

Health and Social Care Scrutiny Commission

Thursday 25 April 2024
7.00 pm
160, Tooley Street, SE1 2QH

Supplemental Agenda

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Contact

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Webpage:

Date: 18 April 2024

Item No.	Classification: Open	Date: 25 April 2024	Meeting Name: Health & Social Care Scrutiny Commission
Report title:		Briefing: Access to Toilet review	
Ward(s) or groups affected:		N/a	
From:			

1. Introduction

- 1.1. This briefing seeks to provide outstanding information in respect to the Health & Social Care Scrutiny Commissions 'Access to Toilets' review.

2. Dulwich Park Changing Places Toilet

- 2.1. Installation of the Changing Places Toilet in Dulwich Park was completed in February 2024 and officially opened with a small community event on 9th March.
- 2.2. The capital cost of the project is outlined below. This was covered by a grant from DLUHC's Changing Places Fund.

Item	Cost
Changing Places Modular Unit (including installation and extended warranty)	£80935
Resiting of bin store and bike rack	£14770
Tree replacement	£3600
Ecology survey & bat box	£810
Total	£97,115

3. Requirements for Changing Places Toilets in Public Buildings

- 3.1. From Jan 2021 a significant change was made to building regulations ([Approved Document M](#)) requiring the installation of Changing Places toilets in any new builds or major refurbishments in respect of
- 3.1.1. Places of assembly, recreation and entertainment (e.g. art galleries, cinemas, libraries, museums, FE colleges) with capacity of 350+ or collections of smaller buildings such as zoos, theme parks with a capacity of 2000+
 - 3.1.2. Shopping centres or retail parks with a gross floor area of 30,000m² or more
 - 3.1.3. Retail premises with a gross floor area of 2500m² or more
 - 3.1.4. Sport and leisure buildings with a gross floor area more than 5000m²
 - 3.1.5. Hospitals and primary care centres
 - 3.1.6. Crematoria and cemetery buildings
- 3.2. The full amendment can be found [here](#) (page 2/3)

4. Accommodation Review

Work has commenced to scope a review of the Council's buildings across the borough. The request to consider opening up toilets, where practicable, has been noted.

5. Camberwell Green Automatic Loo

The Automatic loo was removed on the expiry of the APC (Automatic Public Convenience) contract with the supplier (JCDecaux) in 2022. There is an alternative public toilet in the nearby Library at Camberwell (170m away), available:

- Monday to Friday between 9am and 8pm
- Saturday 9am to 5pm
- Sunday 12pm to 4pm

6. East Street Market Toilets

East St. and Portland St. toilets are one of the same (they are located on Portland St near the junction with East St.) The toilets are open six days a week (Tuesday to Sunday) (when the market is in operation) and do not have an attendant but are cleaned regularly throughout the day.

The toilets are subject to vandalism on a regular basis and as such are closed for a significant number of days throughout the year whilst repairs are undertaken.

Item No. 13	Classification: Open	Date: 25 April 2024	Meeting Name: Health & Social Care Scrutiny Commission
Report title:		Health & Social Care Scrutiny Commission Work Programme 2023 - 24	
Ward(s) or groups affected:		N/a	
From:		Julie Timbrell, Project Manager, scrutiny.	

RECOMMENDATIONS

1. That the Health & Social Care Scrutiny Commission note the work programme as attached as Appendix 1 Work Plan, and review scopes in appendices A and B.
2. That the Health & Social Care Scrutiny Commission consider the addition of new items or allocation of previously identified items to specific meeting dates of the commission.

BACKGROUND INFORMATION

3. The general terms of reference of the scrutiny commissions are set out in the council's constitution (overview and scrutiny procedure rules - paragraph 5). The constitution states that:

Within their terms of reference, all scrutiny committees/commissions will:

- a) review and scrutinise decisions made or actions taken in connection with the discharge of any of the council's functions
- b) review and scrutinise the decisions made by and performance of the cabinet and council officers both in relation to individual decisions and over time in areas covered by its terms of reference
- c) review and scrutinise the performance of the council in relation to its policy objectives, performance targets and/or particular service areas
- d) question members of the cabinet and officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects and about their views on issues and proposals affecting the area

- e) assist council assembly and the cabinet in the development of its budget and policy framework by in-depth analysis of policy issues
 - f) make reports and recommendations to the cabinet and or council assembly arising from the outcome of the scrutiny process
 - g) consider any matter affecting the area or its inhabitants
 - h) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working
 - i) review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the scrutiny committee and local people about their activities and performance
 - j) conduct research and consultation on the analysis of policy issues and possible options
 - k) question and gather evidence from any other person (with their consent)
 - l) consider and implement mechanisms to encourage and enhance community participation in the scrutiny process and in the development of policy options
 - m) conclude inquiries promptly and normally within six months
4. The work programme document lists those items which have been or are to be considered in line with the commission's terms of reference.

