

## Minutes

**Corporate Services and Partnerships  
Policy Overview Committee  
Thursday 11 December 2014  
Meeting held at Committee Room 4 - Civic  
Centre, High Street, Uxbridge UB8 1UW**



**HILLINGDON**  
LONDON

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|     | <p><b>Members Present:</b><br/>Councillors Richard Lewis (Chairman), Richard Mills (Vice-Chairman), Wayne Bridges, Tony Burles, Nick Denys, Narinder Garg, Raymond Graham, Carol Melvin, and Robin Sansarpuri.</p> <p><b>Officers:</b><br/>Ian Anderson (Complaints and Service Improvement Manager - Administration), Dan Kennedy (Head of Performance and Improvement) and Khalid Ahmed (Democratic Services Manager).</p>  |
| 26. | <p><b>MINUTES OF THE MEETING HELD ON 29 OCTOBER 2014</b></p> <p>Agreed as an accurate record.</p>   |
| 27. | <p><b>EXCLUSION OF THE PRESS AND PUBLIC</b></p> <p>It was agreed that all items of business would be considered in public.</p>  |
| 28. | <p><b>MAJOR REVIEW - THE COUNCIL'S CORPORATE COMPLAINTS PROCEDURE</b></p> <p>The Committee was provided with a summary of the evidence which had been provided throughout the review, together with details of the three options which would be available to Members in terms of recommendations of the review, and the advantages and disadvantages of each option :-</p> <ul style="list-style-type: none"><li>• <b>Retain the current three stage Corporate Complaints Procedure</b></li><li>• <b>Retain the current three stage Corporate Complaints Procedure with modifications</b></li></ul> <p>There could be more contact / intervention with the complainant as part of Stage 1, with a focus on resolution of the complaint to the complainant's satisfaction. Enabling managers/ Assistant Directors/ Head of Service the flexibility to fast track a complaint to the LGO direct from Stage 1, rather than forcing a complainant to go unnecessarily through all the</p> |

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|            | <p>stages of the complaints procedure. This would particularly relate to complaints about Council policy.</p> <ul style="list-style-type: none"><li>• <b>Removal of one of the complaint stages and the introduction of a two stage Corporate Complaints Procedure:-</b></li></ul> <p>The advantages of this would be to reduce the chances of "complainant fatigue", the saving of officers' time (and cost) in the investigation complaints, particularly as evidence suggested that stage 2 responses were repetitious. Officers would be more focussed on resolution of complaints.</p> <p>A two stage process would be quicker in terms of resolving complaints, but this would be dependent on the timescale set for each stage. There were various examples of other London Boroughs that had moved to a two stage process and it would be useful for Members to consider the impact on the number of complaints these authorities had received.</p> <p>The Committee discussed the various options and it was agreed that the preferred option be further explored by officers and the suggested recommendations which would form part of this Committee's final report to Cabinet, be submitted to the next meeting of the Committee.</p> <p><b>RESOLVED –</b></p> <ol style="list-style-type: none"><li><b>1. That the details contained in the report be noted and officers be asked to report the suggested recommendations of the review to the next meeting of the Committee.</b></li></ol> | <p><b>Action By:</b></p> <p><b>Dan Kennedy</b><br/><b>/ Ian</b><br/><b>Anderson /</b><br/><b>Khalid</b><br/><b>Ahmed</b></p> |
| <p>29.</p> | <p><b>SECOND MAJOR REVIEW - CORPORATE FRAUD - SOCIAL HOUSING</b></p> <p>The Committee was provided with a summary of the suggested topic for the Committee's second major review of the municipal year.</p> <p>Members were reminded that at their held on 26 June 2014, a suggestion of a review topic was made around the area of Enforcement and Anti-Fraud activities, and particularly a review around Public Sector Fraud in relation to social housing.</p> <p>The Committee was informed that the Audit Commission had reported that Public Sector Fraud had increased by 20% in the last two years. Areas of fraud took place in areas such as the sub-letting of Council homes, the abuse of the 'Single Person' Council Tax Discount etc.</p> <p>It was agreed that a draft scoping report, together with a presentation be given at the Committee's next meeting.</p>   |  |

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|            | <b>RESOLVED –</b><br><br><b>1. That the background information provided for this Committee's next review be noted.</b> |  |
| <b>30.</b> | <b>CABINET FORWARD PLAN</b><br><br>Noted.  |  |
| <b>31.</b> | <b>WORK PROGRAMME</b><br><br>Noted.  |  |
|            | <b>Meeting commenced at 7.30pm and closed at 8.00pm</b><br><b>Next meeting: 8 January 2015 at 7.30pm</b>               |  |

These are the minutes of the above meeting. For more information on any of the resolutions please contact Khalid Ahmed on 01895 250833. These minutes are circulated to Councillors, Officers, the Press and Members of the Public.