



HILLINGDON
LONDON



Social Services, Housing and Public Health Policy Overview Committee

Date: TUESDAY, 5 SEPTEMBER
2017

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)

Teji Barnes

Peter Davis

Becky Haggar

Shehryar Ahmad-Wallana

Tony Eginton

Peter Money

June Nelson

Co-Opted Member

Mary O'Conner

Published: Friday, 25 August 2017

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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

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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 20 July 2017 1 - 4
- 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 Annual Complaint Report for Housing Services and Adult Social Care - 1 April 2016 to 31 March 2017 5 - 28
- 6 Major Review Witness Session - Loneliness and Social Isolation: Local Partnership Efforts to Mitigate Social Isolation Amongst Older Residents and People with Mental Health Issues Presentation
- 7 Draft Final Report - The Impact of Changes to Housing Benefits on Residents and the Council 29 - 50
- 8 Cabinet Forward Plan 51 - 54
- 9 Work Programme 2017/18 55 - 58

Minutes

SOCIAL SERVICES, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE

20 July 2017



Meeting held at Committee Room 6 - Civic Centre,
High Street, Uxbridge UB8 1UW

	<p>MEMBERS PRESENT: Councillors: Wayne Bridges (Chairman) Jane Palmer (Vice-Chairman) Teji Barnes Peter Davis Becky Haggar Shehryar Ahmad-Wallana Tony Eginton Peter Money June Nelson</p>
	<p>CO-OPTED MEMBERS PRESENT: Mary O'Connor</p>
	<p>OFFICERS PRESENT: Dan Kennedy (Deputy Director of Housing, Environment, Education and Health and Wellbeing) , Gregory Pike (Operational Finance Officer), Luke Taylor (Democratic Services Officer) and Tony Zaman (Corporate Director for Adults, Children and Young People's Services)</p>
4.	<p>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS (<i>Agenda Item 1</i>)</p> <p>There were no apologies for absence.</p>
5.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>There were no declarations of interest.</p>
6.	<p>TO RECEIVE THE MINUTES OF THE MEETINGS HELD ON 19 APRIL AND 11 MAY 2017 (<i>Agenda Item 3</i>)</p> <p>RESOLVED: That the minutes of the meetings held on 19 April 2017 and 11 May 2017 were agreed as a correct record.</p>
7.	<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 4</i>)</p> <p>It was confirmed that there were no Part II items, and that all business would therefore be conducted in public.</p>

8.	<p>WITNESS SESSION FOR MAJOR REVIEW - BENEFIT REFORMS (Agenda Item 5)</p> <p>At the Social Services, Housing and Public Health Policy Overview Committee meeting held on 19 April 2017, it was suggested recommending that the Cabinet Member for Social Services, Health and Housing requested officers review the feasibility of returning housing deposits to the Council.</p> <p>Since then, the matter was reviewed internally, and the officer concluded that the Department of Work and Pensions (DWP) guidelines clearly state that the Local Authority can only recover a Discretionary Housing Payment (DHP) if they decide the payment has been made as a result of a misrepresentation or failure to disclose a material fact by the claimant, or an error was made when the application was determined. In these cases, the DHP can be recovered because it is classified as an overpayment.</p> <p>It was suggested that any questions regarding these developments be directed to the relevant officer, and a response would be received outside the meeting.</p> <p>Members commented that they had a number of supplementary questions which they would send to the relevant officer after the meeting, and it was agreed that a written response would be provided to Councillors prior to the next Committee meeting.</p> <p>With regards to collecting and reallocating a DHP, it was questioned whether money could be collected and reallocated to other residents despite there being no legal basis for this, and Members noted that legislation did not allow it, and another route would be required if this were to be possible.</p> <p>The Committee asked for clarification regarding the self-service facilities that were available at Hillingdon Council, the One Stop Shop and Hillingdon Libraries, and noted that it was still important for staff to help residents with paperwork or online forms, particularly as many residents did not have English as a first language. It was suggested that training for librarians may be beneficial to prevent any mistakes being made when applying for Housing Benefit of Council Tax Reduction.</p> <p>The Chairman requested that an officer and legal representative attend the next meeting to answer any follow-up questions on the issue that may stem from the written responses.</p> <p>RESOLVED: That the report be noted and supplementary questions be forwarded to the relevant officer.</p>
9.	<p>BUDGET PLANNING REPORT FOR SOCIAL SERVICES, HOUSING AND PUBLIC HEALTH (Agenda Item 6)</p> <p>The report provided the first of two opportunities within the budget planning cycle for the Committee to consider issues relating to budget planning for 2018/19. The context of the report was the broader financial position of the council, alongside signposting major issues within Social Services, Housing and Public Health Services budgets. A further report is to be considered in January 2018, and will set out the detailed budget proposals, once the</p>

proposals have been included in the report to Cabinet regarding the Medium Term Financial Forecast in December.

