

APPENDIX 1
OVERVIEW AND SCRUTINY COMMITTEE
2021-22 WORK PROGRAMME

- 7 June 2021 – Procurement / Developer Contributions**

| Item / topic | Aims / objectives and recommendations | Lead Officer | Visits | Witnesses | Background information |
|--|--|---------------------|---------------|--|--|
| Responsible Procurement Policy Review | Report on performance against stated outcomes/KPIs since the policy was introduced and how social value commitments are monitored/assessed. | Genine Whitehorne | N/A | Yasmin Ibison (Back Thrive); Simon Hannah (Unison); Cllr Adrian Garden | |
| Developer Contributions & Neighbourhood CIL Delivery Framework | To respond to the OSC recommendation of 23.09.20 as follows: "That further transparency is needed regarding developer contributions. This should include publishing details on the Council website of where Community Infrastructure Levy payments are generated and spent (over the last five years in each ward); a list of projects funded by CIL, NCIL and S106; and the criteria for each funding stream" | Rob Bristow | N/A | Cllr Ben Kind | <i>Recommendations to be considered ahead of Cabinet decision scheduled for July 2021.</i> |

Draft deadline: 17 May

Final deadline: 25 May

Agenda publication date: 27 May

- 14 July 2021 – Health and Social Care

| Item / topic | Aims / objectives and recommendations | Lead Officer | Visits | Witnesses | Background information |
|----------------------------------|--|-----------------------------|--------|--|------------------------|
| Care Home Provision and Delivery | Information on the commissioning framework; different models/types of care homes; impact of C-19 and Brexit; monitoring and inspection arrangements; challenges moving forward, including for staff, carers and service providers. This will incorporate requested information on Minnie Kidd House. | Fiona Connolly / Jane Bowie | N/A | <p>Care home providers, including a core block provider and a smaller unit, with input from a manager and care staff.</p> <p>An aligned professional – e.g. a GP or a public health officer who's worked alongside the commissioning team.</p> <p>Service users and carers</p> <p>Healthwatch Lambeth</p> <p>Age UK Lambeth</p> <p>Lambeth Keep Our NHS Public</p> | |

Draft deadline: 24 June

Final deadline: 2 July

Agenda publication date: 6 July

- **12 October 2021**

| Item / topic | Aims / objectives and recommendations | Lead Officer | Visits | Witnesses | Background information |
|---|--|--|--------|---|---|
| Climate Change Update (including Road Safety) | <p>To provide an update on the issues covered by committee in July 2020, with additional information on Air Quality Reporting, the work of the Citizens' Assembly (including next steps) and information/data to help quantify the health impacts of air pollution across Lambeth.</p> <p>To provide data on road accidents/collisions across the borough for the last five years. To include an explanation, with benchmarking against other boroughs, and details on work that is taking place to reduce road danger, especially for younger people.</p> | <p>Hannah Jameson</p> <p>Ruth Hutt</p> <p>Paul Keenlyside</p> <p>Simon Phillips</p> <p>Michael Munnely</p> | TBC | Councillor Joanna Reynolds | These items may be combined or taken as two standalone reports. |
| Low Traffic Neighbourhoods Scrutiny Commission – Final Report | For OSC, as the parent Committee, to consider and agree the final report from the LTN Scrutiny Commission ahead of this going to Cabinet for a response. | Maria Burton | N/A | Witnesses were interviewed during the Commission's evidence gathering | Cllr Mary Atkins was Chair of the Commission |

Draft deadline: 21 September

Final deadline: 29 September

Agenda publication date: 4 October

- 9 December 2021

| Item / topic | Aims / objectives and recommendations | Lead Officer | Visits | Witnesses | Background information |
|--------------|---------------------------------------|--------------|--------|-----------|------------------------|
| Budget | | | | | |
| | | | | | |

Draft deadline: 19 November

Final deadline: 29 November

Agenda publication date: 1 December

- **2 February 2022**

| Item / topic | Aims / objectives and recommendations | Lead Officer | Visits | Witnesses | Background information |
|---|---------------------------------------|--------------|--------|-----------|------------------------|
| <i>Employment & Skills Strategy one year on (Provisional)</i> | | | | | |
| <i>Events Scrutiny Commission 2nd Update (Provisional)</i> | | | | | |

Draft deadline: 13 January

Final deadline: 21 January

Agenda publication date: 25 January

- **24 March 2022 – Crime and Disorder (Provisional)**

| Item / topic | Aims / objectives and recommendations | Lead Officer | Visits | Witnesses | Background information |
|--|---------------------------------------|--------------|--------|-----------|------------------------|
| <i>Safer Lambeth Partnership Scrutiny Report (Provisional)</i> | | | | | |
| | | | | | |

Draft deadline: 4 March

Final deadline: 14 March

Agenda publication date: 16 March

Issues for potential future scrutiny

- Road safety – what the Council is doing to protect pedestrians and cyclists
- Thames Water issues
- Benefit process and complaints
- Covid related expenditure and, subject to speaking to the Chair of Corporate Committee, work that has taken place to prevent covid support fraud
- Violence affecting young people / youth violence (subject to speaking to the Chair of Children's Services Scrutiny Sub Committee)
- Minnie Kidd House – see minutes from 14 July 2021 OSC for details
- Care Homes Annual Report – see minutes from 14 July 2021 OSC for details

Scrutiny Commissions

(More information on current commissions is contained in the OSC work programme report)

| Title/Proposal | Status | Co-Chairs/Lead Member(s) |
|---------------------------------|--|--------------------------|
| Maximising Benefits from Events | <i>Concluded.</i> Final report presented to Cabinet on 13 Jan 2020. First action plan update Sept 2020, second update provisionally Sept 2021. | Cllr Mary Atkins |
| Low Traffic Neighbourhoods | <i>In progress.</i> Membership and scope agreed at Dec 2020 OSC; commission meeting regularly. Final report scheduled for October 2021. | Cllr Mary Atkins |

Overview & Scrutiny Committee Action Monitoring

30 January 2019: Transport / Digital Accessibility

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|----------------------------------|---|-----------------------|---|----------|--------------------------------|---------------|
| Draft Lambeth Transport Strategy | To support the work being done to explore the feasibility of introducing a workplace parking levy in the borough and request to be kept updated throughout the evidence gathering and decision making process | Accepted | Work stream delayed due to Covid-19 | TBC | Simon Phillips / Kieran Taylor | A |
| Draft Lambeth Transport Strategy | That the Transport Strategy be amended to include guidance on motorcycle parking provision and criteria for interested residents | - | To be picked up in the Kerbside Strategy in 2021/22– timelines to be confirmed. | TBC | Simon Phillips | A |

