

	<p align="center">London Borough of Hammersmith & Fulham</p> <p align="center">HEALTH, ADULT SOCIAL CARE AND SOCIAL INCLUSION POLICY AND ACCOUNTABILITY COMMITTEE</p> <p align="center">17 November 2014</p>
<p>TITLE OF REPORT: Call for evidence on engaging home care service users, their families and carers</p>	
<p>Report from stakeholders.</p>	
<p>Open Report</p>	
<p>Classification - For Information</p> <p>Key Decision: No</p>	
<p>Wards Affected: All</p>	
<p>Accountable Executive Director: Liz Bruce, Tri-borough Executive Director of Adult Social Care and Health</p>	
<p>Report Author:</p> <p>Sue Perrin Committee co-ordinator</p>	<p>Contact Details: Tel: 020 8753 2094 E-mail: sue.perrin@lbhf.gov.uk</p>

1. EXECUTIVE SUMMARY

The Administration's manifesto for the 2014 Council elections included a commitment to ensure that the voice of service users, their carers and families was heard in the delivery of home care services. The manifesto said:

'We will: Ensure that users of the council's home care services receive high standards of care by giving service users, their carers and families a formal voice in ensuring that home care providers deliver those standards.'

The following stakeholders: have agreed to give oral evidence to the committee on their views on the best way for the Council to deliver that 'formal voice':

Kamran Mallick, Action on Disability
Dawn Stephenson, Age UK
Paula Murphy, Healthwatch

2. RECOMMENDATIONS

The committee is asked to consider the oral evidence from key stakeholders and make a formal recommendation to the Council's cabinet on their engagement strategy.

LOCAL GOVERNMENT ACT 2000 **LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	none		