Safety & Waste Management) Richard Roberts (Public Health, Prevention & Performance)
Attainment Gap and Disadvantaged Pupils: Children's Services	OSC	TBC	Dec 2017	Natalie Rotherham	Michelle Diprose	TBC	TBC	TBC	Terry Douris (Education, Libraries &

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
									Localism)
Crime & Disorder 2017 Domestic Abuse	OSC	1 day	7 Dec 2017	Charles Lambert	Elaine Manzi	Helen Gledhill/Sarah Taylor	TBC	TBC	Terry Hone (Community Safety & Waste Management)
Children and Adolescent Mental Health (CAMHS)	HSC	1 day	12 Jan 2018	TBC	Stephanie Tarrant	Simon Pattison	J Billing (L)	A Rowlands (LD)	Colette Wyatt-Lowe (Adult Care & Health) Teresa Heritage (Children's Services) Richard Roberts (Public Health, Prevention & Performance)
Resilience	OSC	1 day	21 Dec 2017	Natalie Rotherham	Elaine Manzi	Ian Parkhouse Assistant Chief Fire Officer	TBC	TBC	Terry Hone (Community Safety & Waste Management)
Delayed Transfers Of Care: Admissions and Discharge	HSC	1 day	TBC	Charles Lambert	Theresa Baker	TBC	TBC	TBC	Colette Wyatt-Lowe (Adult Care & Health) Richard Roberts (Public Health, Prevention & Performance)
To establish how well the two tiers of planning authorities work together specifically regard to HIPP and CIL.	OSC	TBC	Jan 2018	TBC	Michelle Diprose	TBC	TBC	TBC	Derrick Ashley (Environment, Planning & Transport)
To review planning approached to identify and seek damages from individual drivers and	OSC	TBC	2018	TBC	TBC	TBC	TBC	TBC	Ralph Sangster (Highways)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
organisations causing a hazard or damage to verges and footways in accordance with the Highways Act 1980									
0 - 25 Services	OSC	TBC	TBC	TB C	TBC	TBC	TBC	TBC	Theresa Heritage (Children's Services)
Sustainability and Transformation Partnership (STP) to focus on the Prevention strand	HSC	TBC	2018	TBC	TBC	TBC	TBC	TBC	Richard Roberts (Public Health, Prevention & Performance) Terry Hone (Community Safety & Waste Management)
Local Enterprise Partnership (LEP): An analysis of the wider economic environment the LEP and other agencies (including HCC) are working in. <i>(to be preceded by a lunchtime seminar prior to scrutiny in May 2018)</i>	OSC	TBC	May 2018	TBC	Stephanie Tarrant	TBC	TBC	TBC	David Williams (Resources, Property & The Economy)
This Council requests the Highways Cabinet Panel to review the current Highways contracts to ensure they are fit for purpose and to identify changes to improve the performance of the said contractors. (Motion 16A)	OSC	TBC	Autumn 2018	TBC	TBC	TBC	TBC	TBC	Ralph Sangster (Highways)
Children's Centres POSTPONED	OSC	1 DAY	TBC	Natalie Rotherham	TBC	Sally Orr / Simon Newland	TBC	TBC	Teresa Heritage (Children's Services)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
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Impact of Scrutiny Sub-Committee

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
OSC / HSC Impact of Scrutiny Sub – Committees (ISSC) Reviewing the implementation of both OSC and HSC topic group recommendations.	ISSC (OSC) ISSC (HSC)	Meets quarterly	28 Nov 2017	Natalie Rotherham	Michelle Diprose / Elaine Manzi	N/A	Ian Reay	Kareen Hastrick Joshua Bennett Lovell Jane West Richard Smith	All Executive Members

MEMBER SEMINARS / CONFERENCE

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Executive Member
Corporate Parenting	OSC	Lunch-time Seminar	2017	TBC	Michelle Diprose	TBC	Teresa Heritage (Children's Services)
To Outline the work of the Local Enterprise Partnership	OSC	Lunch-time seminar	Jan 2018	TBC	Michelle Diprose	TBC	David Williams (Resources, Property & The Economy)
Social Services interface with the NHS and options for integration to include input from health bodies	HSC/ OSC	Conference	TBC	TBC	Elaine Manzi	TBC	Colette Wyatt- Lowe (Adult Care & Health) Richard Roberts (Public Health, Prevention & Performance)

OSC BULLETINS / CABINET PANEL REPORTS

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
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Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
Potential move of Fire & Rescue to the Police & Crime Commissioner (PCC). 'To consider the impact on Hertfordshire County council and Hertfordshire of the move by Fire & rescue to the PCC considering budget implications, service delivery and partnership working'	HSC	Panel Report	TBC	TBC	TBC	TBC	N/A	N/A	Terry Hone (Community, Safety & Waste Management)

SITE VISITS

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CHIEF OFFICER ATTENDANCE

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Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
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SOCIAL CARE ASPECTS OF HEALTHWATCH HERTFORDSHIRE

Report of the Head of Scrutiny

Author: Natalie Rotherham Head of Scrutiny (Tel: 01992 588485)

1. Purpose of report

- 1.1 To highlight to members of the Overview & Scrutiny Committee the social care remit of Healthwatch Hertfordshire.

2.0 Summary

- 2.1 The vision set out by Healthwatch England is to work “towards a society in which people’s health and social care needs are heard, understood and met.” This vision informs the work of Healthwatch Hertfordshire. This means that local people
- shape health and social care delivery
 - influence the services they receive personally
 - hold services to account

The link to Healthwatch England is [here](#)

- 2.2 The social care aspect of Healthwatch’s remit is less well known. The OSC and HSC chairmen are now meeting regularly with the Chair of Healthwatch Hertfordshire to discuss issues affecting both health and social care. This dialogue will help to inform the work programme and the evidence heard by members of the committees. Healthwatch Herts site can be found at <https://www.healthwatchhertfordshire.co.uk/>

3.0 Recommendation

- 3.1 That the Committee notes the report.

4.0 Financial Implications

- 4.1 None arise from this report