KEY ISSUES FOR CONSIDERATION

- 5. Set out in Appendix 1 (Work Programme) are the issues the Health & Social Care Scrutiny Commission is considering in 2023- 24.
- 6. The work programme is a standing item on the Health & Social Care Scrutiny Commission agenda and enables the commission to consider, monitor and plan issues for consideration at each meeting.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Health & Social Care Scrutiny Commission agenda and minutes	Southwark Council Website	Julie Timbrell Project Manager
Link: https://moderngov.southwark.gov.uk/ieListMeetings.aspx?Committeeld=518		

APPENDICES

No.	Title
Appendix 1	Work Plan 2023-24
Appendix A	Review: Access to Toilets
Appendix B	Review: Adult Safeguarding – how can this be implemented to better protect vulnerable adults, carers and paid staff?

AUDIT TRAIL

Lead Officer	Everton Roberts, Head of Scrutiny	
Report Author	Julie Timbrell, Project Manager, Scrutiny.	
Version	Final	
Dated	18 April 2024	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Governance	No	No
Strategic Director of Finance and Governance	No	No
Cabinet Member	No	No
Date final report sent to Scrutiny Team	18 April 2024	

Health and Social Care Scrutiny Commission

Work programme 2023/24

Reviews and topics

- Review: Access to Toilets - with reference to concerns that limited provision is particularly impacting older people's mobility
- Review: Adult Safeguarding – how can this be better implemented to protect vulnerable adults, carers and paid staff?
- Topic: Access to dentists
- Topic: Blue badge application process and criteria for award
- Topic: Southwark's Drug and Alcohol Strategy and Southwark's Healthy weight strategy 2022-27

- Topic: Pain management clinic – with reference to sufficient provision , back pain and arthritis

Standing items

- Interview with the Independent Chair of the Southwark Safeguarding Adults Board (SSAB). The Safeguarding Adults Board is a multi-agency partnership which has statutory functions under the Care Act 2014. The main role of Southwark Safeguarding Adults Board (SSAB) is to ensure that local safeguarding arrangements work effectively so that adults at risk due to health needs, social care needs or disabilities are able to live their lives free of abuse or neglect.

Interview Cabinet member/s

- Cabinet Member for Health and Well-being

Dates

Health & Social Care Scrutiny Commission	Date	Work Programme
Meeting 1	Wednesday 20 July	<ul style="list-style-type: none"> • Work-planning <p>Topic:</p> <ul style="list-style-type: none"> • Southwark’s Drug and Alcohol Strategy Southwark’s • Healthy weight strategy 2022-27
Meeting 2	Tuesday 19 September	<p>Review: access to toilets - with reference to concerns that limited provision is particular impacting older people’s mobility</p> <ul style="list-style-type: none"> - Toilet Manifesto - Age Concern loo campaign <p>Healthwatch : Latin American report and presentation and Annual report as background.</p> <p>Health and Cabinet report back on:</p> <ul style="list-style-type: none"> • Access to Medical Appointments (with Martin Wilkinson and Nancy Kuchmann) <p>Review: Adult Safeguarding – how can this be defined to better protect vulnerable adults, carers and paid staff?</p>

		<p>Officer report</p> <p>Cabinet response:</p> <ul style="list-style-type: none"> Care Contributions
Meeting 3	Wednesday 15 November	<p>Review: Access to Toilets Loos for Southwark local residents supported by Age UK London</p> <p>Review: Access to Toilets – Age UK London briefing on addressing anti-social behaviour</p> <p>Review: Access to Toilets – officer reports and presentations.</p> <p>Cabinet Member for Health and Wellbeing interview.</p> <p>Topic: Blue badge application process and criteria for award – officer briefing and presentation.</p> <p>Muscular Skeletal Service decommissioning – with a presentation followed by a q & a</p>
Safeguarding structured interview	23 January 2024	SLaM dementia nurse
Meeting 4	Monday 5 February	<p>Briefing on changes to Health Regulations and the power to refer to the Secretary of State</p> <p>Presentation on Safeguarding practice by Elder Care/ Social Work institute</p> <p>Interview with the Independent Chair of the Southwark Safeguarding Adults Board (SSAB)</p>