The Operational Finance Officer noted that in February 2017, the budget report to Council identified the savings requirement for 2018/19 as £22.2m, with £5m planned drawdown from balances and £1.1m previously developed and approved savings initiatives reducing the budget gap to £16.1m. Further social care funding announcements and a release from the Council's Collection Fund further reduced the gap to be managed to roughly £11.6m.

The Committee was informed that the Council remains strongly placed to deal with the financial challenges ahead, and retain balances of £38.7m, although £14.5m is expected to be drawn down from 2017/18 to smooth the impact of Government funding reductions.

Members questioned whether there was a risk that companies may withdraw from contracts or ask for retrospective increases due to rising social care costs and inflation, and whether current provisions were enough if this happened. The Corporate Director for Adults, Children and Young People's Services, confirmed that a range of above inflation requests have been met and were planned for, and additional increases have been prepared for and are built into current provisions. Responding to further questioning, it was confirmed that there was increased provision for high-needs children and elderly residents, and historic demographic profiling in the Borough has allowed the Council to prepare for these issues.

Councillors raised the case of a resident who had waited nine months for the Council to visit their property, and the Deputy Director of Housing, Environment, Education and Health and Wellbeing confirmed that, while he is not sure of the specific case, the Council has moved more resources to that area to help with the high demand, and improvements are being made to the team structure too. Members were also informed that the Deputy Director of Housing, Environment, Education and Health and Wellbeing sees a report of these cases on a weekly basis, and the department is trying to speed up the process to tackle these issues.

Responding to questioning regarding the High Value Void Levy, the Deputy Director of Housing, Environment, Education and Health and Wellbeing confirmed that there has been no guidance and this has led to uncertainty, particularly following the political changes over the previous year. It is understood that any changes will be staggered, however, the Council are waiting on further information and prepared for the possibility that if the levy is applied, its impact will be significant.

Members heard that the current stock has also been assessed, and 36 properties, worth roughly £14m, may be impacted by this potential levy. The Council would, however, like to retain this housing stock for its own residents, and these larger houses are particularly difficult to find for families in need.

The Committee commented on the increased pressure on Adult Social Care services and, questioned what the Council was doing to ensure expedient discharges were effective. The Corporate Director for Adults, Children and Young People's Services confirmed that a lot of work was being done on the

	<p>issue, including more focus on re-engineering the clinical fitness of those patients being discharged. Furthermore, the NHS was driving schemes to assess a patient is medically optimised before they were discharged, and then an assessment of the patient takes place at their home or car home. These processes should ensure discharges are safer. Members noted that a number of organisations were successfully working hand-in-hand regarding discharges, and it was also noted that Hillingdon Health Trust was working hard on the issue.</p> <p>RESOLVED: That the budget planning report for Social Services, Housing and Public Health Services 2018/19 was noted, in advance of detailed savings proposals being developed and approved at Cabinet in December 2017.</p>
10.	<p>SCOPING REPORT FOR NEXT MAJOR REVIEW (<i>Agenda Item 7</i>)</p> <p>The Committee was presented with a report which highlighted the suggested potential topics for reviews in 2017/18. It was proposed that a review into loneliness and isolation in Hillingdon's older residents / people with mental health issues would add the most value to the Council's strategy and actions in respect of the health and wellbeing of local residents, and a scoping report into this topic was brought in front of Members.</p> <p>Members confirmed that the topic was supported when it was suggested at a previous meeting, and commented that scoping report was thorough and helpful in laying out the background to the view.</p> <p>The Committee confirmed that they were happy to endorse the proposed review topic, and progress the review to the next stage</p> <p>RESOLVED: That "Loneliness and social isolation: local partnership efforts to mitigate social isolation amongst older residents and people with mental health issues" was selected as the Policy Overview Committee's major review topic for 2017/18.</p>
11.	<p>CABINET FORWARD PLAN (<i>Agenda Item 8</i>)</p> <p>The Cabinet Forward Plan was noted.</p>
12.	<p>WORK PROGRAMME 2017/18 (<i>Agenda Item 9</i>)</p> <p>The work programme 2017/18 was noted.</p>
	<p>The meeting, which commenced at 7.02 pm, closed at 7.29 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Luke Taylor on 01895 250692. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

ANNUAL COMPLAINT REPORT FOR HOUSING SERVICES AND ADULT SOCIAL CARE SERVICES FOR 1 APRIL 2016 TO 31 MARCH 2017

Contact Officer Ian Anderson - Business Manager, Complaints
and Enquiries
Telephone: 01895 277335

Purpose of the report

This report provides information and analysis of complaints and Members Enquiries received between 1 April 2016 and 31 March 2017 for Housing and Adult Social Care Services and satisfies the requirements to publish annual information about complaints.