19 May 2020: Council Response to Covid-19

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|------------------------------|---|-----------------------|--|----------|-----------------------------------|---------------|
| Council Response to Covid-19 | That a focus be placed on mechanisms to support residents experiencing food poverty in the borough | Accepted | There is significant support in place via the council and VCS organisations supporting vulnerable people to access food and other forms of support. This has been in place since the 23 rd March and continues. | Ongoing | Andrew Travers/ Fiona Connolly | A |
| Council Response to Covid-19 | That support be maintained to residents who are required to shield as the initial crisis period eases | Accepted | Government Guidance has been published which advises that for those individuals who are shielding currently Gov support comes to an end from the 1 st August. The Council with other partners will continue to support individuals who are vulnerable and the helpline that has been established since COVID will remain in place | Ongoing | Andrew Travers/ Fiona Connolly | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|------------------------------|---|-----------------------|--|----------|---------------------------------|---------------|
| Council Response to Covid-19 | That further work be done to establish how vacant space and additional space requirements be identified and connected to support changes in working practices in Lambeth | Accepted | Project Work to commence to consolidate all information including: location, facilities available, current usage, associated budgets etc | TBC | Andrew Travers/ Neil Euesden | A |
| Council Response to Covid-19 | That a review of the policy on evictions be conducted and reported back to the committee, including a summary of the views of key housing association partners and clarity on the commitment that no evictions would take place "during the pandemic" | | In respect of tenancies, we continue to follow Government direction on the suspension of new evictions until 23 August. This means that we are not applying for any new warrants, and we have not rescheduled any evictions which were cancelled due to COVID19. As a result, we do expect to see arrears continue to increase on these types of cases and also on those where we have exhausted all avenues of collection and warrants are the next stage. In terms of possession cases, we can continue with those cases that are still being listed at Court, and we can send through any new applications. | | Neil Euesden | A |

16 July 2020: Budget / Climate Change

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|--|---|-----------------------|--|----------|----------------|---------------|
| Tackling Climate Change in Light of Covid-19 | That the importance of learning from best practice be highlighted, in particular the emissions baseline document produced by Bristol City Council and the organisation and transparency of the work being done by Devon Council to implement its climate emergency plan | Accepted | Updated (August 2021) The climate change programme has, and continues, to draw on learning and practice from other councils, cities, and countries. As the sector looks to accelerate work to reach Net 0 there is a strong emphasis on collaboration and learning together. The | Complete | Hannah Jameson | G |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|--|---|-----------------------|--|-----------|-----------------------------|---------------|
| | | | emissions report collects and presents data consistently with the LGA framework. It also develops the borough-wide analysis as recommended by OSC. | | | |
| Tackling Climate Change in Light of Covid-19 | To urge officers to ensure that the public are fully engaged and consulted on the Citizens' Assembly and Low Traffic Neighbourhoods – including via a variety of communications methods, not just online – and that such communications be appropriately coordinated in order that residents' views on one can be used to inform the other. This communications plan should be reported back to the committee | Accepted | <p>Updated (August 2021)</p> <p>The Low Traffic Neighbourhoods programme has used a range of communication and engagement methods. Face to face engagement has been carried out when public health advice has permitted. This will continue throughout the consultations. Printed materials are used as well as online meetings and website information.</p> <p>The citizens' assembly did consider what action would need to be taken to reduce transport related emissions. The recommendations arising from this will be considered by the council and partners.</p> | Complete | Hannah Jameson / Paul Bates | G |
| Tackling Climate Change in Light of Covid-19 | That the elimination of Glyphosate be accelerated and consideration be given to an opt-in (rather than opt-out) approach | | <p>Updated (August 2021)</p> <p>The use of glyphosate on Lambeth's streets, parks and open space, and housing estates has now ceased.</p> | Complete | Hannah Jameson | G |
| Tackling Climate Change in Light of Covid-19 | That the committee endorses the innovative work being done by the London Borough of Islington on heat transfer and would like to see Lambeth explore similar approaches | Accepted | The council has begun to develop its energy strategy and will identify relevant low carbon energy opportunities as part of this work. We expect the first phase of work, to develop the evidence base, to be completed in | Late 2021 | Hannah Jameson | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|------|-------------------------|--------------------|--|----------|-------|------------|
| | | | summer 2021 with options for decarbonising heat to follow shortly after. | | | |

23 September 2020: Economic Recovery

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|---|---|--------------------|---|-----------|-----------------------------|------------|
| Economic Resilience Strategy / Draft Skills & Employment Strategy | That targeted support is needed to assist older people (e.g. those over 50) who are out of work, such as training and job search skills, and a review of current provision should be carried out to ascertain whether suppliers have sufficient knowledge and expertise to provide effective support to this cohort | Accepted | Those aged over 50 are identified as a priority group in the Skills and Employment Strategy and will benefit from actions focused on providing high quality employment support and addressing wider barriers to employment. | Oct 2021 | Nabeel Khan | A |
| Economic Resilience Strategy / Draft Skills & Employment Strategy | That the importance of optimising local spend to generate social impact be highlighted and that clear targets be set for increasing the amount of spend that is retained locally | Accepted | The Enterprise & Economy Strategic Programme Board will be exploring the potential to set local spend targets through the council's supply chain and through new development s106 process. | Oct 2021 | Nabeel Khan | A |
| Economic Resilience Strategy / Draft Skills & Employment Strategy | That the committee is sympathetic to small businesses trying to remain afloat through the pandemic, as well as minor landlords, and wishes to see the Council taking whatever action it can to ensure rent increases do not lead to local firms going out of business | Accepted in part | The council is not able to take any action in relationships between commercial landlords and tenants. Any business needing advice can access the support offered through the London Business Hub. | N/A | Nabeel Khan / John Bennett | A |
| Economic Resilience Strategy / Draft Skills & Employment Strategy | That further transparency is needed regarding developer contributions. This should include publishing details on the Council website of where Community Infrastructure Levy payments are generated and spent (over the last five years in each ward); a list of projects funded by CIL, NCIL and S106; and the criteria for each funding stream | Accepted | Report taken to OSC on 7 June | June 2021 | Eleanor Purser/ Sara Waller | G |
| Economic Resilience Strategy / Draft Skills & | That strategic approaches should be taken to maximising 5G connectivity, including working proactively with providers to reduce the proliferation of masts | Accepted | Updated (August 2021) The council adopted its digital strategy in March 2021 and | | Fiona McDermott | G |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|---|---|-----------------------|---|------------|--------------------------|---------------|
| Employment Strategy | | | agreed an investment of £17m across a range of programmes and projects. The councils property terms is in regular dialogue with 5G providers in relation to mast installations on council property. Although not enforceable due to the permissive legislation round telecommunications, the council is writing to 5G providers to share facilities and remove any redundant equipment. | March 2021 | | |
| Jobs For All Scrutiny Commission Action Plan Update | That consideration be given to widening the scope of the Opportunity Lambeth website to ensure it better connects residents seeking work with appropriate jobs available in the borough | Accepted | The feedback from the Committee and during the development of the Skills and Employment Strategy has highlighted the need to improve the user experience of the Opportunity Lambeth website, and to ensure it is used as a single point of access for promoting local job, apprenticeship and work experience opportunities. This will be a priority for the coming six months. | Oct 2021 | Nabeel Khan / Alison May | A |
| Jobs For All Scrutiny Commission Action Plan Update | That the relative costs and benefits of social value measures be calculated to ensure the focus is on those initiatives which are proven to give rise to net positive outcomes | Accepted | A comprehensive review of Social Value at Lambeth Council was carried out in January 2021. This resulted in Management Board approving an organisation-wide approach to identifying, measuring and monitoring social value outcomes. Work is currently underway to calculate the impact of social value gains and prioritise methods of deriving <i>additional</i> value from contracts and partnerships. | Oct 2021 | Paul Bates | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|------|-------------------------|-----------------------|----------|----------|-------|---------------|
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20 October 2020: Health and Social Care