		Headline report Access to Loos
Safeguarding workshop with Care Home manager	February in person 26 March - online	Care Home providers invited to discuss their Safeguarding and Investigation/ Disciplinary policy and practice Interview with Agincourt Interview with Mission Care, Tower Bridge, County Court.
Safeguarding structured interview	18 March 2024	Interview with SCIE solicitor
Meeting 5	25 April 2024	Topic: Pain management clinic – with reference to sufficient provision , back pain and arthritis . Southwark Partnership will be covering context including SEL MSK pathway and GSTT pain consultant will present, including information from KCH (tbc). GP Access - appointment with a physician associate / GP protocols and best practice plus access issues at Nexus via eConsult Topic: Access to dentists Update on Tower Bridge care home procurement of new provider, requesting a briefing covering: <ul style="list-style-type: none"> • Update on procurement for TB process, including plans to involve service users • Update on increasing capacity for nursing care provision / is there still a plan to build a second nursing home? • What are the plans to improve quality over the longer term? Update: Scrutiny Review Safeguarding Implementation Access to Toilets – officer briefing to note Access to Toilets – ASB report

		Access to Toilets – updated headline report to note
6 Meeting	14 May	Access to Toilets final report

Scrutiny review scoping proposal

1 What is the review?

Access to Toilets.

The review is driven by members concerns that limited toilet provision is impacting on mobility for disadvantaged groups, particularly older people, disabled people, pregnant people and parents and carers of young children.

2 What outcomes could realistically be achieved? Which agency does the review seek to influence?

A Southwark Toilet Strategy

3 When should the review be carried out/completed? i.e. does the review need to take place before/after a certain time?

Completed by 2024

4 What format would suit this review? (eg full investigation, q&a with executive member/partners, public meeting, one-off session)

Full investigation

5 What are some of the key issues that you would like the review to look at?

Understanding the impact limited provision is having on older people's mobility and other groups, such as disabled people, pregnant people, and parents and carers of young children.

Best practice in toilet provision.

Developing a council toilet strategy.

- 6 Who would you like to receive evidence and advice from during the review?

GLA

<https://www.london.gov.uk/press-releases/assembly/the-toilet-paper-improving-londons-loos>

Age UK London Loos

<https://www.ageuk.org.uk/wp-assets/globalassets/london/campaigns/out-and-about/london-loos-in-focus---local-authority-toilet-strategies.pdf>

Tinkle: The Toilet Manifesto for London Group:

<https://tinkle.rca.ac.uk/resource/1179/>

- 7 Any suggestions for background information? Are you aware of any best practice on this topic?

Council:

Background

On 13 December 2005 the executive agreed the following approach to improving toilet provision:

<https://moderngov.southwark.gov.uk/Data/Executive/20051213/Agenda/Item%2009%20-%20Public%20Toilets-%20Mini%20Review.pdf>

As part of the Council Plan 2018 – 2022 refresh, Cabinet (8 September 2020) there was a commitment, under Tackling health inequalities, on: ‘Creating a network of Toilets and baby changing facilities’ see <https://moderngov.southwark.gov.uk/documents/s90466/Appendix%201%20Council%20Plan%202018-2022%20refresh%20updated.pdf>

Current provision:

Southwark Community Toilet scheme

<https://www.southwark.gov.uk/business/join-the-community-toilet-scheme>

Map of Toilets

<https://www.southwark.gov.uk/environment/public-toilets>

AccessAble

The council also participates in AccessAble, which provides information on accessible toilets to enable residents and visitors to plan journeys and work out where accessible toilet facilities are located:

<https://www.accessable.co.uk/london-borough-of-southwark>

July Council Assembly Question:

“QUESTION TO THE LEADER OF THE COUNCIL FROM
COUNCILLOR MARIA LINFORTH-HALL

According to the Southwark council's website, the council currently maintains around 30 public toilets across the borough, but the map is not up to date, with some appearing on it having since closed. Groups such as Age UK, the Royal Society for Public Health, and the Campaign for Public Infrastructure have highlighted the crucial need for these facilities both for vulnerable groups and the wider public benefit.

