

Panel	Date of meeting	Recommendation	Recommendation to	6 month update	1 year update
Health and Adults Social Services Scrutiny Panel	2022/23	The Council should reappraise and continue to improve its social care offer, despite the delay in the Government's plans to reform adult social care.	Kerry Stevens, Strategic Director, Adult Services and Public Health	There is an ongoing work programme in ASC for improving its offer. This was brought to the HASSP in 2023 for review.	
Health and Adults Social Services Scrutiny Panel	2022/23	The Council should ensure and demonstrate it's planning for increasing demand on adult social care services in the future, given the ageing population.	Kerry Stevens, Strategic Director, Adult Services and Public Health	The Connected Communities, Better Lives programme promotes independence and well being of local people and there mitigates some of the demographic lead growth in demand. The service is also developing a Direct Payments model to support promotion of independence in line with the model. In addition to this the DASS receives detailed information of activity across the service to measure variations in demand.	
Health and Adults Social Services Scrutiny Panel	2022/23	The Council should prioritise putting the voice of social care users at the heart of any reform programme to ensure that their experience informs future policy. Further consideration should be given into how social care users interact with the local authority, actively listening to what that experience is like for the social care user and ensuring that nobody is discriminated against through the rush to digitalisation.	Kerry Stevens, Strategic Director, Adult Services and Public Health	The ASC service has reviewed its engagement and co production model increase the voice of the people using our services. This entailed detailed consultation with the local community to develop the proposals going forward (which were brought to HASSP in 2023). The implementation programme is now underway.	
Health and Adults Social Services Scrutiny Panel	2022/23	The Council should look at how to incentivise the building of more sheltered accommodation and prioritise the accessibility of our town centres through the local plan. There should be closer collaboration with the NHS on the co-commissioning of services to deliver this.	Kerry Stevens, Strategic Director, Adult Services and Public Health / Steve Barton, Strategic Planning Manager The Adults Social Care Housing Strategy is currently being reviewed and an update will be provided in the near future.	The ASC service has been working with internal housing colleagues to develop a clear commissioning strategy for accommodation. A third party organisation has been working with us to ensure that this reflects local need in coming years.	
Health and Adults Social Services Scrutiny Panel	2022/23	The Council should adopt the Social Model of Disability as other councils such as Croydon, Hammersmith and Fulham, Wolverhampton and Manchester City Council have done successfully, to achieve equality for disabled people	Kerry Stevens, Strategic Director, Adult Services	The Councils commitment to social model of disability is reflected in the wider work being done around the equalities and discrimination agenda. The Council continues to recognise the importance of choice and control for all residents and the adult social care programme regarding Direct Payments will promote this model.	
Health and Adults Social Services Scrutiny Panel	2022/23	That regular best practice reviews of the adult social care referral and assessment process should be carried out and Ealing should benchmark its performance against comparative local authorities.	Kerry Stevens, Strategic Director, Adult Services and Public Health	The ASC service commissioned the LGA to complete a Peer Challenge review of services which was completed in 2023. This provided an external review of services and supported the Councils internal assurance processes. We have recruited short term interim support to provide an independent oversight of our performance and quality assurance processes as part of our on going programme of assurance. Reports are provided regularly to SLT and Cabinet.	
Health and Adults Social Services Scrutiny Panel	2022/23	That all of Ealing's residents are assisted in accessing support that helps prevent their loss of independence and well-being.	Kerry Stevens, Strategic Director, Adult Services and Public Health	The ongoing quality assurance programme of services promotes independence and well being of local people. This aligns with the strategic model of Better Lives which is embedded in services.	

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Health and Adults Social Services Scrutiny Panel	2022/23	The Council should fund as ambitious a programme as possible to support the work plans for delivering the priorities of the Learning Disability Commissioning Strategy.	Kerry Stevens, Strategic Director, Adult Services and Public Health	There are high ambitions set out in the Learning Disability Commissioning Strategy. However it should be recognised that there are significant and challenging financial pressures in local government nationally.	
Health and Adults Social Services Scrutiny Panel	2022/23	To encourage Ealing Council to expand its Direct Payments offer to improve independence and the health and wellbeing of Ealing residents where appropriate.	Kerry Stevens, Strategic Director, Adult Services and Public Health	There has been an engagement programme with local people as to how to improve the Direct Payments programme in Ealing. We are now in the development and implementation phase of a wider programme.	
