



HILLINGDON
LONDON



Social Services, Health and Housing Policy Overview Committee

Councillors on the Committee

Judith Cooper (Chairman)
Patricia Jackson
Peter Kemp (Vice-Chairman)
John Major
David Benson
Sukhpal Brar
Wayne Bridges
Kuldeep Lakhmana

Date: WEDNESDAY, 12
OCTOBER 2011

Time: 7.00 PM

Venue: COMMITTEE ROOM 5
CIVIC CENTRE
HIGH STREET
UXBRIDGE
UB8 1UW

**Meeting
Details:** Members of the Public and
Press are welcome to attend
this meeting

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Published: Tuesday, 4 October 2011

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<http://modgov.hillingdon.gov.uk/ieListDocuments.aspx?CId=247&MId=1191&Ver=4>

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Policy Overview

About this Committee

This Policy Overview Committee (POC) will undertake reviews in the areas of Social Services, Health & Housing and can establish a working party (with another POC if desired) to undertake reviews if, for example, a topic is cross-cutting.

This Policy Overview Committee will consider performance reports and comment on budget and service plan proposals for the Council's Adult Social Care, Health and Housing Department.

The Cabinet Forward Plan is a standing item on the Committee's agenda.

The Committee will not consider call-ins of Executive decisions or investigate individual complaints about the Council's services.

Terms of Reference

To perform the following policy overview role:

1. conduct reviews of policy, services or aspects of service which have either been referred by Cabinet, relate to the Cabinet Forward Plan, or have been chosen by the Committee according to the agreed criteria for selecting such reviews;
2. monitor the performance of the Council services within their remit (including the management of finances and risk);
3. comment on the proposed annual service and budget plans for the Council services within their remit before final approval by Cabinet and Council;
4. consider the Forward Plan and comment as appropriate to the decision-maker on Key Decisions which relate to services within their remit (before they are taken by the Cabinet);
5. review or scrutinise the effects of decisions made or actions taken by the Cabinet, a Cabinet Member, a Council Committee or an officer.
6. make reports and recommendations to the Council, the Leader, the Cabinet or any other Council Committee arising from the exercise of the preceding terms of reference.

In relation to the following services:

1. social care services for elderly people, people with physical disabilities, people with mental health problems and people with learning difficulties;
2. provision of meals to vulnerable and elderly members of the community;
3. Healthy Hillingdon and any other health promotion work undertaken by the Council and partners to improve the health and well-being of Hillingdon residents;
4. asylum seekers;
5. the Council's Housing functions including: landlord services (currently provided by Hillingdon Homes), private sector housing, the 'Supporting People' programme, benefits, housing needs, tenancy allocations and homelessness and to recommend to the Cabinet any conditions to be placed on the exercise of the delegations by Hillingdon Homes.

Policy Overview Committees will not investigate individual complaints.

Agenda

Chairman's Announcements

- 1** Apologies for Absence and to report the presence of any substitute Members
- 2** Declarations of Interest in matters coming before this meeting
- 3** To receive the minutes of the meeting held on 25 July and 31 August 2011 1 - 10
- 4** To confirm that the items of business marked in Part I will be considered in Public and that the items marked Part II will be considered in Private
- 5** Personalisation and Disabilities with reference to transition - Witness Session 1 11 - 24
- 6** Personalisation and Disabilities with reference to transition - Progress Update - verbal report
- 7** Personalisation and Disabilities with reference to transition - Training and Development - verbal report
- 8** Social Care, Health and Housing - Annual Complaints Report 2010/11 25 - 46
- 9** Forward Plan 47 - 58
- 10** 2011/12: Work Programme 59 - 62

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Minutes

SOCIAL SERVICES, HEALTH AND HOUSING POLICY OVERVIEW COMMITTEE

25 July 2011

Meeting held at Committee Room 3 - Civic Centre,
High Street, Uxbridge UB8 1UW



	<p>Committee Members Present: Councillors Judith Cooper (Chairman) Patricia Jackson Peter Kemp (Vice-Chairman) John Major David Benson Sukhpal Brar Roshan Ghei Dominic Gilham</p> <p>Others Present: Cllr Philip Corthorne</p> <p>LBH Officers Present: Sharon Townsend, Head of Adult Education Tricia Collis, Head of Adult Social Care Natasha Dogra, Democratic Services Officer</p>	
1.	<p>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS (<i>Agenda Item 1</i>)</p> <p>Apologies had been received from Cllr Kuldeep Lakhmana, and Cllr Roshan Ghei substituted. Apologies had been received from Cllr Wayne Bridges and Cllr Dominic Gilham substituted.</p>	Action by
2.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>Cllr Gilham declared an interest in item 4 – the Rural Activities Garden Centre report as he was Ward Councillors for the area where the centre is situated.</p> <p>Cllr Kemp declared an interest in item 4 – the Rural Activities Garden Centre report as he was Ward Councillors for the area where the centre is situated, and as he was the Council's Disabilities Champion.</p>	Action by
3.	<p>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED IN PART I WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS MARKED PART II WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 3</i>)</p> <p>It was confirmed that all items on the agenda were Part 1 and would be considered in public.</p>	Action by

4.	<p>FORWARD PLAN - RURAL ACTIVITIES GARDEN CENTRE (638) (Agenda Item 4)</p> <p>The Chairman of the Committee welcomed Members and consultees to the meeting. The Cabinet Member for Adult Social Care, Health and Housing, Cllr Philip Corthorne was invited to address the Committee. Cllr Corthorne was pleased to be able to present the report to the Committee and be able to receive the comments of the Committee.</p> <p>During a meeting with parent carers last September Cllr Corthorne said he made three commitments; to ensure the necessary capital was attained to modernise the RAGC, to ensure current service users could continue to use the centre following the refurbishment, and finally to encourage engagement with parents carers as the RAGC developed. Cllr Corthorne said the Project Plan set out an exciting increase of potential on the site of the centre.</p> <p>The Chairman invited parent carer Mr David Pickwick to put his questions to Cllr Corthorne. Mr Pickwick thanked Cllr Corthorne for his involvement with this matter and for his support.</p> <p>Mr Pickwick asked Cllr Corthorne how the sum of £240k for the refurbishment was arrived at. Cllr Corthorne understood this figure was the total deemed necessary for the refurbishment by Officers. Officers stated that they had received a quote of £180k to replace the main building, followed by an Access Audit and a quote for the greenhouse glass replacement – this was a rounded figure rather than a detailed costing. Officers said this figure was on par with the Disabilities Discrimination Act funding level figure. Officers said that if further funding was needed in the future the normal Council procedure to seek external funding would be adhered to.</p> <p>Mr Pickwick said he was encouraged by Cllr Corthorne's words and understood how the RAGC would fit in with the Adult Education department. Mr Pickwick did highlight the issue of available transport links for non-independent travellers. The Chairman said this query would form part of their comments to Cabinet. Cllr Corthorne informed Mr Pickwick that he would follow this query up with the relevant officers.</p> <p>A Committee Member asked Cllr Corthorne whether the modernisation of this centre would reduce the numbers of service users at other centres. Cllr Corthorne said he did not think this would be an issue.</p> <p>The Chairman invited Tricia Collis to present the Cabinet report to the Committee. Ms Collis said the Adult Social Care department and Adult Education department had been working together on the RAGC for many years. The site had huge potential to offer training and life employment skills to disabled people. The site offered the opportunity for the Green Spaces team to get involved and provide more opportunities to engage people in a rich mix of activities and services.</p>	<p>Action by</p> <p>Tricia Collis, Head of Adult Social Care</p>

Ms Collis said the centre runs an education curriculum which covered skills such as retail, customer care and catering. Service users were able to access this curriculum with ease, and were encouraged to do so as it gave them access to a brighter future. Ms Collis said the courses provided opportunities to engage learners in a range of activities such as flower cutting, micro-enterprising, horticulture and craft selling and production. Opportunities such as the National Garden Scheme enabled service users to get involved with external competitions. This allowed the centre to produce a rich blend of activities for the service users.

Ms Collis said the RAGC provided a horticultural bridge towards greater independence and supportive employment for service users. Ms Collis said the proposed modernisation promised a very exciting future for the centre.

The Chairman opened the floor to questions from the Committee Members. A Member asked when the site would be fully accessible. Ms Collis said the site should be fully accessible by the end of 2011. The Council's Property team had started scoping the site plans and these would be finalised by the end of August, subject to the decision made by Cabinet at their meeting this week. The implementation of the refurbishment should be complete by Easter 2012.

Members asked if there was potential for the extension of the centre. Officers said this was not possible; however at 2.5 acres the site was very large already.

Members asked if any service users had displayed flowers at Chelsea Flower Show. Officers said this had not been done yet, but the joined up approach from Green Spaces and the Adult Education team may allow for this opportunity to flourish. The Committee agreed that this opportunity would help build the confidence of service users and allow them to experience a competitive environment.

A Member of the Committee stated that although the proposed plans looked promising Officers must ensure the centre is run by a suitable manager with the right experience and capabilities. Members agreed that the manager would require a degree of business acumen along with the experience of working in their field previously. Members commended the current staff at the centre. Labour Committee Members stated that there was cross party Council commitment for this project.