OPTIONS OPEN TO THE COMMITTEE

For members of the committee to:

1. note the contents of the annual complaint report; and
2. discuss any concerns with the relevant Cabinet member.

SUMMARY OF ANALYSIS

- a. **Housing Services** (See annex 1 – pages 5 to 15)

Informal complaints

- 201 fewer informal complaints recorded for 2016/17 (455) when compared with 656 for 2015/16.

Stage 1 complaints

- 7 more Stage 1 complaints recorded when comparing 2015/16 of 118 with 125 for 2016/17. Of the 125 Stage 1 complaints, 22 were upheld, 14 partially upheld, 82 not upheld and 7 complaints were either cancelled or withdrawn. The average time taken to conclude a Stage 1 complaint is 8.26 working days against a target of 10 working days.

Stage 2 complaints

- The number of Stage 2 complaints has fallen from 25 in 2015/16 to 12 in 2016/17. Of the 12 Stage 2 complaints, 3 were upheld and 9 were not upheld. The average time to conclude a Stage 2 complaint is 11.16 working days against a target of 10 working days.

Stage 3 complaints

- There were no Stage 3 complaints.

Investigation by the Local Government or Housing Ombudsman

- 22 complaints were concluded by the Ombudsman during this period - 1 complaint was upheld, 2 partially upheld, 12 not upheld and 7 were not investigated.

Compliments

- Compliments are down from 23 in 2015/16 to 19 in 2016/17.

b. Adult Social Care (See annex 2 – pages 16 to 23)

Informal Complaints

- Informal complaints are down by 19% from 131 in 2015/16 to 105 in 2016/17.

Stage 1 complaints

- Stage 1 complaints are down from 39 for 2015/16 to 35 for 2016/17. Of the 35 Stage 1 complaints, 4 were upheld, 9 partially upheld, 22 not upheld. The average time taken to conclude a Stage 1 complaint is 10.47 working days.

Local Government Ombudsman (LGO)

- 8 complaints were concluded by the Ombudsman during this period - 3 were upheld, 4 not upheld and 1 was discontinued.

Compliments

- Compliments are up 61% (30) when comparing the same period in 2015/16 of 49 with 2016/17 of 79.

Complaints dealt with by Home Care Providers (service requests)

- 96 informal complaints were completed during this period - 40 complaints were upheld, 25 partially upheld and 31 not upheld. The main reason why people complained were: poor time keeping (62 instances), missed calls (49 instances) and poor quality of care (42 instances).

c. Members Enquiries (See annex 3 – pages 24)

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- 7% (574) increase in enquiries from Elected Members when comparing the figure for 2015/16 of 8,611 with the figure for 2016/17 of 9,185.
- Housing Service accounted for 11% (984) and Adult Social Care accounted for 3% (237) of all Members Enquiries recorded in 2016/17.

BACKGROUND INFORMATION

1. The Council's Vision

The Council's vision is about 'putting our residents first'. Feedback in the form of complaints and compliments is seen as a very important source of information from residents about the quality of services and care provided by the Council. In cases where something has gone wrong, we are committed to putting it right and ensure that it does not happen again.

2. What is a Complaint?

In general terms a complaint can be considered as:

"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."

3. How Can People Complain?

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 Complaints and Enquiries Team.

4. Remedies for redress

The purpose of redress is to remedy the injustice or hardship suffered and where possible to return a complainant to the position they would have been before the situation went wrong. Types of redress include:

- an apology;
- providing the service that should have been received at first;
- taking action or making a decision that the Council should have done before;
- reconsidering an incorrect decision;
- improving procedures so that similar problems do not happen again; and
- if after an investigation by council staff or the Ombudsman, it is concluded that as a result of maladministration there is no practical action that would provide a full and appropriate remedy or if the complainant has sustained loss or suffering, financial compensation may be the most appropriate approach.