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|---|--|-----------------------|---|---------------|---|---------------|
| Covid-19 in Lambeth: Lessons Learned in Health and Care | That a better understanding is required regarding any unmet social and health need due to Covid-19, together with robust systems to monitor and address such need. | Accepted | The Integrated Council and CCG Health and Care Team, working with Lambeth Together partners, will continue to assess population need alongside, access to care, referrals and the take up of services on an ongoing basis, in order to assess unmet care needs. | Ongoing | Andrew Eyres / Fiona Connolly / Ruth Hutt | A |
| Covid-19 in Lambeth: Lessons Learned in Health and Care | That the valuable coordinating role of Voluntary and Community Sector organisations be recognised, and that appropriate support be provided to the sector, especially those organisations experiencing difficulties with their own volunteers and workforce. | Accepted | The contribution of the sector is widely recognised and acknowledged and will continue to be a key part of our work on Covid-19 and vaccine. A refreshed VCS strategy will be confirmed in 2021 (timings TBC). | TBC | Paul Bates | A |
| Covid-19 in Lambeth: Lessons Learned in Health and Care | That partnership-based support mechanisms in local communities involving stakeholders such as Primary Care Networks and ward councillors are integral to addressing health inequalities and delivering more integrated health and care in Lambeth and such approaches should be supported. | Accepted | Neighbourhood Alliance developing local networks which will include key health, social care and VCS partners and will actively involve ward councillors. | December 2021 | Andrew Eyres | A |
| Covid-19 in Lambeth: Lessons Learned in Health and Care | That the Committee be kept up to date with resident survey data, including the Pulse survey and future research work, as and when this becomes available. | Accepted | This is agreed in principle. Officers will liaise further with members regarding desired format and timings. | Ongoing | Paul Bates | A |
| Covid-19 in Lambeth: Lessons Learned in Health and Care | That messaging regarding vulnerable residents and their entitlements (for example, with regards to exemptions from certain Covid-19 guidelines) be clarified. | Accepted | Officers will look into this in more depth and report back. | TBC | Paul Bates | A |
| Annual Public Health Report: | To note and commend the report; however, to request that the Committee is given future oversight of the | | We will ensure that in future OSC has access to these reports which | | | |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|--|--|--------------------|--|------------|----------------------------|------------|
| Climate Change and Health | quarterly Public Health reports to Health & Wellbeing Board. | Accepted | are a matter of public record as part of the HWB board papers. It should be noted that due to the Covid19 response the PH quarterly reports have not been done for the first half of 20/21 but we will develop an extended 2-3 quarter version and re-establish the quarterly pattern. | Jan 2021 | Ruth Hutt | G |
| Annual Public Health Report: Climate Change and Health | That more transparency and communication are needed on the necessary fiscal trade-offs inherent in actions to tackle climate change and how to mitigate them in future. | | This sits within the overall climate change and sustainable growth agenda not within public health – but should be picked up as part of the Citizens’ Assembly and further development of local strategy. | TBC | Hannah Jameson | A |
| Annual Public Health Report: Climate Change and Health | That a whole Council approach be taken to the public health and climate change challenge, and that the Citizens’ Assembly informs that response. | Accepted | Public Health are members of the Climate Change Board and the part of the objective of the Citizens’ Assembly is to explore exactly the wider issues which cover council wide responsibilities. | TBC | Ruth Hutt / Hannah Jameson | A |
| Annual Public Health Report: Climate Change and Health | That the effectiveness of the partnership with Thames Water be monitored to ensure it results in a reduction in flooding and improvements to the environment. | Accepted in part | Agreed. To be aware, the partnership is intended to reduce the risk of surface water flooding. This does not include flooding arising from leaks. | TBC | Hannah Jameson | A |
| Annual Public Health Report: Climate Change and Health | That joined up working is required between the Thames Water partnership referred to by officers and existing ongoing dialogue between the local MP, ward councillors and Thames Water. | Accepted in part | Officers will find out about existing conversations. However, it should be clear that the strategic partnership is addressing surface water flood risk and not flooding arising from leaks. This is a separate part of Thames Water that deals with this. | TBC | Hannah Jameson | A |
| Public Health Grant Allocation and Budget Summary | To endorse the call for PrEP funding to be continued. | Accepted | Currently funded for 2020/21. No announcement for 21/22 on Public Health funding. | April 2021 | Ruth Hutt | A |
| OSC Work Programme | To consider a review of customer service approximately three months after the reopening of the reconfigured | Accepted | To be considered in conjunction with second update of | March 2021 | Gary O’Key | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|------|---|--------------------|---|----------|-------|------------|
| | customer centre (potentially at the OSC meeting scheduled for 23 March 2021). | | Accessibility of Council Digital Services Scrutiny Commission | | | |