Members asked Officers whether there was a Master Plan for this project. Officers said there would be a Master Plan and this was currently being developed by the Property team. Members asked Officers whether they were looking at building partnerships with stakeholders and external agencies. Officers said they had started this process and had met with relevant stakeholders to discuss the project plan. Officers said Phase 1 of the project was based around receiving Cabinet approval. Phase 2 involved engaging charitable bodies, researching training courses for staff and involving stakeholders.

Officers also clarified that the centre was open to use by people physically disabled as well as those mentally disabled. Agencies such as Hillingdon MIND and Hillingdon Hospital would therefore be engaged as stakeholders in Phase 2 of the project.

Members asked whether skills such as numeric, literacy and ICT would be encouraged. Officers said funding would be available to offer these skills to service users, and these key skills needed to be imbedded in the curriculum and be taught on site at the centre.

A Member of the Committee asked Officers to correct the following points in the report:

- The centre hosted five ponds, not one small pond;
- The centre had four poly tunnels, not three.

Members expressed their concern over the amount of change the service users would be faced with. Officers said they would engage with service users at each stage and would provide them with constant support. Officers said the staff at the centre would not be changing so staff would have consistent support. Officers welcomed Members' idea of asking service users to keep a paper or electronic diary of the changes happening at the centre. The Committee agreed this would be a good way of engaging service users and keeping them involved in the transition. The Committee reminded Officers that the office at the centre contained photographs from the early 80s which could be used in a video diary.

Officers said they would be researching the possibility of offering micro-enterprise skills to the service users through clubs and training courses. However, Officers said they would research whether starting enterprises would compromise the benefits received by any service users.

The Chairman thanked the Committee for their useful and positive comments, and thanked witnesses for attending the meeting.

Resolved: Members of the Committee would like to submit the following comments to Cabinet for consideration:

- 1) The Committee welcome the '*Rural Activities Garden Centre - Project Plan for its modernisation and sustainable future*' Cabinet report which they believe will provide the service users with the support they require presently as well as recognising the potential for the future development of the RAGC;**
- 2) The Committee believe that the relevant stakeholders should be involved in the development and implementation of the Project Master Plan to ensure consistent support and active engagement and;**
- 3) The Committee specifically request that Cabinet:**
 - a) Urge Officers to engage closely with current service**

	<p>users whilst developing the Project Master Plan, to ensure continuity and an easy transition for the users of the centre and;</p> <p>b) Instruct Officers to consider transport solutions for non-independent travellers accessing the centre.</p>	
	<p>The meeting, which commenced at 5.00 pm, closed at 6.00 pm.</p>	

These are the minutes of the above meeting. For more information on any of the resolutions please contact Natasha Dogra on 01895 277488. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

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Minutes

SOCIAL SERVICES, HEALTH AND HOUSING POLICY OVERVIEW COMMITTEE



31 August 2011 -

Meeting held at Committee Room 5 - Civic Centre,
High Street, Uxbridge UB8 1UW

	MEMBERS PRESENT: Councillors: Judith Cooper (Chairman) Patricia Jackson Peter Kemp (Vice-Chairman) John Major David Benson Sukhpal Brar Wayne Bridges Kuldeep Lakhmana
	OFFICERS PRESENT: Neil Stubbings (Deputy Director Social Care, Health and Housing) Gill Vickers (Interim Head of Transformation) Helen Miller (Interim Head of Transformation) Charles Francis (Democratic Services Officer)
5.	APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS (<i>Agenda Item 1</i>) None.
6.	DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>) None.
7.	TO RECEIVE THE MINUTES OF THE MEETING HELD ON 6 JULY 2011 (<i>Agenda Item 3</i>) Were agreed as a correct record. The minutes of 25 July 2011 meeting were tabled at the meeting. The Committee chose not to consider these and deferred them until the next meeting.
8.	TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED IN PART I WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS MARKED PART II WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 4</i>) All items were considered in Part 1.
9.	PERSONALISATION - VERBAL UPDATE (<i>Agenda Item 5</i>)

The Interim Head of Transformation provided a verbal report.

The following points were noted:

- A programme and communications plan had been developed to manage the progress of the personalisation programme in a timely and effective manner.
- Phase 1 of Personal Budgets – Would be launched on 1st November for people with learning disabilities, people with physical disabilities and older people. Updates to system and operational processes had been made to support this.
- The launch would include the introduction of payment cards (which operate like a debit card) so that personal budget holders could buy services from providers or access cash to pay for their needs.
- The cards had already been trialled and a group of 26 volunteers would be trying out the payment cards from a personal budget perspective in the next few weeks.
- Further work would include significant amounts of work around performance and outcomes focussed culture and both individual staff and team performance which would be linked to outcomes outlined in support plans.
- A clear risk enablement and management framework would be in place to enable service users to branch out to achieve more independence choice and control in a safe and considered manner.
- Phase 2 of Personal Budgets – Would be launched on 1st January for people with mental health issues. Carers would also receive personal budgets to ensure their needs were clarified and avoid any confusion with service user needs.
- Two projects would run alongside these phases to support full personalisation:
 1. Tiered case allocation system - a review and realignment of staffing skills mix;
 2. Development of the marketplace - commissioners working with independent and voluntary organisations to provide services based on number of people rather than blocks of service
- A member development day will be held on 19th September which would include a seminar on 'Personalisation - Thinking Differently in Adult Social Care.

During the course of discussions a number of points were raised by Members:

In response to a query about pre-payment cards for those people with capacity issues, officers explained that these people would have to place their care in an advocate or place the information with another capable person. It was noted that this requirement would need to be incorporated into a person's Care Plan.

Members noted the Local Authority had a responsibility to develop the Support Plan for service users and these would be outcome measured. Members asked about pre-payment cards and whether these were credited with fixed monthly sums. Officers explained the crediting of the card depended on the capacity of the person concerned. If the service user had

	<p>demonstrated that they were good at managing a budget then monthly credit sums could be increased.</p> <p>Members heard that pre-payment cards were credited every six weeks. The Committee pointed out that this was at odds with benefit payment timescales, which were either weekly or monthly, and officers should consider a four week cycle.</p> <p>Resolved - That the report be noted</p>
10.	<p>MAJOR REVIEWS IN 2011/12 (<i>Agenda Item 6</i>)</p> <p>Members were presented with details of the Committee's work programme for 2011/12 together with a draft scoping report on <i>Personalisation and Disabilities with reference to Transition</i>.</p> <p>Discussion took place on the remit of the review and the Committee asked for the draft scoping report to be amended, and to incorporate the following points:</p> <ol style="list-style-type: none"> 1. To include a position statement detailing the progress made on personalisation programme 2. To provide full definitions within the scoping report of any abbreviations used. 3. To ensure that the Adult Social Care Commissioning Plan and Day Services Strategy Consultation are considered as part of the review 4. In addition, Members requested that Claire Thomas from Hillingdon Carers should be considered as a possible witness for the review. <p>Resolved –</p> <ol style="list-style-type: none"> 1. That the Personalisation and Disabilities with reference to Transition scoping report be agreed, subject to the amendments suggested and for this to be sent to the Chairman and Labour Lead for agreement.
11.	<p>FORWARD PLAN (<i>Agenda Item 7</i>)</p> <p>The Committee considered the Forward Plan from August to November 2011.</p> <p>Resolved -</p> <ol style="list-style-type: none"> 1. Cabinet Item 656 – Disabilities Plan 2011: To request officers to provide a briefing note on the item 2. Cabinet Item 649 – Adult Social Care Commissioning Plan 2011-15: To request officers to provide a briefing note on the item 3. Cabinet Item 653 - Carers Commissioning Plan: To request officers to provide a briefing note on the item.
12.	<p>WORK PROGRAMME 2011/12 (<i>Agenda Item 8</i>)</p> <p>Reference was made to the work programme and timetable of meetings. It was noted that title of the Social Care, Health and Housing Performance Assessment had been changed to the Local Account and this would be</p>

	<p>considered in January 2012 and not December 2011 as listed in the work programme.</p> <p>With reference to 14 February 2012 meeting, the Committee agreed to move this to 15 February 2012.</p> <p>Resolved –</p> <ol style="list-style-type: none"> 1. That the report be noted. 2. That the date of 14 February meeting be moved to 15 February 2012.
	<p>The meeting, which commenced at 7.00 pm, closed at 7.58 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Charles Francis on 01895 556454. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

ITEM 1

PERSONALISATION AND DISABILITIES WITH REFERENCE TO TRANSITION : WITNESS SESSION 1

Contact Officer: Helen Miller
Telephone: x 8631

REASON FOR ITEM

To hear from witnesses, as part of the Committee's 2011/12 review of the progress in delivering the agenda for personalisation with particular reference to:

1. Youth in Transition between Children's and Adult Social Care
2. Supporting Adults with Disabilities to access non-traditional social care services through a Personal Budget

OPTIONS AVAILABLE TO THE COMMITTEE

To question the witnesses about the delivery of the personalisation agenda in Hillingdon. (Suggested questions attached as Annex A).

INFORMATION

1. The Committee is responsible for undertaking the 'policy overview' role in relation to Social Services, Health and Housing. This role is outlined at the start of the agenda.
2. Previous experience from both Hillingdon and other Councils indicates that the Committee can have the greatest impact by focusing on a particular topic at one or several meetings.
3. Following discussion at the Committee's meeting on 31 August 2011, Members decided to review Personalisation and disabilities with reference to transition during 2011/12.
4. This is the first witness session for the review. This will explore the progress in developing personalisation in the two areas above, Council working with providers and partners and how future change is likely to impact upon market development.