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5. Mediation

For some complaints it will not be appropriate, or possible, to resolve a complaint through the complaint process - particularly where there has been a breakdown in the relationship between the service provider and the service user or where emotions are running high. In such situations the Business Manager, Complaints and Enquiries will consider whether mediation is an option that should be considered. If both parties are agreeable, mediation by an independent mediator allows both parties to come together to see if they can reach a solution through dialogue.

BACKGROUND DOCUMENTS

Annex 1 – Complaints about Housing Services

Housing complaints are managed in line with the Corporate complaints procedure. This procedure operates as follows:

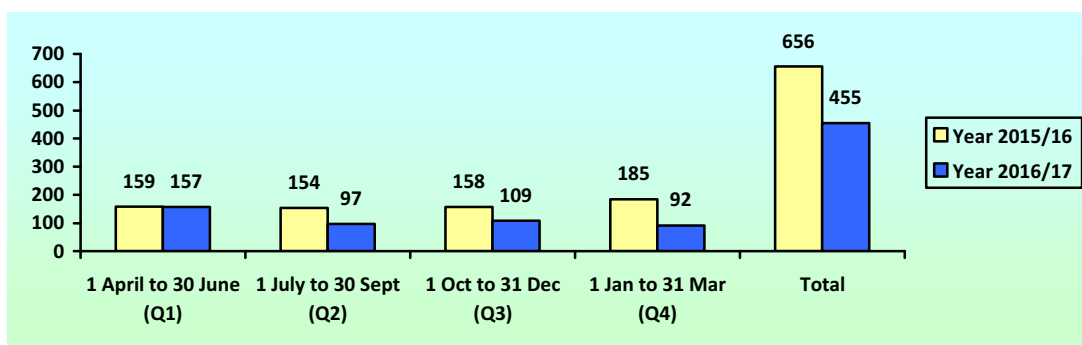
- The Informal Complaint (service request).
- Stage 1 – response from a Deputy Director or Head of Service.
- Stage 2 – response from the Deputy Chief Executive and Corporate Director of Residents Services
- Stage 3 – response from the Chief Executive of the Council
- Stage 4 - Designated Person for the Council
- Local Government or Housing Ombudsman

A more detailed explanation of how the complaint procedure operates, the main complaint themes and statistical data for each stage of the process is provided below.

1. INFORMAL COMPLAINTS

The feedback we have received from residents indicate that most want action to resolve their concerns on the spot by discussing the problem with an officer/manager rather than going through the more formal complaint route. If we can resolve a residents issue in this way we will do so, immediately. We will continue to take this approach, wherever possible.

Informal complaints (Service Requests)

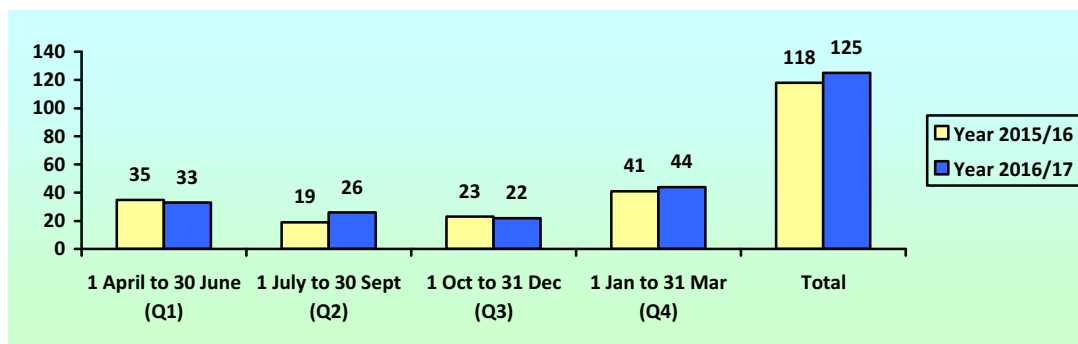


- 30% (201) fall in informal complaints recorded from 656 in 2015/16 to 455 in 2016/17. The main reason for this is the mild winter and less rainfall during spring, resulting in less demand for heating and roof repairs.

2. STAGE 1 COMPLAINTS

A Deputy Director or Head of Service will aim to respond to complaints within 10 working days.

Total number of Stage 1 complaints



- 6% (7) rise in Stage 1 complaints registered from 118 in 2015/16 to 125 in 2016/17.

Table 1 – Outcome of complaints

Service Area	Total number	Upheld	Partially Upheld	Not Upheld	Withdrawn
Homeless Prevention	46	0	6	37	3
Repairs including Heating	56	17	7	29	3
Programme and Asset Management	13	5	1	6	1
Estates and Tenancy Management	10	0	0	10	0
Total	125	22	14	82	7

- Of the 125 Stage 1 complaints, 22 were upheld, 14 partially upheld and 82 not upheld. This is consistent with previous years.