9 December 2020: Budget / Homes for Lambeth Governance

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|--|--|--------------------|--|-----------|--------------------|------------|
| Financial Planning Report 2020/21 to 2024/25 | That the committee notes the heavy reliance on income generation (particularly in Resident Services) to address the budget gap and requests further updates on how these proposals are progressing against stated targets, including the impact of raising fees and charges on users and the take-up of services | Accepted | Appendix 4 of the Revenue and Capital Budget to Cabinet and Council provides the current year fees and charges budgets and the forecast outturn. Budget and Performance Monitoring is reported to Cabinet on a quarterly basis. | Ongoing | Christina Thompson | A |
| Financial Planning Report 2020/21 to 2024/25 | That the committee is concerned at the plans for a whole Council structural review in 2022-24 and the adverse effect this may have on service delivery, and in particular on low paid and BAME staff. The committee therefore requests further detail on these proposals as and when they emerge and urges the Council leadership to consult with and empower staff throughout the process, both via the trade unions and directly | Accepted | Work is underway to identify possible savings, though this is at an early stage. Further detail will be provided to the committee in future months as details become clearer | Ongoing | Fiona McDermott | A |
| Financial Planning Report 2020/21 to 2024/25 | That a thorough options appraisal be carried out regarding the future of the leisure contract, including consideration of an in-house option | Accepted | A thorough options appraisal has been completed. From the long-list of options, two emerged as most favourable and appropriate for Lambeth - an in-house model and an external concessions contract. Evaluation is underway and this will form the core of a Cabinet decision report which is scheduled for Cabinet. The report will recommend a preferred option for leisure services delivery post from April 2022 and then detailed procurement reports and | July 2021 | Kevin Crook | G |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|--|--|-----------------------|--|-----------|--------------------|---------------|
| | | | <p>an implementation plan will be produced for later in the year.</p> <p>Update (August 2021) – work is now complete and a report is scheduled for Cabinet consideration in September 2021.</p> | | | |
| Financial Planning Report 2020/21 to 2024/25 | That the committee supports the intention to maintain an appropriate level of reserves in order to safeguard the Council's viability and enable the authority to continue effective service delivery, in particular those services aimed at the most vulnerable, and requests further future updates regarding the reserves position | Accepted | <p>Section 25 of the Local Government Act 2003 requires the Chief Financial Officer (CFO) (in Lambeth's case the Director of Finance) to report to the Authority on two areas:</p> <p>a)The robustness of the estimates made for the purpose of the calculations b)The adequacy of the proposed reserves</p> <p>See paragraph 2.74 of the Revenue and Capital Budget to Cabinet and Council 8 February 2021 and 3 March 2021</p> | Ongoing | Christina Thompson | A |
| Financial Planning Report 2020/21 to 2024/25 | That the committee notes the bigger than usual lag in capital investment spend this year due to the pandemic and requests further updates on the capital programme to monitor how this is addressed | Accepted | Budget and Performance Monitoring is reported to Cabinet on a quarterly basis and includes the monitoring of the capital programme. | Ongoing | Christina Thompson | A |
| Financial Planning Report 2020/21 to 2024/25 | That the committee supports the expansion of HMO licensing as a means of both raising housing standards and generating income, and requests further details of the options being considered, including the projected revenue | Accepted | <p>Update (August 2021)</p> <p>The proposal to extend HMO licensing was consulted on in late 2020/early 2021. A report proposing adoption is scheduled to be agreed by the Cabinet Member for Housing and Homelessness in August. There is a 3 month stand still period so the new licensing regime will be live in November 2021.</p> | Sept 2021 | Sandra Roebuck | G |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|-------------------------------------|---|---------------------------------|---|--|------------------------------|---------------|
| Homes for Lambeth Governance Review | That the committee reiterates the necessity for ongoing scrutiny and oversight of Homes for Lambeth. This should include regular reports back to the committee and to Corporate Committee, on the structure and progress of projects, and performance against KPIs. | Accepted | Reporting is provided to the Council through the Ownership and Stewardship Panel on the progress of projects and performance against KPIs. These meetings are being held more frequently (quarterly) and papers for these meetings are published online here . A comprehensive new performance report is being developed which includes project progress and performance against KPIs. This new report standard will be used for presentations as a matter of routine. | Ongoing | Eleanor Purser / Sara Waller | A |
| Homes for Lambeth Governance Review | That the committee requests a further review of the OSP and for the terms of reference to be circulated to the committee. | Accepted | The review of Ownership and Stewardship Panel is on-going, and has been informed by the external governance review undertaken by Bevan Brittan. The updated Shareholder Agreement was executed on 12 April 2021. Further changes to this agreement, including an update of the OSP Terms of Reference will be brought to OSP for consideration and shared with the committee once finalised | Sept 2021 | Eleanor Purser / Sara Waller | A |
| Homes for Lambeth Governance Review | That a more structured approach to resident involvement is required, with residents on project boards, and wider Lambeth forums and with leaseholder and tenant representatives on the Homes for Lambeth board. | Accepted in part (see response) | The approach to resident Board recruitment will be set out in HFL's Resident Engagement Strategy which will be presented for approval in July. | Aug 2021 On-going for resident engagement | Eleanor Purser / Sara Waller | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|-------------------------------------|---|-----------------------|---|----------|------------------------------|---------------|
| | | | In addition benchmarking research is being conducted to look at the approach to resident Board Members within similar organisations and LA wholly owned companies. The benchmarking will be considered by HFL's Remuneration & Nominations Committee in July. | | | |
| Homes for Lambeth Governance Review | To request an update on future board structures, ideally including an organogram, and details of increased reporting to the council. | Accepted | <p>Updates on any changes to the Homes for Lambeth Board structure will be reported to Ownership and Stewardship Panel, along with the regular reporting referred to above.</p> <p>Ownership and Stewardship Panel papers will be published online here in the usual way and will be available for members of OSC to review</p> | On-going | Eleanor Purser / Sara Waller | A |
| Homes for Lambeth Governance Review | That the committee be updated on any proposals for Homes for Lambeth to become a community benefit society. | Accepted | Should Homes for Lambeth wish to progress with plans to become a community benefit society then Officers will ensure that the committee is updated. | On-going | Eleanor Purser / Sara Waller | A |
| Homes for Lambeth Governance Review | That any material changes to financial predictions, including income, expenditure and additional funding requirements, be brought to the attention of the committee as and when they occur. | Accepted | Material changes in the financial plans for the HFL programme – the HFL annual Business Plan and the Joint Delivery Plan – as approved prior to the start of each financial year will be brought to the Committee for information and discussion, in a similar fashion to the finance presentation in July 2020. | Annual | Eleanor Purser / Sara Waller | A |