Better provision of public toilets provides convenience to all, but significantly helps to provide dignity for those with chronic illnesses, as well as the elderly and pregnant people. By providing greater access to public spaces, this also serves to boost local businesses and markets, as more people will have confidence to leave the house for extended periods of time without worrying about such basic needs as toilet access.

1. In which team, in which department, does the responsibility for toilets sit within the council?
2. Will the council commit to increasing the number of public toilets?
3. Why has the programme to proactively approach businesses for the community toilet scheme not been re-started after covid?

RESPONSE

Within the council there are several teams that have responsibility for different elements of public toilet provision. These include waste and cleansing, the Local Economy Team and parks and leisure.

The council does provide public access to toilets, but the greatest number of toilets are in commercial buildings and businesses. We

therefore work with business owners to maximise the number of toilets that are made available for public use, and will continue to do so. We particularly support the increase in toilets which are fully accessible under the accredited Changing Places scheme. These provide larger than average facilities for adults and children where privacy and dignity can be maintained for individuals (and their carers if relevant). In addition to the Changing Places provision that was installed for public use in the Castle Leisure Centre, a Changing Places toilet has just been installed in Peckham Pulse Leisure Centre. The new Canada Water Leisure Centre will also have a Changing Places facility, and installation of a further Changing Places facility is in progress in Dulwich Park. Toilets are an essential feature of our streets, public buildings and parks, making life comfortable for our residents when travelling and working across the borough. We continue to review public toilet provision and consider new areas where there is need.”

Best Practice

Community Toilet provision:

[London Loos in-focus:](#)

[Local authorities. Community Toilet Schemes](#)

This information sheet has been produced by Age UK London as part of the London Loos campaign for better public toilet provision in London. Along with other information sheets produced by Age UK London it has been written for anyone interested in actions London’s local authorities can take to improve the provision of public toilets in their borough. It is recommended in particular for council officers and council directors, as well as councillors.

London Council May 2023 event bringing LA’s together, covering Community Toilet provision:

[Age UK blog on the event](#)

Presentations from the event on Community Toilets:

[Cardiff Council Presentation \(ppt\)](#)

[Cardiff Council Toilet Guide \(pdf\)](#)

[Cardiff Council Community Toilet Scheme Leaflet \(pdf\)](#)

[Cardiff Council Community Toilet Scheme Sticker \(png\)](#)

[Tower Hamlets - Community Toilet Scheme Presentation \(ppt\)](#)

[Tower Hamlets Community Toilet Scheme Leaflet A5 \(pdf\)](#)

[Tower Hamlets Community Toilet Scheme Sticker \(pdf\)](#)

[Tower Hamlets Toilet Poster \(pdf\)](#)

[Tower Hamlets Community Toilet Scheme Welcome Leaflet A5 \(pdf\)](#)

[Lewisham Community Toilets Map \(pdf\)](#)

Developing a Toilet strategy:

[London Loos in-focus:](#)

[Local authorities and toilet strategies](#)

This information sheet has been produced by Age UK London as part of the London Loos campaign for better public toilet provision in London. Along with other information sheets produced by Age UK London it has been written for anyone interested in actions London's local authorities can take to improve the provision of public toilets in their borough. Age UK London has recommended that local authorities in London develop and implement a toilet strategy based on local population needs as part of their broader public health work. Toilet strategies have also been called for by the Toilet Manifesto for London group, the London Assembly's Health Committee and as part of research in to public toilet provision in the Royal Borough of Greenwich.

8 What approaches could be useful for gathering evidence? What can be done outside committee meetings?

e.g. verbal or written submissions, site visits, mystery-shopping, service observation, meeting with stakeholders, survey, consultation event

Evidence from Age UK , older peoples campaigning groups and officers.

Scrutiny review scoping proposal

1 What is the review?

Adult Safeguarding – how can this be implemented to better protect and assist vulnerable adults, families, carers and paid staff?

The review is being conducted as members believe there is sometimes ambiguity, or different interpretations, over how abuse is implemented for vulnerable adults and this can create difficulties for the people concerned: adults, staff, families, and carers.