Table 2 – Time taken to conclude a complaint at Stage 1 (working days)

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	2015/16	2016/17
Average time taken to conclude a complaint	9.48	8.26
Target	10	10
Variance	- 0.52	- 1.74

- The average time taken to conclude a Stage 1 complaint is 8.26 working days against the target of 10 working days.

Table 3 - Number and % of complaints dealt with within 10 working days

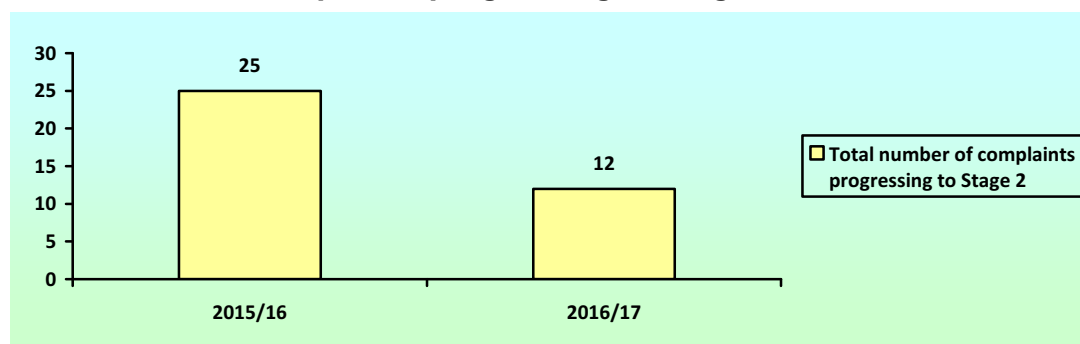
Period	Total number of complaints	Number dealt with within 10 working days	% dealt with within 10 working days
2015/16	118	87	74 %
2016/17	125	99	79 %

- More complaints have been responded to within the 10 working day target. This is progress.

3. STAGE 2 COMPLAINTS

The Deputy Chief Executive and Corporate Director of Residents Services will aim to respond to complaints within 10 working days.

Total number of complaints progressing to Stage 2



- As expected, the number of Stage 2 complaints has fallen from 25 in 2015/16 to 12 in 2016/17 and will continue to fall as officers apply the revised Corporate complaints procedure i.e. to escalate a complaint direct from Stages 1 and/or 2 to the Ombudsman where it is felt that the decision cannot be overturned through the complaint process.

Table 4 – Outcome of complaints

Period	Upheld	Partially upheld	Not upheld	Total
2015/16	2	1	22	25
2016/17	3	0	9	12

The table below provides a summary of the 12 Stage 2 complaints investigated.

Complaint details	Decision at Stage 2
<p>Complaint ref: 5069477 Mr X complained about the length of time it took the Council to replace his boiler - 12 March to 11 April 2016</p>	<p>Upheld The Council apologised for the time it took to replace his boiler and offered Mr X compensation. The offer made was accepted.</p>
<p>Complaint ref: 5171283 Mr X complained that the offer of compensation at Stage 1 did not take into account the work that needs to be done to bring his kitchen back to how it was.</p>	<p>Upheld Mr X was told that there is evidence of normal wear and tear in the photographs but it does not show any bowing and the inspectors report makes no reference to bowed work surface. The offer of compensation made at Stage 1 was re offered and it was accepted.</p>
<p>Complaint ref: 5534967 Mrs X complained that an officer deliberately addressed her as 'Mr X...' in his letter and that this had upset her.</p>	<p>Upheld We apologised to Mrs X that she had been addressed as 'Mr X...' by the officer. It was not deliberate but a genuine mistake.</p>
<p>Complaint ref: 5506613 Mrs X complained about the way her daughter's application for an Essential Repairs Grant (ERG) and Disabled Facilities Grant was handled.</p>	<p>Not Upheld Mrs X was informed that the maximum grant payable is £5,000 per property under ERG and is not available for either routine work or desirable improvements. Officers could not proceed with her daughter's ERG application not only because the quotes provided exceed the maximum amount payable but also because some of the work quoted for appear to be desirable improvements that do not meet the ERG eligibility criteria.</p>
<p>Complaint ref: 5256897 Ms X complained that her landlord was not carrying out urgent repairs at the property she was living at.</p>	<p>Not Upheld Ms X was informed that officers from the Private Sector Housing Team made a number of visits and identified four Category 2 Hazards for which no enforcement action is possible. However, the landlord agreed to carry out a number of the recommended works on condition that her representative was given access to view the disrepair in the presence of officers. Mrs X refused to allow the representative access. As a consequence the landlord was now taking legal action to recover possession of the property.</p>
<p>Complaint ref: 5215853 Ms X complained that she was not supported by officers when</p>	<p>Not Upheld Mr X was informed that she was evicted from her previous accommodation as she had</p>