5. The following will be attending to give evidence to the Committee about their experiences in general and also with reference to other Local Authorities only :
 - **Chris Hampson – Look Ahead, Executive Director of Strategy, Performance and Operations**
 - **Colum Friel – Look Ahead, Head of Operations for Mental Health Services**
 - **Ceri Sheppard – Look Ahead, Transformation Manager**
6. Questions (attached as Annex A) have been sent to the witnesses in advance. Members are not constrained by these and may wish to ask supplementary questions.

Attachments:

Annex A: Questions for the witnesses
Annex B: Copy of the scoping report

SUGGESTED COMMITTEE ACTIVITY

- Question the witnesses, adding supplementary questions as appropriate.
- Start to identify possible conclusions and recommendations from the evidence given.
- Identify issues that the Committee should investigate further as part of the review.

QUESTIONS FOR THE WITNESSES

Service Providers

- What progress has been made generally in developing SDS market place in a) Youth in transition b) Supporting Adults with disabilities?
 - What are the key lessons both positive and negative to be drawn from development of the personalisation market place?
 - Based on experience in other Local Authorities, what role might the Council play in the market place?
 - How will personalisation deliver efficiencies?
 - How do you perceive the market place will develop generally in the future?
-

Officers (Agenda Items 6 and 7)

- What progress has been made in developing SDS in a) Youth in transition b) Supporting Adults with disabilities?
- How does this compare with targets (ours/National) and are the targets realistic?
- What training and development needs have been identified for Council officers?
- What model do we have for evaluating/balancing priorities in making decisions?
- How good is our market awareness (and therefore our procurement/commissioning)? Including an assessment of what is out there – what effect does the use of one supplier/provider have on smaller specialist providers?



Social Services, Health & Housing Policy Overview & Scrutiny Committee Review Scoping Report 2011/12

OBJECTIVE

Personalisation and Disabilities with reference to transition

Aim of review

To review the progress in delivering the agenda for personalisation in the delivery of Social Care with particular reference to:

3. Youth in Transition between Children's and Adult Social Care
4. Supporting Adults with Disabilities to access non-traditional social care services through a Personal Budget

The review will inform the delivery of the personalisation agenda in Social Care, Health & Housing, which is part of the Business Improvement Delivery (BID) Medium Term Financial Forecast (MTFF) transformation programme. There will be linkages and implications relating to the commissioning of services.

Terms of Reference

1. To monitor the progress in developing personalisation in the two areas above.
2. To understand the issues relating to social care service provision for the Disabilities and Transition client groups.
3. To identify opportunities to develop innovative options in the provision of services.

4. To make recommendations that will help officers and partners undertake effective monitoring and safeguarding.
5. To make recommendations to Cabinet/the Cabinet Member to address any issues arising from the above investigations

Reasons for the review

Delivery of the national policy agenda for personalisation

All Local Authorities in England are responsible for the delivery of personalisation, as initiated by ***Putting People First: A shared vision and commitment to the transformation of adult social care*** (Department of Health, 2007). This paper set out the expectation that all Local Authorities would transit to a service delivery model for adult social care that was anchored around the provision of choice and control to service users through personal budgets.

Following the completion of the Putting People First period, progress has been achieved locally and nationally. However, it is acknowledged there remains some way to go until the agenda has been fully implemented.

The Coalition Government has reiterated the importance of personalisation and expressed its support for the successor to Putting People First, the partnership document ***Think Local, Act Personal: A sector-wide commitment to moving forward with personalisation and community-based support*** (January 2011).

In addition to this, the Government published ***A Vision for Adult Social Care: Capable Communities and Active Citizens*** (November 2011). The vision builds on the Government's commitments to:

- Break down barriers between health and social care funding to incentivise preventative action;
- Extend the greater rollout of personal budgets so that by April 2013 all social care users are in receipt of one; and
- Use direct payments to carers and better community-based provision to improve access to respite care.

A White Paper for Adult Social Care is planned for Spring 2012, which will set out further requirements for the delivery of personalisation, as well as measures for the future funding of long-term care and support.

Personalisation – Position Statement and Update

A programme and communications plan has been developed to manage the progress of the personalisation programme in a timely and effective manner.

Phase 1

Will launch on 1st November of Personal Budgets for people with learning disabilities, people with physical disabilities and older people. Updates to system and operational processes have been made to support this.

The launch includes the introduction of payment cards (operates like a debit card) so that personal budget holders can buy services from providers or get cash to pay for their needs. The cards have already been trialled and a group of 26 volunteers will be trying out the payment cards from a personal budget perspective in the next few weeks.

There will be a significant amount of work around performance and outcomes focussed culture and both individual staff and team performance will be linked to outcomes outlined in support plans. There will be a clear risk enablement and management framework to enable service users to branch out to achieve more independence choice and control in a safe and considered manner.

Phase 2

Will launch on 1st January 2012 of Personal Budgets for people with mental health issues. Carers will also receive personal budgets to ensure their needs are clarified and avoid mix-up with service user needs.

There will be two projects running alongside these phases to support full personalisation

- tiered case allocation system - a review and realignment of staffing skills mix;
- development of the marketplace - commissioners working with independent and voluntary organisations to provide services based on number of people rather than blocks of service

On 19th September there will be a seminar on 'Personalisation - Thinking Differently in Adult Social care. This session will provide an understanding of what Personalisation means for members and their constituents.

Supporting Youth in Transition

A number of young people receiving Children's Services, including young people with disabilities and mental health problems, continue to need services when they are adults. This involves transferring responsibility for assessing needs and providing services from Children's Services to Adult Social Care. The process of transfer is referred to as Transition.

Personal budgets for young adults (16-19) provide a number of opportunities for support at an important point in their lives. Traditional social care services such as buildings-based day support, home care and residential care are often inflexible support solutions. Nationally, adults with learning and/or physical disabilities have a proportionately higher take-up of personal budgets than other care groups, as they are a way of accessing more personalised support packages.

Supporting social care service users to access non-traditional services through a Personal Budget

The total number of Personal Budgets delivered by councils across England **doubled in the last year to 339,000 in March 2011**. In March 2010 168,000 were being delivered and in March 2009, 93,000.

One third of approximately 1 million eligible people supported in community settings by English councils therefore now receive a personal budget, and half of these people are over 65 years of age. The rate of increase in personal budget delivery was much faster in the 2nd half of 2010/11 (rising by 100k) than the first (70k increase), indicating that the move to personal budgets is picking up speed.

Nearly all of the increase has been in 'managed' personal budgets, with no significant increase in direct payments numbers in the last year. The challenge nationally and in Hillingdon is to support increases in the number of individuals accessing direct payments, as this is the primary means of accessing non-traditional social care services such as Personal Assistants and integrated day opportunities.

The National Personal Budget Survey 2011 indicates that service users with direct payments report more positive outcomes than those with managed personal budgets,

The development of a market in non-traditional service providers, such as Personal Assistants, will be a key prerequisite of an effective system for personalisation.

Supporting the Cabinet & Council's policies and objectives

Personalisation is a core part of the “Improving Health and Wellbeing” theme of the Hillingdon Partners Sustainable Community Strategy. It is also integral to the Health and Wellbeing Strategy for the borough.

The delivery of personalisation is central to the Social Care Health and Housing (SSCHH) Business Improvement Delivery (BID) Medium Term Financial Forecast (MTFF) programme and a modern and effective social care service.

INFORMATION AND ANALYSIS

Key Issues

- Delivery of the personalisation agenda in Hillingdon
- The customer journey for Youth in Transition
- Views of customers who have accessed the service
- Increasing access to Direct Payments
- Increasing access to non-traditional community services
- Developing the market for personalisation
- *A safety net for those not able to maximise their opportunities*

Remit - who / what is this review covering?

The review extends primarily across the remit of the Cabinet Portfolio Holder for Social Care, Health & Housing and that of the Cabinet Portfolio Holder for Education and Children's Services.

- Disability and Mental Health Services

- Transition
- Children with Disabilities
- Older People's Services
- Hillingdon Social Care Direct
- Commissioning, Contracts and Supply
- Direct Payments

Connected work (**recently completed, planned or ongoing**)

- **Social Care, Health & Housing Transformation of Adult Social Care programme – ongoing**
- **Adult Social Care Commissioning Plan**
- **Day Services Strategy Consultation**
- **Children with Disabilities Transformation - ongoing**
- **SCHH 2009/10 POC Review: The Transformation Agenda And Direct Payments In Hillingdon - completed**

Key information required

- Performance monitoring data – personal budgets
- Demographic/care group information regarding the use of personal budgets
- Professional and manager views
- Service user views
- Parent/carer views
- Partner organisation views

EVIDENCE & ENQUIRY

Witnesses

Proposed witnesses for the review:

- Sharon Townsend, Head of Disability and Mental Health
- Colin Sowerby, Service Manager - Disability
- Helen Miller, Interim Head of Transformation
- Merlin Joseph, Deputy Director Director of Children and Families
- Mark Ainsworth, Programme Manager – Children with Disabilities Transformation
- Davina Skinner, Team Manager, Transition
- Paul Feven, Head of Commissioning, Contracts and Supply
- Angela Wegener, Chief Executive, DASH
- Expert(s) by experience (to include users / carers)
- Providers of services

Intelligence

What are Personal Budgets?