Health and Adults Social Services Scrutiny Panel	2022/23	During the adoption of the Local Plan, both Ealing Council's planners and the Local Development Advisory Panel should give strong regard to air quality in respect of public health.	Steve Barton, Strategic Planning Manager	The Local Plan will be published for Reg 19 (Final Proposals) on February 28 th 2024. There are specific policies on air quality in Chapter 3 – Spatial Strategy and Chapter 4 – Town Plans	
Health and Adults Social Services Scrutiny Panel	2022/23	The Council should assist Ealing Rise in locating suitable alternative location in the borough for its service.	Kerry Stevens, Strategic Director, Adult Services and Public Health	A new hub in Southall has been approved via an ICMD (subject to final lease negotiations). There has been positive support on this from a number of council teams and from Cllr Anand as lead member.	
Health and Adults Social Services Scrutiny Panel	2022/23	That Ealing's Community Champions, the Community Hubs, and Ealing's Community Engagement Team should connect with the TB Outreach Service to promote awareness	Anna Bryden, Director Public Health	Links have been made with the TB Outreach Service Provider for future engagement with our now 59 community champions. Work in progress to engage with the Community Hubs and wider work of the Community Engagement Team especially in terms of the newly developing seven town forum structures and a potential health-oriented subgroup of the new multi-faith forum. TB Outreach Service included in a public health offer to Warm Space hosts over winter months.	
Health and Adults Social Services Scrutiny Panel	2022/23	That there should be links from the council's website to West London NHS Trust's healthier lifestyle and TB awareness pages	Anna Bryden, Director Public Health	This action is pending due to a change in the commissioner for the TB Outreach Service. Plan to address this in Jan-March 2024.	
Health and Adults Social Services Scrutiny Panel	2022/23	That there should be links made between the TB Outreach Service and the Let's go Southall project.	Anna Bryden, Director Public Health	This action is pending due to a change in the commissioner for the TB Outreach Service. Plan to address this in Jan-March 2024.	
Health and Adults Social Services Scrutiny Panel	2022/23	That the TB Service provides a briefing for all councillors, who would then be encouraged to support the work in raising awareness by having leaflets available in their council surgeries	Anna Bryden, Director Public Health	This briefing has been drafted and following approvals will be shared with councillors within January 2024.	
SP1 Tackling the Cost of Living Crisis	2022/23	That information on levels of economic inactivity in different parts of the borough, particularly where there are barriers to employment for example where people are carers or single parents or not proficient in English, be provided for members when available	Rajiv Ahlawat, Strategic Intelligence and Performance Manager Data on economic activity at ward/ area level is available from the 2021 Census but it is not yet available broken down for specific groups such as ethnic groups, carers, single parents, or English proficiency. The information will be provided when available.		

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SP1 Tackling the Cost of Living Crisis	2022/23	That there should be a review of the recruitment process for apprenticeship schemes to identify any barriers and to make it more inclusive for residents that might have specific needs. The approach to apprenticeship assessments should be reviewed and thought given to holding some of the assessments at a place where learners felt more comfortable.	Connor McDonagh, Assistant Director, Economic Growth, Regeneration and Planning	<p>The Ealing Council apprenticeship scheme is designed mainly for those who are taking a first step onto the career ladder or returning to work after a period of time away from the workplace. The council has a guaranteed interview scheme in place and the apprenticeship scheme follows this process where a candidate has declared a disability. Even if no reasonable adjustments have been requested, each applicant is contacted to check what needs or adjustments are needed.</p> <p>The team then accommodates as necessary. The screening workshop, which forms part of the recruitment process, takes place in Council offices to act as part of the orientation to future working in the Council offices. This helps to manage expectations and allay concerns or 'myths' about the office working environment. The screening process forms part of the 'induction' process and supports candidates as part of their preparation for interview with their potential new manager in the work setting they would be working in. As part of the recruitment process, hiring managers are encouraged to bring final candidates into the work setting and give them tasks that they could be doing in their apprentice role. This can help the manager to see how the candidate interacts with the team and what quality their pieces of work are. It also helps candidates to experience what the workplace setting is like. To date, only one final candidate decided that they did not like the work setting (Perceval House). Apprentices with disabilities that require specialist equipment or training are linked in with Access To Work and their recommendations completed as necessary. Please note that the apprenticeship scheme has 19 apprentices on programme with 4 people with disabilities.</p> <p>The council will be reviewing the apprenticeship scheme with a view to it transferring to the corporate centre. This is all linked to the new council workforce strategy that the Director of Workforce is developing.</p>	