she was unwell and that she should not have been pursued for rent arrears as this was being paid by Housing Benefit.	breached her licensed agreement by refusing access to inspectors and by allowing unauthorised people to stay at the property. Ms X was advised how to ask for a review.
Complaint ref: 5599232 Ms X complained that the plumber had damaged her bathroom floor and was unhappy that compensation had been refused.	Not Upheld Ms X was informed that when the work was undertaken in 2015 she informed the operative that she was happy with the work done. If she wanted the Council to remove the stain, we would have to use a strong chemical cleaner but it could take the colour off the floor.
Complaint ref: 5688047 Miss X complained that the offer of compensation at Stage 1 had not taken into consideration that she was without hot water for days and paid full rent during that period.	Not Upheld Miss X was informed that the offer of compensation did take into consideration that she was without hot water and the inconvenienced caused to her and her family
Complaint ref: 5505891 Ms X was unhappy with the Stage 1 response which informed her that as the time limit for a contractor to remedy defects of their workmanship had passed, it was her responsibility to pay for the repairs.	Not Upheld Ms X was informed that it was correct to inform her that contractually there are liability periods for a contractor or authority to remedy the defect. This had passed in her case. However, as a gesture of goodwill the Council would agree to pay for a contractor of her choice to undertake the repairs but that any sum paid to her would be capped.
Complaint ref: 5636812 Mr X accepted the response at Stage 1 but wanted the offer of compensation to be increased as he said that at the start of his tenancy he was not in receipt of any benefits and was paying full rent.	Not Upheld Mr X was informed that the offer made was reasonable as officers had used the rent paid (excluding housing benefit) as a means to calculate what they believe to be a reasonable offer.
Complaint ref: 5714528 Ms X complained that re-plastering work undertaken had not been done properly as there were cracks in the wall.	Not Upheld Ms X was informed that the walls and wallpaper were in sound condition when the void property was handed over. Ms X decided to strip the wallpaper as soon as she moved in and this caused the plaster to come away. Instead of contacting the Maintenance Service straight away, she carried on stripping the wallpaper elsewhere and this caused further plaster damage.
Complaint ref: 5721220 Mr X complained that the	Not Upheld Mr X was informed that the redress offered to

Stage response had not taken into consideration the impact of his living conditions on his physical and mental health.	him was significant and included an inconvenience payment for stress and upset caused to him.
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Table 5 – Time taken to conclude a complaint at Stage 2 (working days)

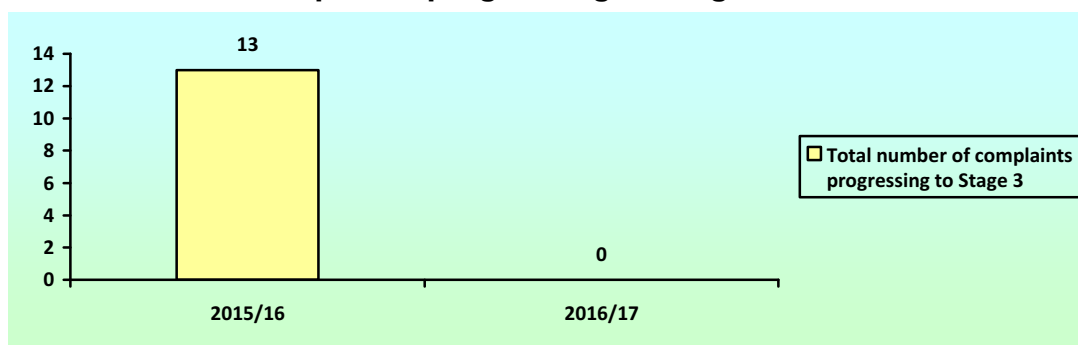
	2015/16	2016/17
Average time taken to conclude a complaint	7.86	11.16
Target	10	10
Variance	- 2.14	+ 1.16

- Of the 12 Stage 2 complaints, 10 were responded to within target. Complaint ref: 5256897 took 28 working days to respond as officers had difficulty in agreeing a date and time when the landlord, complainant and officers could meet. Complaint ref: 5505891 took 33 working days to resolve as officers sought to negotiate a settlement with the complainant. Unfortunately, these two complaints resulted in the average time for responses exceeding the target set of 10 working days.

