



Health, Adult Social Care and Social Inclusion Policy and Accountability Committee

Agenda

Monday 14 September 2015
7.00 pm

Courtyard Room - Hammersmith Town Hall

MEMBERSHIP

Administration:	Opposition	Co-optees
Councillor Rory Vaughan (Chair) Councillor Hannah Barlow Councillor Natalia Perez Shepherd	Councillor Andrew Brown Councillor Joe Carlebach	Patrick McVeigh, Action on Disability Bryan Naylor, Age UK Debbie Domb, HAFCAC

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Members of the public are welcome to attend. A loop system for hearing impairment is provided, along with disabled access to the building.

Date Issued: 04 September 2015

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<u>Item</u>	<u>Pages</u>
1. MINUTES OF THE PREVIOUS MEETING	1 - 13
<p>(a) To approve as an accurate record and the Chair to sign the minutes of the meeting of the Health, Adult Social Care and Social Inclusion PAC held on 7 July 2015.</p> <p>(b) To note the outstanding actions.</p>	
2. APOLOGIES FOR ABSENCE	
3. DECLARATION OF INTEREST	
<p>If a Councillor has a disclosable pecuniary interest in a particular item, whether or not it is entered in the Authority's register of interests, or any other significant interest which they consider should be declared in the public interest, they should declare the existence and, unless it is a sensitive interest as defined in the Member Code of Conduct, the nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent.</p> <p>At meetings where members of the public are allowed to be in attendance and speak, any Councillor with a disclosable pecuniary interest or other significant interest may also make representations, give evidence or answer questions about the matter. The Councillor must then withdraw immediately from the meeting before the matter is discussed and any vote taken.</p> <p>Where Members of the public are not allowed to be in attendance and speak, then the Councillor with a disclosable pecuniary interest should withdraw from the meeting whilst the matter is under consideration. Councillors who have declared other significant interests should also withdraw from the meeting if they consider their continued participation in the matter would not be reasonable in the circumstances and may give rise to a perception of a conflict of interest.</p> <p>Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Audit, Pensions and Standards Committee.</p>	
4. WEST LONDON MENTAL HEALTH TRUST	
<p>This report will follow.</p>	
5. IMMUNISATION UPTAKE	14 - 51
<p>This report provides an update on immunisation programmes in</p>	

Hammersmith & Fulham and action plans to improve the uptake rate of the flu vaccine.

- 6. NEW HOME CARE SERVICES** 52 - 67
- This report sets out the proposal for contract awards for new Home Care Services for people who meet Adult Social Care eligibility criteria in the London Borough of Hammersmith and Fulham.
- 7. CUSTOMER SATISFACTION** 68 - 86
- This report provides a description of current mechanisms to understand customer satisfaction and experience in adult social care; a summary of some current findings from the annual service user survey and carers survey; and how the mechanisms for obtaining customer experience and satisfaction are being developed.
- 8. WORK PROGRAMME** 87 - 88
- The Committee is asked to consider its work programme for the remainder of the municipal year.
- 9. DATES OF FUTURE MEETINGS**
- 4 November 2015
 - 2 December 2015
 - 2 February 2106
 - 14 March 2016
 - 18 April 2016