



HILLINGDON
LONDON



Social Services, Housing and Public Health Policy Overview Committee

Date: TUESDAY, 4 OCTOBER
2016

Time: 7.00 PM

Venue: COMMITTEE ROOM 6 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE UB8
1UW

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

Councillors on the Committee

Wayne Bridges, (Chairman)

Jane Palmer (Vice-Chairman)

Beulah East (Labour Lead)

Shehryar Ahmad-Wallana

Teji Barnes

Peter Davis

Tony Eginton

Becky Haggart

Peter Money

Mary O'Connor

Co-Opted Member

Mary O'Connor

Published: Monday, 26 September 2016

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Putting our residents first

Lloyd White

Head of Democratic Services

London Borough of Hillingdon,

3E/05, Civic Centre, High Street, Uxbridge, UB8 1UW

www.hillingdon.gov.uk

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SOCIAL SERVICES, HOUSING & PUBLIC HEALTH

To perform the policy overview role outlined above in relation to the following matters:

1. Adult Social Care
2. Older People's Services
3. Care and support for people with physical disabilities, mental health problems and learning difficulties
4. Asylum Seekers
5. Local Authority Public Health services
6. Encouraging a fit and healthy lifestyle
7. Health Control Unit, Heathrow
8. Encouraging home ownership
9. Social and supported housing provision for local residents
10. Homelessness and housing needs
11. Home energy conservation
12. National Welfare and Benefits changes

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 6 September 2016 1 - 6
- 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 Major Review - Hospital Discharges 7 - 8
- 6 Update on Stroke Prevention Review

To be provided with an oral update on the Committee's review on Stroke Prevention.
- 7 Safeguarding Adults Partnership Board Annual Report 2015/16

To receive officer responses to the questions which Members asked on the Safeguarding Adults Partnership Board Annual Report 2015/16.
- 8 Forward Plan 9 - 12
- 9 Work Programme 2016/17 13 - 16

Minutes

SOCIAL SERVICES, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE



HILLINGDON
LONDON

Tuesday 6 September 2016

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

	<p>Committee Members Present: Councillors Wayne Bridges (Chairman), Jane Palmer (Vice-Chairman), Shehryar Ahmad-Wallana, Teji Barnes, Peter Davis, Beulah East, Tony Eginton, Becky Haggar and Peter Money.</p> <p>Co-opted Member: Mary O'Connor.</p> <p>Officers: Ian Anderson (Business Manager, Complaints and Enquiries, Nina (Head of Social Work, Adult Social Care Services) and Khalid Ahmed (Democratic Services Manager).</p>
<p>10.</p>	<p>MINUTES OF THE MEETING HELD ON 21 JUNE 2016</p> <p>An updated set of Minutes were circulated to Members.</p> <p>Agreed as an accurate record.</p>
<p>11.</p>	<p>TO CONFIRM THAT ALL ITEMS MARKED PART I WILL BE CONSIDERED IN PUBLIC AND THAT ANY ITEMS MARKED PART II WILL BE CONSIDERED IN PRIVATE</p> <p>It was confirmed that all items on the agenda would be considered in public.</p>
<p>12.</p>	<p>SAFEGUARDING ADULTS PARTNERSHIP BOARD ANNUAL REPORT 2015/16</p> <p>Members were informed that the Hillingdon Safeguarding Adults Partnerships Board had a statutory duty to publish an Annual Report on the effectiveness of safeguarding and promoting the welfare of vulnerable adults in the Borough.</p> <p>The Committee was asked to provide comments and ask any questions outside the meeting.</p> <p>RESOLVED –</p> <p>1. That the report be noted and any comments on the report be submitted to Democratic Services for officer response.</p>

and analysis of complaints and Members Enquiries received between 1 April 2015 and 31 March 2016 for Housing and Adult Services.

The Committee was informed that changes to the Council's Corporate Complaints procedure had resulted in increased intervention from officers to avert complaints and that complaints could now be sent straight to the Local Government Ombudsman after Stage 1 or Stage 2, if the complainant was dissatisfied with the Council's response.

Reference was made to the Council's Housing Allocation policy which was out to consultation which when adopted would result in a greater number of complaints.