4. STAGE 3 COMPLAINTS

The Chief Executive commissions an investigation by an officer in Democratic Services and the aim is to respond to complaints within 15 working days.

Total number of complaints progressing to Stage 3



- There were no Stage 3 complaints registered for 2016/17, which is a considerable drop from the 2015/16 figure of 13. However, this was expected as officers are applying the revised Corporate complaints procedure.

5. INVESTIGATION BY THE COUNCIL'S DESIGNATED PERSON

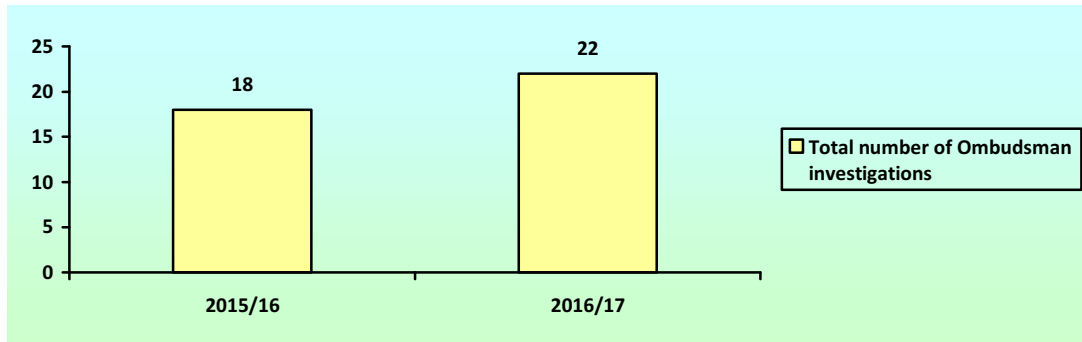
If a complaint is about a tenancy, leasehold, or other housing management issue, a complainant can ask the Councils 'Designated Person' to see if they can intervene to try and help resolve the complaint.

- There were no investigations undertaken by the Council's Designated Person.

6. INVESTIGATIONS BY THE OMBUDSMAN

Where it appears that a Council's own investigations have not resolved the complaint, the complainant is entitled to refer their complaint to the Ombudsman. Depending on the nature of the complaint it could be dealt with either by the Local Government or Housing Ombudsman and at any stage of the complaint process.

Total number of Ombudsman investigations



The findings and decision of the Ombudsman is set out below.

Complaint details	Ombudsman decision
<p>Complaint ref: 5647107 Ms X complained that the Council had not considered all of her medical needs when it decided she could not join the Housing Register.</p>	<p>Upheld The Ombudsman determined that there was fault by the Council because its decision referred only to Ms X's physical problems and omitted her psychological problems. The Council agreed to remedy the injustice to Ms X by granting her a new review.</p>
<p>Complaint ref: 5297861 Mrs X complained that the Council had wrongly suspended her application from the Housing Register.</p>	<p>Partially Upheld The Ombudsman determined that there was no fault in the Council removing Mrs X's application from the Housing Register as she had no housing need. However, the Council had wrongly granted Mrs X priority in 2012 which raised her expectations.</p>

<p>Complaint ref: 5058453 Mr X complained about the Council's handling of his housing application - he says the Council did not implement changes to the Right to Move legislation when considering his application. Mr X said the Council's actions have resulted in him unfairly being denied a place on its Housing Register.</p>	<p>Partially Upheld The Ombudsman determined that some Council officers appeared to be unaware of changes in the Right to Move legislation and as a result Mr X's application was not accepted straightway. The delay put Mr X to unnecessary time and trouble for which an apology adequately addressed the injustice caused to him.</p>
<p>Complaint ref: 5173370 Ms X complained because her name was removed from the Housing Register.</p>	<p>Not Upheld The Ombudsman's decision was that Ms X's name was removed from the Housing Register in accordance with the Council's Social Housing and Allocation Policy.</p>
<p>Complaint ref: 5073528 Ms X complained that the Council had failed to take proper account of an Occupational Therapist's report in deciding whether she was adequately housed.</p>	<p>Not Upheld The Ombudsman found no evidence of fault in the way the Council applied its Social Housing Allocation Policy.</p>
<p>Complaint ref: 5084464 Miss X complained that the Council had not awarded the correct priority to her housing application and as a result she was living in unsuitable accommodation.</p>	<p>Not Upheld The Ombudsman found no evidence of fault by the Council in the way it applied its Social Housing Allocation Policy.</p>
<p>Complaint ref: 5358964 Miss X complained that the Council had not properly considered whether she qualified to join the housing waiting list.</p>	<p>Not Upheld The Ombudsman found no evidence which shows the Council was at fault in the way it reached its decision.</p>
<p>Complaint ref: 5049616 Ms X complained that the Council is wrong to say she made herself intentionally homeless. She wants the Council to provide her and her family with permanent accommodation near her children's schools.</p>	<p>Not Upheld The Ombudsman found no evidence of fault by the Council in the way it applied its Social Housing Allocation Policy.</p>
<p>Complaint ref: 5215853 Ms X complained that she was not in rent arrears because her rent was covered by housing benefit. She also disagrees with the Council's</p>	<p>Not Upheld The Ombudsman determined that as rent arrears stem from a housing benefit issue, Ms X can ask for a review or appeal. In relation to the</p>