23 March 2021: Crime and Disorder

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|---|---|-----------------------|---|-----------|--|---------------|
| 2. 2020 Safer Lambeth Partnership Scrutiny Report | That a thorough and widely publicised process be established to enable local organisations and individuals to work effectively with the police, especially regarding the needs of young people and women, when seeking to organise future events such as vigils or protests | Accepted | <p>The local authority play a key role in supporting effective working of the police in this process.</p> <p>Details are being collated to explain the process and will be shared in due course.</p> <p>UPDATE: 30.06.21: The process and information in relation to events is publicised by Lambeth Council (who will link in with the Police) and by The Met Police, who would similarly link with Council colleagues.</p> <p>Both websites (below) contain information, advice and contact information. On the Met website there is an online form and this then routes the enquiry to the appropriate team or borough.</p> <p>https://eventlambeth.co.uk/organising/planning-your-event/</p> <p>https://www.met.police.uk/tua/tell-us-about/ea/af/events-processions/</p> <p>Where additional support is required, this should be flagged in the application process.</p> | July 2021 | Chief Supt Colin Wingrove (MPS) | G |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|---|---|-----------------------|---|----------|--|---------------|
| 8. 2020 Safer Lambeth Partnership Scrutiny Report | That the police be urged to assess whether existing practices are conducive to building and maintaining trust and confidence, and consider what more might be done to improve this (for example, work with the relevant Lambeth Made Safer work stream and ensure all officers are aware of the importance of this work stream) | Accepted | <p>The BCU has developed an engagement plan in line with the Met Engagement plan devised by Commander Ali Heydari; The Mayor's Action Plan; & local strategies including Lambeth Made Safer & Southwark Stands Together. Links to these are below:</p> <p>Mayor's Action Plan: https://www.london.gov.uk/publications/action-plan-transparency-accountability-and-trust-policing#actions</p> <p>Southwark Stands Together: https://www.southwark.gov.uk/engagement-and-consultations/tackling-racial-inequalities-racism-and-injustice-southwark-stands-together</p> <p>Lambeth Made Safer: https://moderngov.lambeth.gov.uk/documents/s122975/Appendix%20A%20-%20Lambeth%20Made%20Safer%20Strategy%20v19.pdf</p> <p>We are still waiting for details of the Met Engagement plan devised by Commander Ali Heydari.</p> <p>The BCU Commander has now attended every Lambeth Made Safer Community Forum with the</p> | Oct 2021 | Chief Supt Colin Wingrove (MPS) | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
|------|-------------------------|-----------------------|---|----------|-------|---------------|
| | | | <p>Cabinet Lead for Jobs, Skills & Community Safety demonstrating the level of commitment to engaging with residents and improve community safety and address underlying issues that contribute to crime and ASB including Environment; Health; Employment; Education; Inequalities.</p> <p>The MPS and BCU is reviewing effectiveness and support for local Safer Neighbourhood Ward panels including refreshing priorities, empowering local officers to use data and statistics in a meaningful way to drive action and outcomes suited to local communities. Details of timelines and objectives will be shared with the Committee when available.</p> <p>The review of the Safer Neighbourhood Ward Panels is part of the Mayor's Action Plan (link above).</p> <p>As part of the reinvigoration of the Ward Panels, the Metropolitan Police Service has recently issued guidance to the Ward panels on priority setting. The guidance seems to have been well received.</p> <p>At present we do not have any hard timelines for the completion of the review.</p> | | | |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| | | | With this in mind, details of this review process will be shared with the OSC in due course. | | | |
| 11. 2020 Safer Lambeth Partnership Scrutiny Report | That the latest Lambeth stop and search data (to include statistics on complaints received and details of subsequent action taken) be shared with the committee together with the justification for continuing with the current stop and search strategy given the low incidence of positive outcomes | Accepted | <p>Data on stop and search in Lambeth can be found here: https://www.met.police.uk/sd/stats-and-data/met/stop-and-search-dashboard/</p> <p>Lambeth experiences some of the highest rates of violence and knife crime in London. The positive outcome rate for stop and search has averaged 26% in 2021 this is a 4% improvement on same period in 2020. Stop and search remains an important and effective response to knife crime, robbery and violence, and drivers of crime such as drug offending. It is one tool as part of a range of police and partnership interventions and activity.</p> <p>The BCU is developing a stop and search improvement plan, with insight and feedback from community members and organisations such as Black Thrive and through the Lambeth Made Safer <i>Disrupt and Deter</i> work stream. This is to improve overall quality of encounter and seek greater local community feedback, scrutiny and involvement. The Improvement Plan should be approved by the end of June and will be shared with the Committee when available.</p> | Oct 2021 | Chief Supt Colin Wingrove (MPS) | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| | | | <p>UPDATE: 30.06.21: The Plan has been reviewed by both the Lambeth Made Safer Implementation Board and Strategy board this month (June). The Plan is being shared with Cllr Dyer this week (w/c Monday 28th June) to review. Once feedback has been collated from across this review process, the LMS Programme Manager will liaise with the Disrupt and Deter workstream lead (DS Neerav Patel) with regards to sharing the plan – including forwarding the document with the OSC.</p> | | | |
| 13. 2020 Safer Lambeth Partnership Scrutiny Report | That further information be requested from the Probation service regarding any potential issues which may affect commissioned services during the reintegration process, and how any potential risks are being managed | Accepted | <p>The unification of the Probation services commenced on Saturday 26th June 2021. There will be 12 probation regions across England and Wales (11 in England and Wales) each overseen by a Regional Probation Director. London has its own regional director, with Lambeth being part of the SE London district. Pippa Beeston remains as part of the borough's governance structure, taking the role of Head of Probation Delivery Unit – Lambeth.</p> <p>Services previously delivered by the CRC (Community Rehabilitation Companies) have been absorbed into the unified Probation Service with staff being transferred in the process to allow for continuity of service. For</p> | Oct 2021 | Pippa Beeston (National Probation Service) | A |

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| | | | <p>example, Unpaid Work (Community Payback) that is now under the remit of the HM Prison and Probation Service will build on the innovative work delivered by CRCs.</p> <p>If the OSC or colleagues would like to nominate a community project for Community Payback, please use the following email address: CP_@justice.gov.uk.</p> | | | |
| Accessibility of Council Digital Services Scrutiny Commission Update | To request a further paper to OSC at a future meeting on customer service standards | | To be considered by committee when determining work programme for 2021/22 | TBC | OSC | A |
| Accessibility of Council Digital Services Scrutiny Commission Update | That information on the Lambeth website regarding the council structure and employee information/contact details be enhanced and standardised | Accepted | <p>The basic Council structure and organisational chart covering senior management grades are currently published on the Lambeth website. In addition it is proposed to review and improve our active directory, automated switchboard and revisit our Contact Us page.</p> <p>Update (Sept 2021) - As a part of the overall call centre technology improvements, where we are looking to implement new cloud based and AI empowered solution, we will review all customer journeys and overall access to services, which would give improved experience to residents and easier access to</p> | Aug 2021 | Nataša Patterson | G |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| | | | services. It is not envisaged that full employee information other than published ones will be in scope, however, these improvements should reduce the need for individual officers. Current plan will see these delivered in phases by the end of the year. | | | |
| Lambeth Scrutiny Review | To approve the action plan set out at Appendix 2. | Accepted | Actions to be taken forward by committee members and Democratic Services as outlined in the action plan | To be implemented throughout 2021/22 | OSC / Dem Servs | A |