There is often confusion between the terminology '*Direct Payments*' and '*Personal Budgets*':

Direct Payments

'Old style' *Direct Payments* were set up with the Community Care (Direct Payments) Act (1996) which came into force in April 1997 and were initially available only to certain groups of people qualifying for social care. The Act gave local authorities in Britain the powers to make cash payments to disabled people. Initially, this was confined to people under age 65 years with physical and sensory impairments, learning difficulties and mental health problems. It was later amended to include older people, 16 and 17 year olds, parents of disabled children and carers. There were a number of restrictions on what the direct payment could be spent on and onerous requirements for recording expenditure and keeping receipts for audit purposes.

Personal Budgets

The central government policy in '*Putting People First: a shared vision and commitment to the transformation of Adult Social Care*' (Department of Health, 2007) placed the responsibility for delivering Personalisation on all local authorities in England.

As part of Personalisation, individuals take part in a supported assessment which informs the allocation of an 'Indicative Budget'. The personal budget is the allocation of money that the Council provides directly to individuals who are FACS – Fair Access to Care - eligible to enable them to take control of their lives and make decisions about what support they receive to meet their needs.

Individuals can take their personal budget as a direct payment (paid into a separate bank account in their name or loaded onto a pre-paid card) and the money can be used very flexibly to enable them to have choices when arranging and paying for their own care and support instead of receiving them directly from the local council.

There is also the possibility for individuals to use their personal budget to have a mix of council provided services and support they purchase themselves.

A third option is for individuals to ask for their personal budget to be managed by the council and to continue to receive council commissioned services. You will usually hear this form of support referred to as 'Managed' or 'Virtual' budgets.

There are many different type of support citizens can choose to support them. For example:

- employing a personal assistant to help to undertake certain activities and also provide personal care
- joining a voluntary group or a new course to help learn new skills and meet new people
- pooling part of a personal budget with others to fund a course or activity

What personal budgets cannot be used for?

Unless the council decides that exceptional circumstances make it necessary, they cannot be used by the individual to pay for a service from:

- a spouse (husband or wife)
- a civil partner
- a close relative with whom they live, or the spouse or partner of that close relative

Demographic information

At the end of Quarter 1 2011/12, 21.3% of people accessing community services received a personal budget [based on full year figures].

Snapshot information as at 11th August 2011 indicates that 1,038 users were accessing a personal budget or a direct payment. 703 have been through an SDS process, of which 335 have accessed a direct payment.

Service users aged 18+ receiving direct payments and/or self directed support at 11 August 2011

Service	Ethnic Group	Male	Male	Female	Female	Total Persons
		18-64 Years	65+ Years	18-64 Years	65+ Years	
Direct Payment	Asian	14	10	31	31	86
Direct Payment	Black	5	3	15	5	28
Direct Payment	Chinese or Other Ethnicity	3	1	4	4	12
Direct Payment	Mixed	1		3	1	5
Direct Payment	Refused to disclose			1		1
Direct Payment	White	37	21	92	53	203
SDS	Asian	20	24	21	31	96
SDS	Black	6	6	6	7	25
SDS	Chinese or Other Ethnicity	4	4	2	4	14
SDS	Mixed	1	1	1		3
SDS	Refused to disclose		1			1
SDS	White	54	129	66	333	582
Total Persons		144	198	238	458	1038

Note: The sum of the figures in the age/gender columns exceeds the figures shown for the 'Total Persons' row. This is because some people receive both DPs and SDS and have therefore been counted twice. The last row is a correct count of the total numbers of service users in each category, with no double counting.

Work is currently being undertaken to develop performance reports that categorise information on service users who have gone through Self-Directed Support into 4 categories:

- Users receiving “true” Personal Budgets (new style Direct Payments),
- Users receiving a Managed Personal Budget (traditional services directly commissioned by the council),
- Users receiving a mixed Personal Budget (managed services and a new Direct Payment)
- Users receiving an “old style” Direct Payment (governed by the previous Direct Payments policy)

These performance reports will provide an improved perspective on the development of personalisation in Hillingdon.

Hillingdon – Demos “What support do you want?” consultation

Over the period December 2009 to March 2010, 89 social care customers in Hillingdon were surveyed by the London Borough of Hillingdon in partnership with the think tank Demos.

Personalisation – background documents

Vision for Adult Social Care –

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_121508

Think Local, Act Personal Partnership Agreement -

http://www.thinklocalactpersonal.org.uk/library/Resources/Personalisation/TLAP/THINK_LOCAL_ACT_PERSONAL_5_4_11.pdf

National Personal Budgets Survey –

<http://www.incontrol.org.uk/media/92851/national%20personal%20budget%20survey%20report.pdf>

10 Questions To Ask If You Are Scrutinising the Transformation of Adult Social Care -

<http://www.cfps.org.uk/what-we-do/publications/cfps-health/?id=111>

Issues facing Youth in Transition – information resources

Transition Information Network – a website for parents, carers and people who work with and for disabled young people in transition to adulthood.

Transition Support programme – website for the National Transition Support team for disabled children

Consultation and Communications

No further consultation currently planned.

Lines of enquiry

- What progress has been made in developing SDS in a) Youth in transition b) Supporting Adults with disabilities?
- How does this compare with targets (ours/National) and are the targets realistic?
- What model do we have for evaluating/balancing priorities in making decisions?
- What use do we make of partners assessments of services?
- How good is our market awareness (and therefore our procurement/commissioning)? Including an assessment of what is out there – what effect does the use of one supplier/provider have on smaller specialist providers?
- What role might the Council play in the market place?
- What alternatives to current provision of services have we looked at?
- How will personalisation deliver efficiencies?
- What are the key issues relating to Social Care provision for these clients (in relation to personalisation)
- How have we involved Service Users and what feedback do we have?
- How are we working with providers and partners?
- What other policy changes might impact upon delivery?

PROPOSALS

Emerging reflections from the Committee have been reflected in the line of questioning above,

LOGISTICS

Proposed timeframe & milestones

Meeting Date *	Action	Purpose / Outcome
31 August 2011	Agree Scoping Report	Information and analysis
12 October 2011	Witness Session 1	Evidence & enquiry
8 November 2011	Witness session 2	Evidence & enquiry
8 December 2011	Draft Final Report	Proposals – agree recommendations and final draft report

** Specific meetings can be shortened or extended to suit the review topic and needs of the Committee*

Risk assessment

No risks identified to the completion of the review. The review should note, however that there is a White Paper for Adult Social Care planned for the spring 2012 which will have implications for Personalisation.

Equality Implications

The Council has a public duty to eliminate discrimination, advance equality of opportunity and foster good relations across protected characteristics according to the Equality Act 2010. Our aim is to improve and enrich the quality of life of those living and working within this diverse borough. Where it is relevant, an impact assessment will be carried out as part of this review to ensure we consider all of our residents' needs.

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SOCIAL CARE, HEALTH AND HOUSING – ANNUAL COMPLAINTS REPORT 2010/11

Contact Officer: Dan Kennedy
Telephone: 01895 250495

REASON FOR REPORT

Customer feedback is essential to service improvement and complaints are a way in which customers can inform us of where things go wrong and allow us the opportunity to put matters right and learn for the future. This report presents information about complaints concerning adult social care and housing complaints during 2010/11 and how these have been used to shape service improvements. At the request of Committee in previous years, this report includes information about Members Enquiries received during 2010/11. A separate report will be produced and presented to the appropriate Policy Overview Committee for complaints relating to Children's Social Care.

OPTIONS OPEN TO THE COMMITTEE

Members of the Committee discuss and comment on the annual report and use the report to inform their overview activities.

1. Members of the Committee agree to raise any concerns with the relevant Cabinet member
2. Members of the Committee note the contents of the annual report.

INFORMATION

2. Summary

We aim to resolve complaints at the earliest opportunity and to learn from complaints to improve our services.

Overall, the number of complaints and general concerns received has fallen during 2010/11 when compared to the previous year: 217 new complaints were received during 2010/11 compared to 314 in 2009/10 and 494 in 2008/09.

The focus of complaints management continues to be to prevent and resolve the customers' complaint at an early stage. This approach is effective as the overall number of complaints escalating to higher stages of the complaints procedure has fallen in 2010/11 compared to previous years.

It is important at this juncture to highlight the differences in procedures in Housing matters in comparison to those required for the Adult Social Care Complaints procedure that came into effect in April 2009.

Housing complaints are regulated by the Corporate Complaints Procedure, which operates a standard 3 stage procedure, with final escalation to the Ombudsman, which in effect serves as a fourth stage.

The Adult Social Care complaints policy is far less prescriptive, and operates a one stage procedure, with escalation directly to the Local Government Ombudsman, who in their changed role, will now investigate complaints at a 'second' stage of the complaints procedure. The inferred intention of the one stage procedure is to allow the Local Authority the opportunity to seek effective and complete resolution at the first attempt, and to remove any potential delays for the client.

The one stage complaints process for Adult Social Care is designed to empower the client, who is instrumental from the outset in shaping how the approach to the complaints investigation will take place. In complex cases, the opportunity remains to commission external complaints investigators.

There are no timescales set in stone, and this makes comparative data with the Corporate Complaints Procedure difficult.

Resolving Complaints

For complaints relating to Housing Services, there is a further 2 stages to resolve the complaint in line with the Corporate Complaints Procedure.