Members were provided with the following information:

In relation to the **Housing Service**:

Informal complaints

- 32% more complaints had been dealt with informally when compared to the 2014/15 figure of 497 to the 2015/16 figure of 656.

Stage 1 complaints

- 18% fewer Stage 1 complaints had been registered when compared to the figure for 2014/15 of 144, with the figure for 2015/16 of 118. Members were informed that the average time taken to conclude a Stage 1 complaint was 9.48 working days against a target of 10 working days. 74% (87 out of 118) complaints were responded to within the 10 working days target.

Stage 2 complaints

- There had been 39% more Stage 2 complaints from 18 in 2014/15 to 25 in 2015/16. The average time taken to conclude a Stage 2 complaint was 7.86 working days against a target of 10 working days. 88% (22 out of 25) complaints were responded to within 10 working days.

Stage 3 complaints

- There had been 43% fewer Stage 3 complaints from 23 in 2014/15 to 13 in 2015/16. The average time to conclude a Stage 3 complaint was 10.57 working days against a target of 15 working days. 12 out of 13 Stage 3 complaints were responded to within 15 working days.

Action By:

	<p>Investigation by the Housing or Local Government Ombudsman (LGO)</p> <ul style="list-style-type: none"> • 18 referrals had been concluded by the Ombudsman during this period. Of the 18 referrals, 1 had been upheld, 2 partially upheld, 11 not upheld and 4 referrals were not investigated by the Ombudsman <p>Compliments</p> <ul style="list-style-type: none"> • The number of compliments recorded was down from 40 for 2014/15 to 23 for 2015/16. <p>In relation to complaints regarding Adult Services, reference was made to the impact which the Care Act would have on the number of complaints. Regular liaison took place with Healthwatch Hillingdon which helped with dealing with complaints and often provided opportunities for intervention.</p> <p>The Committee was also informed that a Team had been set up to deal with complaints regarding hospital discharges.</p> <p>In relation to Adult Social Care:</p> <p>Informal complaints</p> <ul style="list-style-type: none"> • 26% more complaints had been dealt with informally when compared to the 2014/15 figure of 104 with the figure for 2015/16 of 131. <p>Stage 1 complaints</p> <ul style="list-style-type: none"> • There had been 26% more Stage 1 complaints registered when compared to the 2014/15 figure of 31 against the 2015/16 figure of 39. • The average time taken to conclude a Stage 1 complaint was 7.97 working days against a target of 20 working days. 100% of complaints were responded to within the Council's published target of 20 working days. <p>Local Government Ombudsman (LGO)</p> <ul style="list-style-type: none"> • Seven referrals had been concluded by the Ombudsman. Of these, 2 were upheld, 4 not upheld and 1 complaint was considered premature. 	<p>Action By:</p>
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Agenda Item 5

Social Services, Housing and Public Health Policy Overview Committee - Major Review 2016/17 - Hospital Discharges

Contact Officers: Khalid Ahmed
Telephone: 01895 250833

REASON FOR ITEM

The Committee will begin their first major review of this Municipal Year on Hospital Discharges.

OPTIONS OPEN TO THE COMMITTEE

The Committee is asked to discuss the draft scoping report for the review, and make suggestions and amendments where necessary. (The draft scoping report will be circulated before the meeting).

INFORMATION

1. At the last meeting of the Committee held on 6 September 2016, Nina Durnford, Head of Social Work provided Members with a brief introduction into the Committee's Major Review; Hospital Discharges.
2. For this meeting, Nina Durnford and Gary Collier (Health and Social Care Integration Manager} will be in attendance and will provide Members with more background information to enable the Committee to shape their review. In addition a draft scoping report will be presented which will outline areas for the review to concentrate on.