7 June 2021: Developer Contributions / Responsible Procurement

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| Developer Contributions | That the CLIP approach be revised to ensure the proceeds of growth are shared across the whole borough, with a focus on the most deprived areas | Accepted | In essence this is what the new proposals agreed by Cabinet on the 5 th July do. The agreed proposals revise the approach to NCIL such that the whole of the borough is regarded as the local area, which enables spend to take place on the basis of need. See Para 2.14 (b) of the Cabinet Report from 5/7/21 in this regard. | September 2021 | Rob Bristow | G |
| Developer Contributions | To ensure there is a transparent and democratic localised consultative mechanism for identifying NCIL priorities outside of Neighbourhood Plans | Accepted | This is also secured through the new proposals agreed by Cabinet (see para 2.12 of the Cabinet Report of 5/7/21 for details of the strengthened local consultation mechanisms) | TBC (Discussions currently taking place with Strategy and Comms Team) | Rob Bristow | A |
| Developer Contributions | That the committee requests further information regarding the likely impact of the Government White Paper on Lambeth and that steps are taken to ensure local people can continue to have a say over how CIL is allocated | Accepted | At the time of writing (August 2021) further details are still awaited from Government on how the White Paper proposals will be | TBC (subject to Government) | Rob Bristow | A |

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| | | | implemented. Once these are published officers will be able to produce further analysis on the likely impacts on Lambeth. In respect of ensuring local people can continue to have influence over the allocation of CIL, this will be achieved through the strengthened consultation mechanisms mentioned in para 2.12 of the Cabinet Report – and the priorities that emerge from this process will in turn be taken into account in allocation decisions by the Council. | pronouncements) | | |
| Developer Contributions | That further information be provided regarding the Community Connections fund, including how success will be measured | Accepted | At the time of writing, details of the Community Connections Fund are still being worked up in discussion with the relevant members of Cabinet – details can be shared with OSC once available. | TBC – subject to ongoing discussions with the relevant Cabinet member/The Leader | Rob Bristow | A |
| Developer Contributions | That a strategy is needed regarding changes in the use of space as a result of the pandemic, both in terms of working and where people choose to live | Accepted | The Draft Revised Lambeth Local Plan, which will be reported to Cabinet and Full Council in September for adoption, is the lead strategy for the Council in this regard, and has recently been declared sound by a Government Inspector following an Examination in Public. This document has been informed by a raft of evidence including the new London Plan (adopted earlier this year) and our own JLL office study which advised on the future of office space in the borough following the pandemic. | September 2021 | Rob Bristow | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| Developer Contributions | That a more detailed breakdown is required going forward of how developer contributions are accrued and spent, to ward level | Rejected | This recommendation was carefully considered but ultimately not accepted for the reasons set out at para. 2.11 of the Cabinet Report of 5/7/21. | July 2021 | Rob Bristow | R |
| Developer Contributions | To ensure spending on infrastructure is properly managed at a project level in order that schemes which are overspending can be readily identified and issues addressed | Accepted | Spending by project is managed in accordance with the Council's established financial management systems, and is undertaken by the relevant project team with oversight from Finance and the relevant Directorate Management Team or Transformation Board. In addition a new Capital Programme Board is being set up from October this year to monitor capital spending across programmes to ensure that spending is optimised and any overspends/underspends can be appropriately addressed. | October 2021 | Rob Bristow | A |
| Developer Contributions | That greater transparency is needed regarding the decision making process for spending developer contributions, including how these link to resident views and relevant policy priorities (for example, Borough Plan outcomes) | Accepted | Measures to achieve greater transparency around spending decisions for developer contributions and demonstrating that these are linked to resident priorities were agreed by Cabinet, and the measures to achieve this are set out in paras 2.12 and 2.13 of the Cabinet Report of 5/7/21; with greater accountability ensured through more detailed reporting to Cabinet, as set out in para 2.15 of the report. | TBC – this is subject to discussions on the timing of implementation of these measures with Strategy and Comms colleagues and Finance colleagues | Rob Bristow | A |
| Lambeth Responsible Procurement Update | To ensure the Responsible Procurement policy is applied in an effective and transparent manner, including setting tangible targets on social value priorities, spot checks on compliance, appropriate training for all contract managers in using the electronic contract management system, | Accepted | The council is committed to ensure that the Responsible Procurement policy is consistently applied across all procurement activity and that we are able to proactively report on deliverables | March 2022 | Genine Whitehorne | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| | transparency of data to the maximum extent possible, and penalties for failing to meet social value targets. | | and impact. As such the responsible procurement is an integral part of the development of a new corporate contract management framework which will include comprehensive guidance materials and training for contract managers. Phase 2 of the development of the council's new electronic management system (eCMS) will enable more efficient reporting against responsible procurement commitments. The contract management will include clear guidance for the effective management of contracts including non-performance. This will be further supported by the development of a new Commercial Advisory team supporting contract managers with complex performance issues. | | | |
| Lambeth Responsible Procurement Update | To consult with staff regarding their views on working conditions when a contract change results in them working under a different company | Accepted | For all contracts that may impact staff working on the existing service, the council must consider whether Transfer of Undertakings (Protection of Employment) regulations (TUPE) applies. Where TUPE does apply, the employer (this may be the council where a contract has previously been delivered in-house or another third party contractor) must consult employees or their representatives about anything to do with the transfer that could affect them. The council works with incumbent providers and new | July 2021 | Genine Whitehorne | G |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| | | | contractors to ensure transition and mobilisation of new services are effectively managed and the impact to workers is mitigated wherever possible. | | | |
| Lambeth Responsible Procurement Update | To ensure a process is in place to review social value commitments and associated KPIs whenever a contract is renewed | Accepted | The contract management framework will include clear guidance regarding review of contracts as part of the annual review process and at key contract milestones including when enacting an option to extend. | Oct 2021 | Genine Whitehorne | A |
| Lambeth Responsible Procurement Update | To ensure contracts are monitored to ensure commitment to and compliance with the modern slavery charter | Accepted | Compliance against modern slavery charter will be built into the contract management assurance framework and form part of annual contract reviews. | Oct 2021 | Genine Whitehorne | A |