92% of Housing complaints were resolved at stage 1 of the complaints procedure (166 Stage 1 housing complaints received, 13 of which proceeded to stage 2 of the complaints procedure).

Overall, the number of complaints progressing to stage 2 during 2010/11 dropped significantly compared to the previous year (13 stage 2 complaints in 2010/11 compared to 26 in 2009/10).

Of the 13 housing stage 2 complaints received in 2010/11, 9 (70%) were successfully resolved at this stage (compared to 85% during 2009/10).

At stage 3, a total of four complaints were received in 2010/11, compared to three in 2009/10.

The key themes from all complaints received during 2010/11 have been related to:

Policy decisions (7 complaints, 3%) – related to the outcome of housing assessments and homelessness decisions, housing benefit assessments, the recovery of overpayments, repairs policy decisions, the right to succeed a tenancy in the event that the tenant dies, the application of the Council's charging policy for adult social care services and the outcome of social care and occupational therapy assessments.

Service Failure (161 complaints, 74%) – perceptions of staff attitude / conduct when communicating unwelcome policy decisions including the outcome of housing needs assessments and decisions to recover housing benefit overpayments, a need for improved clarity in supporting information and letters sent to customers explaining policy decisions and assessments; and not always keeping the customer up-to-date with developments and decisions.

Staff Attitude/Slow Service – (49 complaints, 23%) complaints about the quality of temporary accommodation, the quality / accuracy of housing benefit and housing needs assessments in which complainants did not feel the information they had provided had been taken into account; complaints about water leaks in neighboring properties affecting the tenants property; complaints about the condition of kitchen's / bathrooms; and delays in completing repairs, particularly to heating / hot water systems. Complaints have also been made about the timeliness of domiciliary care services and the quality of residential and nursing care – these relate to services commissioned from private and voluntary care providers.

3. Context/Overview

Social Care Health and Housing works with and serves a large number of vulnerable people throughout the Borough. The department provides and arranges a wide range of support services to enable vulnerable people and those with care needs to live in appropriate housing and to stay in their own homes and when this is not possible will support residential or nursing care placements. Our services also include seeking to address the housing needs of residents, housing benefits and a housing landlord. Whilst we always aim to provide high quality services that meet the needs and circumstances of individuals, carers and their families, sometimes things do go wrong.

The complaints procedure is a mechanism to identify problems, resolve issues and make changes to improve services. The analysis of information about complaints at each stage of the procedure gives the Council an opportunity to reflect on the quality of the services it provides to our customers and consider how well it listens and responds to their needs.

This report provides information about complaints made during the twelve months between 1 April 2010 and 31 March 2011 under adult social care complaints procedures and the Corporate Complaints procedure (housing services).

What is a Complaint?

A complaint, as defined by our corporate policy and procedure is:

“An expression of dissatisfaction by telephone, personal visit or in writing, about the standard of service, actions or lack of action by the council or its staff affecting an individual or group of customers.”

Who can make a complaint?

Under adult social care requirements, a person is eligible to make a complaint where the local authority has a power or duty to provide, or to secure the provision of, a service for someone and their need or possible need for such a service has (by whatever means) come to our attention. This also applies to a person acting on behalf of someone else.

We want the complaints procedure to be as accessible as possible. We publish information about how to make a complaint in both the corporate leaflet and the fact sheet referring to the social care process for complaints.

A series of outreach visits have been made by staff throughout the year to voluntary organizations, day centres and residential settings to promote the accessibility of the complaints service.

Complaints can be made in person, by telephone, in writing, by fax, via our website or email, either directly to the service area, Contact Centre or to the Customer Care and Complaints Team.

Stages of the Corporate Complaints Procedure

The complaints procedure has three stages.

Stage 1, Local Resolution - This is the most important stage of the complaints procedure. We expect the department's teams and external contractors providing services on our behalf to resolve as many problems and complaints as possible at this point. The complaints procedure requires complaints considered under the corporate complaints procedure at stage 1 to be responded to within 10 working days up to a maximum of 20 working days. For social care and healthcare complaints this is the only stage available to resolve the complaint before progression to the Local Government Ombudsman. For housing related complaints, including those for Hillingdon Homes, there are two further stages of the complaints procedure.

Stage 2, Formal Investigation - This stage is usually implemented where the complainant is dissatisfied with the findings at stage 1. For complaints under the corporate procedure, the complaint is reviewed by the Deputy Director (for housing complaints).

Stage 3, Review Panel - If complainants are still not happy after their complaint is investigated at stage 2, under the corporate procedure, the Chief Executive commissions an investigation by an officer in Democratic Services and responds to the complainant in light of the findings of the investigation.

The Local Government Ombudsman (LGO) - The LGO is empowered to investigate where it appears that our own complaints procedure has not resolved the complaint. Complainants can refer their complaint to the LGO at any time, although the LGO normally refers the complaint back to us if it has not been through our procedure first.

4. OVERVIEW OF COMPLAINTS RECEIVED

Stage 1 of the Complaints Procedure

The final out-turn for 2010/11 confirms that the Customer Care and Complaints Team received 217 new complaints at stage 1 during the year, compared with 315 the previous year (30% reduction in formal complaints received). This figure is the total number of complaints that the complaints team handled for complaints relating to housing and adult social care.

In addition to formal complaints, the Customer Care and Complaints Team take customer enquiries or 'concerns' and deal with them promptly and informally. Many people contacting the Customer Care and Complaints Team want action to resolve the issue quickly and are happy that this is undertaken informally. We have seen a drop in the number of complaints received at stage 1 mainly due to an increased emphasis to resolve issues and concerns quickly and avert the need to escalate these to a complaint. Table 1 below summaries the number of complaints received during 2010/11 by service area:

Table 1 - Comparison of Stage One Complaints

Service Area	2008/09	2009/10	2010/11
Learning Disability	18	15	4
Mental Health	5	1	0
Older People	74	37	30
Physical/sensory Disability	13	6	17
Total Social Care	110	59	51
Housing Services	171	126	92
Hillingdon Housing Service	213	130	74
Total Housing	384	256	166
Total	494	315	217

The process of complaints resolution involves talking to the customer and talking through the issues they have raised, clarifying any points and understanding what outcome they are seeking to achieve, logging the complaint, progress chasing, advising and liaising with managers to seek the best outcome for the customer and the department. Clearly some complaints are very complex and require the involvement of several service areas within the Department or outside agencies, including Health partners.

Complaint Themes

The following table (table 2) summarises the complaints received at stage 1 during 2010/11 by theme:

Table 2 – Summary of complaints received by theme at stage 1:

Theme	Adult Social Care	Housing Services	Hillingdon Housing Service	Total
Against Council Policy	0	2	5	7
Customer Care / Communications / Officer Conduct	10	11	20	41
Quality of Service	41	79	49	169
Total	51	92	74	217

Against Council Policy – The Housing Needs Team have received a number of complaints about the decision making process used by officers in reaching a decision on the homelessness status of households and their access to alternative housing. Complaints have also been received about the housing needs assessment banding with complainants dis-satisfied with the needs criteria / their assessment of need. A number of households have complained that the Council's decision that they are not homeless is not correct and have been dis-satisfied with the housing options available. Wherever possible, advice and information about alternative housing options is offered to the customer to help them resolve their housing issues. This includes advice and support to access more suitable housing in the private sector.

Complaints have also been received about the assessment for housing benefit in which some complainants felt the benefit award was lower than they were expecting; Complaints have also been received about the Council recovering overpayments in housing benefit (e.g. due to a change in circumstances for the claimant which has been notified to the Council some time after the change resulting in the claimant being overpaid benefits).

For Hillingdon Housing Services there have been complaints about the repairs policy in which tenants have complained about the refusal of Hillingdon Homes to undertake repairs which are considered the responsibility of the tenant detailed in the repairs policy.

Customer Care/ Communications / Officer Conduct – With difficult decisions being made by council officers, including housing needs assessments, homelessness

decisions, housing benefit assessments and recovery of overpayments, the charging policy for adult social care and the eligibility criteria for adult social care, some complaints have been received which relate to the way that officers communicate decisions in a non-empathetic way to people who approach the council for assistance.

During 2010/11, in those cases in which officer conduct has been the source of the complaint, improvements have been driven by follow up discussions with teams and individual members of staff to ensure that the customer experience improves. In some instances improved information has been produced to support the explanations about changes in services and options available to customers.

Some complaints have also been received about neighbour disputes / nuisance which have been referred to the anti-social behaviour team.

Quality of Service – For adult social care, complaints received about the quality of adult social care include the home carers not attending a clients home in line with the care plan and the quality of residential and nursing care. During 2010/11 these issues have been escalated with private/voluntary sector home care providers and residential/nursing home providers. Regular visits to care providers are undertaken by the Council's Care Inspection Team which has contributed to improvements in the quality of care provided in Hillingdon.

Adult Social Care related complaints have been received about waiting times for assessments and changes to care packages following a review of their needs. This includes complaints about changes to Direct Payments.

Housing Benefits complaints are mainly about delays or a lack of understanding about the way in which benefits are calculated. Improvements have and continue to be made to help people who apply for housing benefits to understand how their benefit is calculated.