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CABINET FORWARD PLAN

Contact Officer: Khalid Ahmed
Telephone: 01895 250833

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 below. 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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Ref	Upcoming Decisions	Further details	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Public / Private Decision & reasons
SI = Standard item each month Council Departments: RS = Residents Services SC = Social Care AD = Administration FD= Finance									
Cabinet – 22 September 2016									
135	Safeguarding Adults Partnership Board Annual Report	The Annual Report of the Safeguarding Adult Partnership Board will be presented to Cabinet. The report details the partnership's activity and performance in safeguarding adults at risk and its priorities for the year. The report is set in the context of national guidance and policy.	All		Cllr Philip Corthorne	SC - Steve Ashley (Independent Chairman) / Tony Zaman	Policy Overview Committee		
126	Contract Award: Residential, Nursing and Supported Living Framework	This report seeks Cabinet approval to call off from a Dynamic Purchasing System (DPS) to award contracts for the supply of residential, nursing and supported living placements. A DPS is similar to a framework agreement. However, new providers can join at any time. The DPS is being run by the West London Alliance with Ealing as the lead borough managing the application and admission process for suppliers wishing to join the DPS. If approval is given it is intended that Hillingdon will source placements using the Connect to Support system as an e-brokerage system (Connect to support).	All		Cllr Philip Corthorne	SC / FD - Darren Thorpe			Private (3)
Cabinet – 20 October 2016									
140	Kitchen and Bathroom replacement programme of works	Cabinet will be asked to consider tenders for the renewal of kitchen and bathrooms to Council owned properties as part of the HRA Works to Stock programme.	Various		Cllr Jonathan Bianco	RS - Perry Scott / Gary Thurston		NEW	Private (3)
Cabinet – 17 November 2016									
129b	Housing Allocation Policy	Following a full consultation process approved by Cabinet in July, Cabinet will consider the responses and the way forward for the Council's Social Housing Allocation Policy.	All		Cllr Philip Corthorne	AD / RS - Raj Alagh / Dan Kennedy	Full consultation	NEW	Public
138	Older People's Plan update	Cabinet will receive it's twice yearly update on progress on the Older People's Plan (May and November annually).	All		Cllr Ray Puddifoot MBE / Cllr Philip Corthorne	AD - Kevin Byrne	Older People, Leader's Initiative	NEW	Public

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Agenda Item 9

WORK PROGRAMME 2016/17

Contact Officer: Khalid Ahmed
Telephone: 01895 250833

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

Meetings	Room
21 June 2016	CR 4
28 July 2016 (CANCELLED)	CR 6
6 September 2016	CR 5
4 October 2016	CR 6
2 November 2016	CR 4
18 January 2017	CR 6
21 February 2017	CR 6
23 March 2017	CR 5
19 April 2017	CR 5

Social Services, Housing and Public Health Policy Overview Committee
4 October 2016

PART I – Members, Public and Press

Social Services, Housing and Public Health Policy Overview Committee

2016/17 - DRAFT Work Programme

Meeting Date	Item
21 June 2016	Major Reviews Topics 2016/17
	Work programme for 2016/17
	Cabinet Forward Plan

28 July 2016 (CANCELLED)	Budget Planning Report for SS,Hsg&PH
	Scoping Report for Major Review
	Work Programme
	Cabinet Forward Plan

6 September 2016	Major Review - Hospital Discharges - background information
	Cabinet Forward Plan
	Annual Report: Adult Safeguarding Board
	Annual Complaints Report
	Work Programme

4 October 2016	Presentation and Scoping Report for Major Review - Hospital Discharges
	Update on Stroke Prevention review
	Annual Report: Adult Safeguarding Board - Officer responses to questions from Members
	Cabinet Forward Plan
	Work Programme

2 November 2016	Major Review - Hospital Discharges - Witness Session
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Social Services, Housing and Public Health Policy Overview Committee
4 October 2016

PART I – Members, Public and Press

	Update on previous review recommendations (Shared Lives Review)
	Minor Review - Employment of People with Disabilities
	Consideration of Second Major Review
	Cabinet Forward Plan
	Work Programme

18 January 2017	Budget Proposals Report for 2016/17
	Major Review - Hospital Discharges - Draft Final Report
	Cabinet Forward Plan
	Scoping report for Second Review
	Work Programme

21 February 2017	Cabinet Forward Plan
	Work Programme
	Witness Session

23 March 2017	Cabinet Forward Plan
	Work Programme
	Witness Session

19 April 2017	Cabinet Forward Plan
	Major Review Second Final report

Social Services, Housing and Public Health Policy Overview Committee
4 October 2016

PART I – Members, Public and Press

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