| Lambeth Responsible Procurement Update | That Trade Union membership and involvement be championed for staff employed under Council contracts | Accepted | The council ensures that all potential contractors adhere to appropriate employment legislation and regulations as part of the procurement process. This includes the legal right for collective participation and to join a Trade Union. The Council is keen to ensure Trade Unions can function effectively within Lambeth, and that they have access to the information they need to function effectively. As such the council is committed to protecting Trade Union rights and will support workers to ensure they have information about their rights. However, we consider it to be an individual's right to choose whether or not they wish to join a Trade Union. champion trade union membership. | July 2021 | Genine Whitehorne | G |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| Lambeth Responsible Procurement Update | That clarity be provided to the committee regarding the ability of the Council to use its leverage via responsible procurement to secure wider societal and environmental benefits beyond local authority borders under current law. This includes looking at the past record of organisations to assess their suitability, requiring adherence to Council policies and practice, and encouraging contractors to pay the London Living Wage to its entire workforce (not just those working as part of the Lambeth contract) | (To provide clarity) Accepted | The Public Services (Social Value) Act, 2012 provides the legislative framework for the council's Responsible Procurement Policy. The council's social value duty is balanced by obligations to ensure fair and open competition as set out in the Public Contracts Regulations 2015 which state, inter alia, that award criteria must be 'linked to the subject matter' of the contract in question, must be contract-specific, and must not be aimed at assessing the business or corporate policies of the tenderer. In considering how, in conducting the process of procurement, it might act with a view to securing the improvement of the economic, social and environmental well-being of its area, the Public Services (Social Value) Act requires that the procuring authority must consider only matters that are relevant to what is proposed to be procured. Further, in doing so, it must consider the extent to which it is proportionate in all the circumstances to take those matters into account. As such the council does not legally have the ability to require contractors to pay LLW beyond Lambeth specific contracts and cannot consider other reputational factors beyond those directly related to the ability to deliver the a specific | July 2021 | Genine Whitehorne | G |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| | | | contract. Additionally, the council has very little commercial leverage to influence supplier behaviour beyond delivery of Lambeth specific contracts | | | |
| Lambeth Responsible Procurement Update | That a clear process is required to demonstrate how the aims of the Responsible Procurement policy link to other Council priorities and strategies (such as the Borough Plan) | Accepted | In March 2021 work was carried out to link the Responsible Procurement policy with Lambeth's Societal Impact Framework that the Council has developed. This framework reflects the Council's priority areas set out in key strategies (including the Borough Plan as well as the UN Sustainable Development Goals). Section 9 of the current Policy sets out how it supports the Borough Plan. At the policy's next review point, the intention is to align the language in the Responsible Procurement policy to this framework and create further opportunities for social and environmental benefits through procurement. This work will be completed alongside strategy and policy leads from across the Council. | Oct 2021 | Genine Whitehorne | A |
| Lambeth Responsible Procurement Update | To endorse the Preston model as a means of prioritising the needs of local business and the community | Accepted | Further guidance is being developed to support the update of the Responsible Procurement Policy. This will include a number of case studies showcasing best practice (both internal and external). It is important to recognise that the approach in Lambeth already exceeds the outcomes achieved in Preston however these successes are not | Dec 2021 | Genine Whitehorne | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| | | | effectively communicated. The case studies will help to more effectively share the learning, As a part of this process, it is intended to include further information on external models (including the Preston example). | | | |
| Lambeth Responsible Procurement Update | That the Council should actively consider insourcing services whenever feasible | Accepted | When commissioning services it is already mandatory that a range of options are considered as part of developing the business case. These options include assessing the council's ability to deliver the services in-house. This options appraisal will be further strengthened by new guidance that will provide commissioners / service managers with more information about factors to consider when undertaking a make or buy assessment. | Dec 2021 | Genine Whitehorne | A |
| Lambeth Responsible Procurement Update | To ensure the Transformation & Efficiency Champion is fully involved in the coordination of responsible procurement with related initiatives such as societal impact of spend and the performance management and appraisal process, and to request a future report back on how this is working | Accepted | The Transformation & Efficiency Champion is already well engaged in discussions regarding our approach. This will continue as work develops and the Champion will be invited to be an active participant in the update of the Policy to inform and shape priorities going forward. | March 2021 | Genine Whitehorne | A |
| Lambeth Responsible Procurement Update | To ensure an appropriate balance is struck between value for money and social value commitments in the procurement system | Accepted | Social value is an important consideration in our procurement activity. When evaluating tenders, it is important that careful consideration is given to the split between price and quality as part of the evaluation methodology. This split will vary depending on the type of services being procured and the way in which is | Oct 2021 | Genine Whitehorne | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| | | | it being sourced. It has recently been agreed to introduce a mandatory 10% social value criteria for all procurements over £500k. Social value must be included as part of the evaluation methodology for procurements below £500k though the percentage will be decided as appropriate for the type and value of contract being awarded. | | | |
| Lambeth Responsible Procurement Update | To review the role of consultant advisors in the tender process to ensure value for money and transparent delivery of social value commitments | Accepted | Consultants and specialist advisors play an important role in many of our procurement projects. For very complex or technical areas it is vital that the council benefits from expert knowledge in order to ensure the best outcomes are delivered for Lambeth residents. The Council has recently established a new Commercial and Advisory team creating greater internal capability to assess commercial opportunities. The use of external consultants should always be assessed to ensure it represents best value and to determine how social value commitments can be supported. Consultants must adhere to council policies. | | Genine Whitehorne | A |
| Lambeth Responsible Procurement Update | That the Opportunity Lambeth website be significantly enhanced and that all jobs arising from procurement activities be advertised on the site | Accepted | The 'Opportunity Lambeth' service has secured £150,000 capital funding to further develop its digital functions and will commence development once project manager is in place. The Skills and Employment team remain committed to advertising all employment opportunities | Dec 2021 | Genine Whitehorne | A |

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| | | | arising from procurement activities. We are now working to establish a corporate approach to ensure that the team are notified of these new opportunities in a timely fashion and that we have a consistent approach to monitoring outcomes. The Skills and Employment division have ringfenced resource to support this activity. | | | |
| Lambeth Responsible Procurement Update | That more consistency is required regarding data collection and publication and that the establishment of a monitoring committee to oversee social value commitments be considered | Accepted | Data and reporting are being addressed as part of the further development of eCMS. The governance of the reporting is yet to be decided and the appropriateness of the establishment of a monitoring committee will be considered. However, it is important to understand the role, purpose and remit of such a committee. This will be considered in consultation with the lead Cabinet Member and the Transformation and efficiency champion. | Dec 2021 | Genine Whitehorne | A |
| OSC Work Programme | That the following items be considered for inclusion in the work programme for the 2021-22 municipal term: <ul style="list-style-type: none"> - Issues with Thames Water - Benefit process and complaints - Road traffic collisions/road safety | Accepted | Items added to the future work programme . | April 2022 | Democratic Services | G |

