

CABINET – 13 OCTOBER 2016

PUBLIC QUESTIONS

Written Response to Supplemental Q4

Questioner: Leroy Rose

Asked of: Councillor Sue Anderson, Portfolio Holder for Community, Culture and Resident Engagement

Supplemental Question: Within mental health, the User Involvement Project is the only way to engage effectively with mental health service users about service consultations. The Section 75 Agreement with CNWL does not include any engagement function on behalf of Harrow Council.

Do you agree that CNWL cannot fulfil the roles that Mind in Harrow User Involvement project fulfils?

Written Response: As partners, CNWL are committed to the aims of the agreement, one of which is the involvement of service users, carers and other relevant stakeholders in the planning, commissioning, monitoring, and evaluation of services.

This is exercised by all community teams undertaking regular client feedback and service review, an annual Council run Social Care survey and a Department of Health Community Mental Health Survey, as well as a biannual Carers Survey which contribute to the improvement of service development and delivery.

It is accepted that this is not the same function as the Harrow User involvement project. The Harrow User involvement project is a funded VCS Project, whilst CNWL perform a statutory function.