SP1 Tackling the Cost of Living Crisis	2022/23	Due to being identified as areas of deprivation, that Greenford and Hanwell be considered for work club locations when the service resumes.	Alison Reynolds, Director Customer Services The service will continue to look for suitable locations for work clubs with a view to co-location with community hubs and libraries.	<p>We attend the following areas for work clubs, and will continue to look for suitable locations to provide this service in Hanwell and Greenford.</p> <p>Thursday at Northolt Library Work Club, Church Road, Northolt UB5 5AS Friday at Ealing Library Work Club, Broadway, Ealing W5 5JY The Local Welfare Team also attend Perviale Foodbank on Tuesdays.</p>	
SP1 Tackling the Cost of Living Crisis	2022/23	That the employment support services provided by the external agencies that the Council works with be promoted on the council's website or the cost of living hub.	Connor McDonagh, Assistant Director, Economic Growth, Regeneration and Planning	<p>The Council has two websites that have webpages relating to employment and skills; the Ealing Council main website and Work Ealing which is delivered by employment and skills. This response relates to the Work Ealing website as this is within the remit of the AD for Economic Growth, Regeneration and Planning. Work Ealing has a vacancies webpage and works with partners to advertise opportunities that are paid at London Living Wage or higher and includes apprenticeships, jobs and work placements. Partner events and opportunities are promoted via an email based circulation list, as well as Work Ealing website's event page. Links to Work Ealing are also promoted through the council's new Good for Ealing website, which is focused on supporting inward investment, job creation and growing the local economy.</p>	

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SP1 Tackling the Cost of Living Crisis	2022/23	That further consideration be given to the location and environment of the community hubs so that they provide privacy for service users whilst maintaining staff safety.	Alison Reynolds, Director Customer Services Funding has been identified for improvement to the environments of the Southall and Northolt hubs, with work currently being scoped. Improvements are already underway in the Central Library Community Hub to improve the environment as an interim solution, while consultation and planning for future permanent solution takes place.	The service is currently considering plans produced by Architects for improvements to the Dominion Hub location. The Northolt hub works still in scoping stage. Improvements agreed in central library due to be completed in Feb 24.	
SP1 Tackling the Cost of Living Crisis	2022/23	There should be a better access for the professional agencies to the council tax and financial assessment teams, and consideration given to having a dedicated telephone number and email address.	Alison Reynolds, Director Customer Services Meetings have taken place with the relevant agencies to agree and implement appropriate channels for communication with a dedicated email address for contact live as of 18 March 23.	Complete	
SP1 Tackling the Cost of Living Crisis	2022/23	The Council should explore working in partnership with London Community Bank to provide interest free loans for residents who require financial assistance.	Alison Reynolds, Director Customer Services Front line staff have been briefed by the London Community Bank in the services they offer including access to loans. The council's cost of living web pages have been updated to include a link to the London Community Bank and its services.	Referrals to the London community bank continue to be made where appropriate, with links still live on the cost of living pages.	
SP1 Tackling the Cost of Living Crisis	2022/23	The Council should meet regularly with the money and debt advice agencies in Ealing to consider what more could be done to improve engagement with residents earlier in the debt collection process so as to help reduce the use of bailiffs. There should be a yearly target for reducing bailiff use for council tax arrears and other strategies for debt collection considered with the money and debt advice agencies.	Alison Reynolds, Director Customer Services An initial meeting took place with relevant agencies in June 2023, with a further meeting scheduled to take place in September 2023.	Further meetings completed with money and debt advice organisations with ongoing quarterly meetings now scheduled. A proactive approach is taken to contact residents in arrears, including outbound calling, text message reminders, referrals to appropriate support agencies. Links to debt advice organisations are included with all correspondence. Enforcement agents are used as last resort and where all attempts to engage with residents have failed.	