Quality related complaints about Hillingdon Housing Services have tended to centre on the quality of kitchens, bathrooms and windows with existing or new tenants requesting replacements. In most cases the existing kitchen / bathroom / windows were found to meet the required minimum standard and will be considered for replacement during the next scheduled planned maintenance programme. Complaints have also been received about mould and dampness in some properties. In response Hillingdon Housing Services has provided advice to tenants about ventilating and heating their property. Water leaks from neighbouring properties (usually flats) has resulted in some complaints from tenants / residents.

Complaints about the quality of the repairs service and repairs undertaken during 2010/11 have fallen significantly. This has been due in part to the creation of a dedicated call centre and new ways of working to resolve many representations quickly and satisfactorily, reducing the need to progress to stage 1 of the complaints procedure.

Some complaints were received about contractors not keeping to scheduled appointments which have been followed up with the contractor throughout the year.

Stage 2 of the Corporate Complaints Procedure

During 2010/11, 13 complaints progressed to stage 2 of the complaints procedure. This represents a 50% drop in escalation to the same stage in 2009/10 (26 complaints progressed to stage 2 of the complaints procedure in 2009/10). Table 3 below summarises the complaints at stage 2 by service area. This section of the report provides more detail about the complaints received and the outcome to demonstrate how individual complaints have been resolved. Due to the aforementioned change in the regulations for adult social care complaints, there is not a second or third stage to the procedure for these complaints.

Of the 13 stage 2 complaints, four (31%) were not upheld, five (38%) were partially upheld, four were upheld (31%) and none are ongoing.

Table 3 – Total Number of Complaints Progressing to Stage 2

Service Area	2008/9	2009/10	2010/11
Learning Disability	3	0	0
Mental Health	0	0	0
Older People	0	0	0
Physical/sensory Disability	1	0	0
Total Social Care	4	0	0
Housing Services	10	12	5
Hillingdon Housing Service	11	14	8
Total Housing	21	26	13
Total	25	26	13

Housing Services – Stage 2 Complaints

Overall there were five complaints which progressed to stage 2 of the complaints procedure. 4 complaints were partially upheld. 1 complaint was upheld.

Table 4 – Complaints Progressing to Stage 2 (Housing Services)

Complaint details	Outcome	Action taken
Complainant wanted to be re-assessed for housing due to a change in circumstances. Unhappy about not being awarded a higher band. Frustrated at perceived lack of communication	Partially Upheld (due to the need to keep complainant up-to-date)	Training needs of staff identified, and development opportunities followed up.
Complainant and family have lived in temporary accommodation for the past 8 years. The accommodation is overcrowded.	Partially upheld	Review of entire case carried out, specifically around the involvement of HB and the managing agent.
Complaint about Council needing to take further action to address a vermin issue in a neighbouring property	Partially Upheld	Confirmed current course of action with relation to empty property. Advised complainant on how to address issues with rats
There is an infestation of rats or mice that occupy the ceiling of the extension.	Upheld	Major works carried out to line walls to rear extension. Holes sealed up to eliminate entry to building.
Dissatisfaction with level of investigation at Stage 1 in relation to permission to bid on Locata & with management of rent arrears.	Partially Upheld	Changes proposed to improve bidding process.

Hillingdon Housing Service – Stage 2 Complaints

There were eight complaints investigated at Stage 2 for Hillingdon Housing Service and six were upheld or partially upheld. Six complaints at stage 2 were successfully resolved. Two progressed to stage three of the complaints procedure, and there were two Local Government Investigations into complaints.

Table 5 – Complaints Progressing to Stage 2 (Hillingdon Housing Service)

Complaint details	Outcome	Action taken
Complaint against housing officer and Line Manager conduct. Concerns anti-social behaviour from neighbour.	Not Upheld	Service Manager agreed to ensure that officers exercise care when asked by complainants to disclose potential timelines for transfers. This will avoid raising expectations.
Complainant is alleging that he has experienced unpleasantness from Council Officers (officer conduct)	Partially Upheld	Staff performance reviewed in one-to-one sessions and monitored closely.
Officer action leaving client to complain about housing situation having been left with no-where to stay.	Upheld	Officer action raised expectations of family beyond what was possible at the time. In conjunction with Housing Needs, decision made to offer a license to the household to occupy a plot to live at. Apology given and household satisfied with the outcome.
Complainant would like to be taken off the restricted persons register	Upheld	Risk assessment for complaint reviewed and complainant notified that their details will be removed from the restricted persons register.
Complainant has waited 3 months following a written complaint regarding dampness problem and lack of double glazing, but has yet to receive any response.	Not Upheld	The complainant's home is scheduled for planned improvement works. Complainant given additional information to help minimise damp in property.

Complaint details	Outcome	Action taken
Complainant alleging that the council have contradicted themselves over the planned work in relation to her bathroom and kitchen.	Partially Upheld	<p>The complainant's home is scheduled for planned improvement works. Complainant given additional information to help minimise damp in property.</p> <p>Officers advised to improve communications with tenants about managing the expectations for improvement works to properties.</p>
Further to a water leak in the property, complainant would like his laminated kitchen floor replaced and a brand new carpet to his lounge.	Partially Upheld	Offer to contribute towards the replacement of the carpet.
The complainants are alleging that they were not consulted correctly in relation to a rear extension to their neighbour's property	Upheld	Review processes and individual officer performance within monthly supervision sessions.

Stage 3 Complaints

During 2010/11, four complaints progressed to stage 3 of the complaints procedure – compared to three the previous year.

Table 6 – Total Number of Complaints Progressing to Stage 3

Service Area	2008/9	2009/10	2010/11
Learning Disability	0	0	0
Mental Health	0	0	0
Older People	0	0	0
Physical/sensory Disability	0	0	0
Total Social Care	0	n/a	n/a
Housing Services	4	2	2
Hillingdon Housing Service	2	1	2
Total Housing	6	3	4
Total	6	3	4

Housing Services – Stage 3 Complaints

Table 7 – Housing Services - Stage 3 Complaints

Complaint details	Outcome	Action taken
Complainant wanted to be re-assessed for housing due to a change in circumstances. Unhappy about not being awarded a higher band. Frustrated at perceived lack of communication	Partially Upheld (due to the need to keep complainant up-to-date)	Training needs of staff identified, and development opportunities followed up.
Complainant and family have lived in temporary accommodation for the past 8 years. The accommodation is overcrowded.	Partially upheld	Review of entire case carried out, specifically around the involvement of HB and the managing agent.

Hillingdon Housing Service – Stage 3 Complaints

During 2010/11 Hillingdon Homes received two complaints which progressed to stage 3 of the complaints procedure.

Table 8 – Hillingdon Housing Service - Stage 3 Complaints

Complaint details	Outcome	Action taken
Complaint against housing officer and Line Manager (conduct) Had been experiencing anti-social behaviour (ASB) from the neighbour above from Dec 2007.	Upheld	The stage 3 investigation confirmed the need to keep the complainant up-to-date with the investigation. Key improvement identified: Need for team leaders to review progress on ASB cases and ensure clients updated appropriately.
Complainant alleging that he has experienced unpleasantness from Council Officers	Partially Upheld	In addition to the action taken at stage 2 of the complaints procedure (Staff performance reviewed in one-to-one sessions and monitored closely), the Tenant has been identified as needing to be included in the 'two-room redecoration scheme' at his new address (a two-bedroom house), which gives tenants the right to have two rooms decorated every five years.

Local Government Ombudsman Investigations

The Local Government Ombudsman receives complaints and although the standard is to ensure that the Local Authority has had an opportunity to respond, there are occasions when the Ombudsman will investigate a complaint that has not proceeded through the complaints procedure.

We work with the Ombudsman to ensure that they are fully informed of the rationale of our decision-making and we openly apologise when we need to.

During 2010/11 we saw an increase in the number of complaints the Ombudsman made a decision on – to fifteen during the year (from eight the previous year). In many cases there was no or insufficient evidence from the complainant to support the

complaint. Table 9 below summarises the complaints received by the Local Government Ombudsman.

In housing services, two complaints were received about housing benefits and five complaints were received about access to suitable housing. In the complaints about benefit services, one was found to be outside jurisdiction and in the other a local settlement was agreed. For the complaints about housing allocations, the ombudsman used their discretion to reach a resolution for most and in one there was no or insufficient evidence to progress the complaint.

Of the Hillingdon Housing Service complaints investigated by the Ombudsman, one was for tenancy management in which no or insufficient evidence was found; a complaint about housing repairs and planned maintenance were found to be outside of jurisdiction; and a complaint about anti-social behaviour could not be decided due to no or insufficient evidence to support the claim of maladministration.

Table 9 – Hillingdon Complaints/enquiries Received by the Local Government Ombudsman

Service Area	2008/9	2009/10	2010/11
Learning Disability			1
Mental Health			
Older People	1	4	3
Physical/sensory Disability		1	1
Total Social Care	1	5	5
Housing Services	5	7	8
Hillingdon Housing Service	2	3	2
Total Housing	7	10	10
Total	8	15	15

Adult Social Care Local Government Ombudsman (LGO) Cases

It is essential to add context to the recording of Ombudsman referrals under the heading of Adult Social Care. The Ombudsman's new role in this respect is to review complaints from dissatisfied clients as what is effectively the second stage of the Adult Social Care complaints procedure.

The new arrangement is one that has met with differing experiences amongst the Complaints Managers who meet quarterly to discuss complaints across London.

During the period reported on here, there have been escalations, but as yet, no decisions.