These are some of the consequences of false accusations of abuse or neglect:

- Staff leaving the sector
- Staff staying but being resentful and demoralised (in the context of there already being a problem with recruitment and retention)
- In the case of family carers, them needing support and solutions but instead getting the opposite i.e criticism, leading to possible disengagement with services

2 What outcomes could realistically be achieved? Which agency does the review seek to influence?

Goals:

- To make things clearer for staff so that they are not accused of abuse or neglect when it is not abuse or neglect, so as not to put people off working in the sector
- Introduce checks and balances to prevent vexatious accusations
- Make the sure there is good systems in place for people to raise concerns / whistleblowing to report issues and ensure this is more transparent and accessible
- Improved guidelines for implementation of tricky safeguarding decisions

The review is aimed at improving outcomes for :

- Council safeguarding leads , social workers and commissioners
- Paid staff
- Care providers
- Vulnerable Adults
- Carers
- Family and friends of vulnerable adults

- 3 When should the review be carried out/completed?i.e. does the review need to take place before/after a certain time?**

Completed by 2024

- 4 What format would suit this review? (eg full investigation, q&a with executive member/partners, public meeting, one-off session)**

Full investigation.

- 5 What are some of the key issues that you would like the review to look at?**

Would it be beneficial to:

- To make better use in Adult Safeguarding of PIPOT (Persons in a Position of Trust) and replicate the LADO process – used in safeguarding children .
- promote undercover boss type work experience for senior managers to gain a better understanding of the work of care workers
- Recommend that social workers spend a week as a front line care worker (for example) as part of their training?
- SCIE training for local care home staff?

Conduct case studies and examine examples of where things are unclear:

- Some consider turning people every two hours during the night is necessary in order to prevent pressure sores, others consider

this to be abuse. <https://hellocare.com.au/two-hourly-repositioning-prevent-bedsore-abuse-study/>

- Some staff are told that it is abuse to wake care home residents up, but sometimes staff are then told to do this
- Is it abuse or neglect to leave someone in bed all day?
- Call bells in care homes - disconnection considered to be abuse but there are cases where it could be necessary
- When looking after someone at home, families are often told that they should not lock the front door, but they do because they want to keep their relative with dementia safe. How can the approach of experienced practitioners be championed ? (see case study SLAM nurse)

6 Who would you like to receive evidence and advice from during the review?

- A. Hourglass (elder abuse charity)
- B. SCIE (Social Care Institute for Excellence)
- C. Chair of the Southwark Safeguarding Adults Board
- D. Officers from adult safeguarding department
- E. Managers of a local homes attend meeting to discuss i) Safeguarding ii) Disciplinary policy , with a view to discussing how investigations are carried out , and how to best balance fairness and valuing workers with the need to safeguard residents

[Agincare](#)

Greenhive Care Home (Peckham)
Waterside Care Home (Peckham)
Rose Court Care Home (Rotherhithe)
Bluegrove House Care Home (Bermondsey)

[Country Court](#)

Camberwell Lodge Care Nursing Home

[HC One](#)

Tower Bridge Care Home

[Mission Care](#)

The Elms Residential Care Home

- F. Unions – to consider how investigations are conducted
- G. Care home resident (case study)
- H. SLAM dementia nurse (case study)
- I. Carer / former carers (case study)

Workshop / structured interviews addressing two themes:

- How are safeguarding investigations into allegations about workers being conducted and how can the right balance be found between being fair and valuing staff, whilst safeguarding vulnerable adults
- How to best reach consensus / balance safeguarding and autonomy over definitions e.g. people with dementia leaving home and turning people in the night

7 Any suggestions for background information? Are you aware of any best practice on this topic?

London Safeguarding Policy and Protocol

8 What approaches could be useful for gathering evidence? What can be done outside committee meetings?

e.g. verbal or written submissions, site visits, mystery-shopping, service observation, meeting with stakeholders, survey, consultation event

Interviews with organizations with expertise in this area.

Case studies – through a workshop.

Health & Social Care Scrutiny Commission

MUNICIPAL YEAR 2023-24

AGENDA DISTRIBUTION LIST (OPEN)

NOTE: Original held by Scrutiny Team; all amendments/queries to Julie.Timbrell@southwark.gov.uk

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Councillor Naima Ali			
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Councillor Victor Chamberlain			
Non Voting Co-opted places			
		Total: 12	
		Dated: October 2023	