14 July 2021: Care Home Provision and Delivery in Lambeth

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| Care Home Provision and | To improve person centred care planning and ensure care pathways were joined up and understood by the public, Adult Social Care should: | Accepted | | | Jane Bowie/Fiona Connolly | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| Delivery in Lambeth | <ul style="list-style-type: none"> - Develop guidance, including a plain English route map, to help service users and carers navigate the system; - Provide a single point of contact for questions about care home provision and delivery in Lambeth; and - Ensure each care home resident had a dedicated point of contact so both service users and carers know who to contact if they have a question about their care. | | <ol style="list-style-type: none"> 1. Producing guidance including a map 2. Establishing a SPoC for all care home residents | <ol style="list-style-type: none"> 1. Guidance – March 2022 2. December 2021 | | |
| Care Home Provision and Delivery in Lambeth | The Council's support for care homes during the coronavirus pandemic, including the provision of advice, guidance, training and equipment, be commended. | Accepted | Letter to Council officers providing support, public health and commissioners | September 2021 | Jane Bowie | A |
| Care Home Provision and Delivery in Lambeth | Care homes and carers be thanked for providing service users with outstanding support during the coronavirus pandemic. | Accepted | Letter to all care homes including message for care staff | September 2021 | Michelle Homer/Jane Bowie | A |
| Care Home Provision and Delivery in Lambeth | The Council introduces a care worker of the year award, to recognise the outstanding care provided across the borough. | Accepted | Establish award event, to align with Council staff awards, for 2022 with nominations including from sector for 21-22 | July 2022 | Jen Burgess/Jan e Bowie | A |
| Care Home Provision and Delivery in Lambeth | Adult Social Care work across the Council and with colleagues and partners, including providers, to raise the profile of the work done by care homes and promote opportunities for a career in care homes. | Accepted | Through NWDA multi-agency workstream | ongoing | Jane Bowie/Cathy Ingram | A |
| Care Home Provision and Delivery in Lambeth | To aid recruitment, to investigate whether it would be possible for Opportunity Lambeth to work with Care Homes across the borough. | Accepted | Investigate potential | January 2022 | Jade Holvey/Jane Bowie | A |
| Care Home Provision and Delivery in Lambeth | The Council sign up to UNISON's Ethical Care Charter and ensure those working in care homes receive payment of their salary for periods when they are on sick leave, are given appropriate training, receive regular appraisals/pay reviews and feel supported. | Under consideration | UNISON's Ethical Care Charter relates to home care not care home services – the regulator CQC and commissioners retain oversight that care home staff do remain supported including through completion of appraisals and provision of training and adoption of all the remaining elements of the Charter for | | Jane Bowie | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| | | | home care services is currently under political consideration. | | | |
| Care Home Provision and Delivery in Lambeth | Lessons learnt in relation to Covid-19 should be shared with the Overview and Scrutiny Committee within 6 – 12 months. This should cover matters in relation to both care home provision and delivery during the pandemic, with input from service users and carers. To ensure service users and carers are listened to and heard, thought should be given to the methodology that is used, and by who, to capture these experiences. | Accepted | Build on review report completed by public health April 2021 by collating views / experiences of residents and carers to produce 1 composite report | July 2022 | Jane Bowie/Ese Lyasere/ Healthwatch ? | A |
| Care Home Provision and Delivery in Lambeth | All care homes should have a clear, transparent and well publicised complaints procedure, setting out how to raise concerns freely and confidentially, who to contact and how to appeal. | Accepted | Confirm every care home has appropriate complaints policy and procedure in place | October 2021 | Michelle Homer/Jane Bowie | A |
| Care Home Provision and Delivery in Lambeth | To help create an atmosphere where workers feel able to report concerns, the Council should ensure all care homes have a whistleblowing policy and ensure staff are aware that they can raise concerns freely and confidentially. | Accepted | Confirm all care homes have whistleblowing policy in place and staff are made aware of how to access | October 2021 | Michelle Homer/Jane Bowie | A |
| Care Home Provision and Delivery in Lambeth | The Council ensures all care homes hold regular meetings for families and carers, with suitable safeguards established to support, and hear from, residents who are not visited/supported by friends or family. | Accepted | Confirm all care homes have regular resident and carer meetings in place and systems to ensure views of residents without visitors get captured | October 2021 | Jen Burgess/Jan e Bowie | A |
| Care Home Provision and Delivery in Lambeth | An annual report on care homes be provided to both Overview and Scrutiny and Cabinet to provide details on: <ul style="list-style-type: none"> - Monitoring and inspection, including data from the Care Quality Commission (CQC) and Lambeth's own commissioners; - How CQC ratings in Lambeth compared to other boroughs; - The challenges and opportunities for staff and service providers – including information on staffing levels, vacancies and future staffing requirements; - The experiences of service users and carers, including feedback on the care and services received; | Accepted | To draft as supplement to annual ASC complaints report. | September 2022 | Jane Bowie | A |

| Item | Recommendation / Action | Accepted/ Rejected | Response | Deadline | Owner | RAG rating |
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| | <ul style="list-style-type: none"> - The number of complaints received as well as lessons learnt; and - The impact of Brexit and Covid-19, including the supply of personal protective equipment (PPE). | | | | | |
| Care Home Provision and Delivery in Lambeth | A report on the future use of Minnie Kidd House, setting out care provided, environmental issues, including work required for the building to be compliant with fire safety standards, and next steps, be considered by Overview and Scrutiny at a future committee meeting, with input from Guy's and St Thomas' NHS Foundation Trust. | Accepted | TBA | TBA | Jane Bowie | A |
| Care Home Provision and Delivery in Lambeth | To help maximise health and wellbeing in care homes, schemes that increase community interaction and encourage residents to get involved in local activities, including interaction with ward councillors, should be supported. | Accepted | To be included in NWDA workstream (action no. 5) | Ongoing | Jane Bowie/Cathy Ingram | A |
| Care Home Provision and Delivery in Lambeth | An officer briefing on future care models be provided to Councillors. | Accepted | Briefing with outline timelines to be presented | January 2022 | Jade Holvey/Jane Bowie | A |