Adult Social Care LGO Referrals

Complaint Details	LGO Decision	Recommendations
Unhappy with conduct of staff and with the placement of son in a residential service.	Awaiting Outcome	Not Available
Complainant wishes to dispute monies requested to be repaid by Direct Payments Team	Awaiting Outcome	Not Available
Complaint regarding assessment process of mum and dad in relation to a proposed placement, added to dissatisfaction with Care Management	Awaiting Outcome	Not Available
Client complained about the quality of care and health care provided to her late husband	Awaiting Outcome	Not Available
Complaint regarding Mother's move into a Nursing Home. The complainant felt that the communications should have been more comprehensive and requested that the PCT contribute to fund the placement.	Awaiting Outcome	Not Available

Housing Management LGO referrals

Complaint Details	LGO Decision	Recommendations
HC-000297 Allegation that repairs have not been completed.	No Maladministration	No recommendations.

<p>HC-000352</p> <p>From March 2009 LBH have not fulfilled their duty to carry out repairs.</p> <p>Concern about the safety of their children playing in the garden in the absence of a fence and lack of privacy.</p> <p>(Easy access for pets, especially dogs, from neighbourhood).</p>	<p>Maladministration causing injustice</p>	<p>Delays in the Council in dealing with the request for repairs confirmed. Apology given.</p> <p>A link fence is to be erected by the Council.</p>
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Housing Services LGO Referrals

Complaint Details	LGO Decision	Recommendations
<p>HC-000491</p> <p>Complainant wanted to be re-assessed for housing due to a change in circumstances. Unhappy about not being awarded a higher band. Frustrated at perceived lack of communication</p>	<p>No Maladministration</p>	<p>Discontinued the investigation and closed complaint.</p>
<p>HC-000504</p> <p>Complainant alleges that the Council has failed to respond properly to his need for re-housing since he approached them for assistance around May 2009</p>	<p>Maladministration</p>	<p>Council advised to address issues from the complaint.</p> <p>Following assessment, LBH made a further offer of a property, which complainant accepted and moved into in the summer of 2010.</p> <p>The Private Sector Housing Team to ensure that more than 1 chaser enquiry is made to an address before cases are closed due to no contact.</p>
<p>HC-000589</p> <p>Enquiry from the LGO about Housing Benefit entitlement and the suspension of payments.</p>	<p>Discontinued</p>	<p>Information provided, no comeback from the LGO</p>
<p>HC-000597</p>	<p>Awaiting Decision</p>	<p>Not known at this stage</p>

Social Services, Health & Housing POC

12th October 2011

PART 1 – MEMBERS, PRESS & PUBLIC

Complaint Details	LGO Decision	Recommendations
Complainant and family have lived in temporary accommodation for the past 8 years. The accommodation is overcrowded.		(awaiting determination)
HC-000601 The complainant alleges that the Council have failed to assess the complainants medical needs correctly and as a result the complainant has been placed in the wrong band for re-housing.	No Maladministration	No recommendations. LGO provisional findings were that the Council fairly assessed the medical information supplied in accordance with allocations policy. Furthermore the LGO consider the Council's decision to place the complainant in band C to be reasonable based on the information supplied.
HC-000667 Complainant unhappy and wants to be housed with emergency temporary accommodation.	Maladministration; No Injustice	The Council provided the complainant with emergency temporary accommodation and offered a remedy at an earlier stage. The LGO therefore felt there was no injustice.
HC-000697 Enquiry from the LGO about the complainant's status in applying for re-housing.	No Maladministration	LGO reports that it is not clear what else an investigation by the Ombudsman could achieve
HC-000837 Complainant alleges that the Council is unreasonably pursuing him in order to recover an overpayment on Housing Benefit and Council Tax.	No Maladministration	Council action considered reasonable in pursuing recovery of overpayment.

Members Enquiries

Enquiries can be submitted to officers on behalf of residents to Elected Members. During 2010/11, we received 903 enquiries from elected members on behalf of our residents in addition to the complaints set out above. Enquiries from members can include a request for further information, questions about an assessment, decisions or quality of service experienced by our resident.

Summary

Social Care Health & Housing received 903 enquiries between April 2010 and March 2011. Housing Needs received the highest number of enquires at 323 (36%) followed by Hillingdon Housing Service at 185 (20%), Private Sector Housing had 158 (18%), Access and Assessment 101 (11%), Benefits 83 (9%) and 53 others (6%).

The top 5 enquiries related to Housing Needs Assessments (191) followed by Housing Advice (119), Access to Care (73), Benefit decisions (64) and finally Day to Day Repairs (50)

5. Complaints Learning

Every complaint is an opportunity to learn from our customers about what works and what does not. Even when a complaint is not upheld we need to look at why the person felt that they needed to make a complaint. Often it is because their expectation of the service differs from the actual service standard.

Communication is the key to a good relationship with our customers and it is as fundamental as:

- Accessible information about our services
- Clear eligibility criteria and rationale
- Clear service standards that are achieved and developed in partnership with customers
- Well-trained staff who are knowledgeable and have excellent customer care skills, who listen and demonstrate empathy
- Staff who keep in touch with the customer, keep them informed and return calls
- Clear communication and written correspondence.

Specific themes where services have identified improvements as result of complaints are set out below.

- Improving customer care and communication issues
- Improvements to written information in everyday language to explain housing benefit decisions and changes
- One-to-one discussions with individual members of staff and reviewing their written communication before letters are sent to customers
- A review of standard letters across Benefit Services to ensure they are clear and easy to understand.
- Targeted action and visits to care providers to review and follow up on quality of care issues to ensure care standards are met

- Continued improvements to adult social care access and assessment services have been made during 2010/11 to ensure a focus on timely completion of assessments, reviews and greater choice and personalization for the service user and their carer. This includes continuing to improve the information system for adult social care to support effective information and performance management.

6. Complaints Promotion

In order to promote the complaints service to all our customers, a series of visits were made to Day Centres and Voluntary organizations. The visits not only promoted the complaints service but offered customers and partners the opportunity to learn more about the process and in fact make referrals to all services across the council.

Customer Care and Complaints Staff have also attended team meetings to promote and advise staff of the complaints procedure and provided one-to-one support for staff dealing with complaints.

An 'outreach programme' has been undertaken by the Complaints Team, which has involved visiting various agencies who do (or potentially could) serve as an advocacy service for residents living in Hillingdon. The purpose of such a programme has been to promote the complaints service, and to introduce the staff as well as the possibilities that the complaints service can offer to clients, particularly those who may require assistance in approaching the Local Authority to express dissatisfaction.

The outreach programme was a mini roadshow, which visited Age UK; TAGEERO; MIND; Hillingdon Carers; and DASH among others.

The information gathered from the sequence of visits to external agencies has ranged from a need to increase awareness of the complaints process, to an eagerness to work closely together to encourage and enable clients to make use of the complaints procedure that is of course open to everyone.

It is the intention of the service to build on this piece of work and to expand the outreach programme in 2011/12 to further strengthen the relationship with the complaints service and the other professionals working towards putting the residents first.

7. Future Developments

The successful implementation of feedback surveys of residents who have made a complaint have enabled the service to further strengthen complaints management and service improvement. The focus remains to:

- Improve the communication with complainants during the investigation and resolution of their complaint. When asked, some complainants felt that they were not always kept up-to-date. We will work with managers to address this.

- Further develop information about how to access the complaints procedure; this includes web access as well as an overall campaign to provide written and visual information across the Borough
- Review with management teams how the arrangements for resolving complaints is working
- Develop mechanisms for reporting and monitoring changes and learning from complaints. This will be part of the developing quarterly quality assurance framework for Social Care, Health and Housing.
- Work with managers to implement the Complaints Procedures.

BACKING DOCUMENTS

Complaints regulations for adult social care
Corporate Complaints procedures

SUGGESTED OVERVIEW ACTIVITY

Members of the Committee discuss and comment on the annual complaints report and use the report to inform their overview activities.

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CABINET FORWARD PLAN

Contact Officer: Charles Francis
Telephone: 01895 556454

REASON FOR ITEM

The Committee is required to consider the Forward Plan and provide Cabinet with any comments it wishes to make before the decision is taken.

OPTIONS OPEN TO THE COMMITTEE

1. Decide to comment on any items coming before Cabinet
2. Decide not to comment on any items coming before Cabinet

INFORMATION

1. The Forward Plan is updated on the 15th of each month. An edited version to include only items relevant to the Committee's remit is attached to this report. The full version can be found on the front page of the 'Members' Desk' under 'Useful Links'.

SUGGESTED COMMITTEE ACTIVITY

1. Members decide whether to examine any of the reports listed on the Forward Plan at a future meeting.

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The Cabinet Forward Plan

Period of Plan: October 2011 to early 2012

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
Cabinet - 27 October 2011									
661	Award of contract: The supply, and when required, the installation of glass and glazing products for Hillingdon Housing Repairs Service	To seek Cabinet approval for the award of a four year contract to supply and when required install, glass and glazing products, and to repair on a responsive basis windows and doors for the Hillingdon Housing Repairs Service	All		Cllr Philip Corthorne / Cllr Scott Seaman-Digby	SCH&H - Grant Walker	Corporate Procurement		
664	West London Alliance Accreditation, Purchasing and Contract Management Scheme (APC) for Adult Residential & Nursing Care	<p>As part of the West London Alliance, Hillingdon Council has been developing an approved list of residential and nursing care home providers. This is part of a long term strategy to improve the commissioning of care, effectively manage the residential and nursing care market and utilise the combined purchasing power of six London boroughs to ensure value for money.</p> <p>The Accreditation, Purchasing and Contract management scheme (APC) is led by Ealing which has obtained Cabinet approval to create and maintain the scheme. Hillingdon's Cabinet will be asked to sign-up to the scheme and also agree the list of approved providers.</p>	All		Cllr Philip Corthorne / Cllr Scott Seaman-Digby	SCH&H - Paul Feven	Corporate Procurement		

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Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
665	Personalisation of accommodation-based mental health services	Accommodation based care and support services for people with mental health issues provided by Look Ahead are being remodelled. This will support people to live more independently and move to a more personalised model of delivery giving service users more direct choice and control over their care and support. The new service will be delivered with efficiency savings and will be focused improving the lives of each service user.	All		Cllr Philip Corthorne / Cllr Scott Seaman-Digby	SCH&H - Paul Feven	Corporate Procurement		
		Cabinet is requested to agree a short term single tender contract with the current providers to enable to move from a traditional "block contract" arrangement to new personalised services. The longer term strategy will be to move to 100% personalisation so that a further contract between the Council and service provider will not be required and decisions concerning the purchase of care and support are being made by the individual service user.							

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Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
623	HRA Review: Self-financing Implementation	Cabinet will receive an update on the Government's intention to implement self-financing of the Housing Revenue Account (HRA). Cabinet is asked to endorse a broad strategy and timetable for this in the medium to long-term. Cabinet will also be asked to endorse the separation of HRA debt from the General Fund debt to minimise any adverse risk to the General Fund and, instructs officers to prepare a 30 year plan for submission as part of the 2012-13 MTFF.	All		Cllr Philip Corthorne	SCH&H - Neil Stubbings			
652	Acceptance of tender - subcontractor support to jobbing and void repairs operation	Cabinet will be asked to accept a single tender for subcontractor support to the jobbing and void repairs operation for a period of 12 months whilst a corporate minor works contract is procured.	Various		Cllr Philip Corthorne / Cllr Scott Seaman-Digby	SCH&H - Grant Walker	Corporate Procurement		
653	Carers Commissioning Plan	It is proposed that Hillingdon's current strategy for carers is refreshed and re-issued as a Carers Commissioning Plan to cover the period up to 2015. Carers supporting residents in Hillingdon save the Council an estimated £442.6 million a year in community care posts. The Plan will present the priorities for the Council relating to carer support and proposals for implementing personalisation approaches which will allow carers greater control about the services they use.	All		Cllr Philip Corthorne	SCH&H - Paul Feven			
SI	Progress Report on the Disabled People's Plan	This report provides Cabinet with a performance update on the delivery of the Disabled People's Plan for 2011/12.	All		Cllr Philip Corthorne	SCH&H Dan Kennedy			

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
SI	Older Peoples Plan - Update	This report provides an update to Cabinet of the Older Peoples Plan for 2011/12.	All		Cllr Philip Corthorne / Cllr Ray Puddifoot	SCH&H Dan Kennedy	Engagement of Older People is integral to the development and delivery of the Plan.	The Older Peoples Plan	

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
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SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services

Cabinet - 24 November 2011

668	Contract Award for the Direct Payment Support Service	<p>Direct Payments enable social care service users to access and control their own fund with which to pay for care services. The Direct Payment Support Service provides independent advice, support and assistance for recipients of Direct Payments to ensure that service users are able to fully benefit from this option.</p> <p>The contract award for this service follows a collaborative tender process across four London boroughs. A framework agreement has been developed with the London Boroughs of Brent, Kensington ad Chelsea and Hammersmith & Fulham. The tender process, being led by Hammersmith & Fulham, will conclude with a contract award in October 2011 with the new service commencing in April 2012.</p>	All		Cllr Philip Corthorne & Cllr Seaman-Digby	SCH&H - Paul Feven	Service users, carers and SCHH staff have been consulted in drawing up the service specification and in developing questions to submit to prospective providers at the interview stage.		NEW
598	Acceptance of tender - electrical works to the housing stock	To seek Cabinet approval to accept a tender for electrical works to the Council's housing stock.	All		Cllr Philip Corthorne / Cllr Scott Seaman-Digby	SCH&H - Grant Walker			
651	Tender for new boilers at Austin Road Hayes	The Cabinet Member will be asked to approve the award of a contract for the replacement of the existing communal boiler plant at Hayes Town Centre serving a large number of local authority homes.	Townfield		Cllr Philip Corthorne / Cllr Scott Seaman-Digby	SCH&H - Grant Walker	Corporate Procurement		

Cabinet - 15 December 2011

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
670	Adult Social Care - Local Account	To promote openness and transparency in local government, each Council with adult social care responsibilities has been asked to prepare and publish a short summary of how well social care is performing and what the plans are for improvement. This is called a "Local Account" and in Hillingdon this statement has been tailored to reflect local needs and priorities. Cabinet will be asked to approve the Local Account, which represents a proportionate approach to engaging with our residents about service improvements.	All		Cllr Philip Corthorne	SCH&H - Linda Sanders	Key resident and service user and carer groups will be involved in preparing the Local Account.		NEW
Cabinet Member Decisions - December 2011									
SI 54	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	Democratic Services	Various	Various	

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services Cabinet - 26 January 2012									
671	Award of contract: Supply of plumbing fittings and materials	Hillingdon Housing Repairs Service spends approximately £300,000 each year on the purchase of plumbing fittings and materials - these need to be sourced from a specialist plumbing wholesaler. This report will seek Cabinet approval to the award of a contract for the supply of plumbing fittings and materials to the Hillingdon Housing Repairs Service.	All		Cllr Philip Corthorne / Cllr Scott Seaman-Digby	SCH&H - Grant Walker	Corporate Procurement		NEW

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
Cabinet - 16 February 2012									
515	Housing Revenue Account (HRA) Rent Setting 2012-2013	To set rents and fees and charges for HRA dwellings and recommend to full Council.	All	23-Feb-12	Cllr Phillip Corthorne	SCH&H - Maqsood Sheikh	Tenants and other stakeholders		

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
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SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services

Cabinet Member Decisions - February 2012

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	Democratic Services	Various	Various	
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Cabinet - 29 March 2012

SI Page 57	Progress Report on the Disabled People's Plan	This report provides Cabinet with a performance update on the delivery of the Disabled People's Plan.	All		Cllr Philip Corthorne	SCH&H - Dan Kennedy	Engagement of Disabled People is integral to the development and delivery of the Plan.		
SI	Older Peoples Plan - Update	This report provides an update to Cabinet of the Older Peoples Plan.	All		Cllr Philip Corthorne / Cllr Ray Puddifoot	SCH&H - Dan Kennedy	Engagement of Older People is integral to the development and delivery of the Plan.		

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WORK PROGRAMME AND MEETING DATES IN 2011/12

Contact Officer: Charles Francis
Telephone: 01895 556454

REASON FOR ITEM

This report is to enable the Committee to review meeting dates and forward plans. This is a standard item at the end of the agenda.

OPTIONS AVAILABLE TO THE COMMITTEE

1. To confirm dates for meetings
2. To make suggestions for future working practices and/or reviews.

INFORMATION

All meetings to start at 7.00pm unless otherwise indicated.

Meetings	Room
21 June 2011	CR 5
6 July 2011	CR 5
31 August 2011	CR 5
12 October 2011	CR 5
8 November 2011	CR 5
8 December 2011	CR 5
25 January 2012	CR 5
15 February 2012	CR 5
22 March 2012	CR 5
19 April 2012	CR 5

Social Services, Health & Housing Policy Overview Committee

2011/12 DRAFT Work Programme

Meeting Date	Item
21 June 2011	Aims & Challenges
	Review Topics 2011/12
	Cabinet Forward Plan
	Work Programme for 2011/12

6 July 2011	Major Reviews in 2011/12 - Scoping Report and Discussions (Work Programme)
	Quarterly Performance and Budget Report
	Cabinet Forward Plan
	Work Programme for 2011/12

31 August 2011	Major Reviews in 2011/12 – Scoping Report and Discussions (Work Programme)
	Personalisation - update
	Cabinet Forward Plan
	Work Programme

12 October 2011	Major Reviews in 2011/12 – First Review Witness Session 1
	Annual Complaints Report - SSH&H
	Cabinet Forward Plan
	Work Programme

8 November 2011	Major Reviews in 2011/12 – First Review Witness Session 2
	Major Reviews in 2011/12 – Second Review Scoping report
	Update on previous review recommendations
	Safeguarding Vulnerable Adults – Annual Report
	Cabinet Forward Plan
	Work Programme

8 December 2011	Major Reviews in 2011/12 – First Review Draft Report
	Cabinet Forward Plan
	Work Programme

25 January 2012	Budget
	Cabinet Forward Plan
	(ASCHH Annual Performance Assessment) – Local Account
	Work Programme

15 February 2012	Major Reviews in 2011/12 – Second Review Witness Session 1
	Major Reviews in 2011/12 – First Review Final Report
	Cabinet Forward Plan
	Work Programme

22 March 2012	Major Reviews in 2011/12 – Second Review
	Witness Session 2
	Cabinet Forward Plan
	Work Programme

19 April 2012	Cabinet Forward Plan
	Work Programme
	Major Reviews in 2011/12 – Draft Final Report