decision not to accept her as homeless.	homelessness decision, there were appeal rights that Ms X could have used.
Complaint ref: 5420250 Mr X complained that the Council did not deal properly with his homeless application i.e. it wrongly referred him back to another Council for accommodation and failed to provide him with suitable accommodation when he discharged himself from hospital.	Not Upheld The Ombudsman determined that the Council was entitled to refer Mr X to his former council if it considered he did not have a local connection to Hillingdon. There are no grounds to consider the accommodation offered in a hotel after Mr X discharged himself from hospital was unsuitable.
Complaint report: 5439793 Mrs X complained about the Council's decision to remove her from the Housing Register.	Not Upheld The Ombudsman determined that the Council had correctly applied the Social Housing Allocation Policy and that Mrs X had no identified housing need.
Complaint ref: 5077083 Miss X complained about how the Council assessed her housing register application. She felt that the Council had not fully considered her application and had not placed her in a higher priority band.	Not Upheld The Ombudsman determined that there is no evidence of fault in how the Council assessed Miss X's Housing Register application.
Complaint ref: 5059582 Mr and Mrs X complained about the Council's response to their concerns about their neighbour's garden and that the water pressure into their property was insufficient.	Not Upheld The Ombudsman found no maladministration by the Council in relation to Mr and Mrs X's complaint about the water pressure into the property.
Complaint ref: 5012393 Mr X complained about the Council's handling of his request for a review of its decision not to place him on its Housing Register.	Not Upheld The Ombudsman determined that there was no fault by the Council in the way it reviewed its decision not to put Mr X on its Housing Register.
Complaint ref: 5300772 Miss X complained that the Council had removed her from the Housing Register because she did not have proof of residency for ten years. She says she has lived in the borough throughout this time apart from nine months.	Not Upheld The Ombudsman did not identify any administrative fault with the Council's decision to remove Miss X's name from the Housing Register.
Complaint ref: 5521885 Mr X complained that the Council	Did not investigate The Ombudsman did not investigate

had failed to help him move out of his property - he felt the property was unsuitable.	Mr X's complaint as he had a right of appeal which was reasonable for him to use.
Complaint ref: 5339296 Mrs X complained about the way the Council treated her company when a guest was placed in their bed and breakfast accommodation.	Did not investigate The Ombudsman did not investigate as it is reasonable to expect Mrs X to take the matter to court.
Complaint ref: 5383838 Ms X complained that the Council failed to maintain the drains near her property and as a result her property was flooded after heavy rainfall. She wanted the Council to pay for the damage to her home and the cost of renting elsewhere.	Did not investigate The Ombudsman will not investigate this complaint because an allegation of negligence is a matter for the courts to decide.
Complaint ref: 5308874 Mr X complained that the Council delayed in dealing with his 'right to buy' application.	Did not investigate The Ombudsman did not investigate Mr X's complaints about the Council's decision on his right to buy application as it would be reasonable for him to apply to the County Court.
Complaint ref: 5600211 Mrs X complained that the Council advised her that it may find her intentionally homeless if she was evicted for rent arrears and would not provide her with social housing. Mrs X felt this advice was unreasonable as she blamed the Council for causing her rent arrears	Did not investigate The Ombudsman decided not to investigate the complaint as there was no sign of fault by the Council which had caused an injustice to Mrs X.
Complaint ref: 5625010 Ms X complained because the Council would not re-house her in a larger home.	Did not investigate The Ombudsman did not investigate this complaint about the Council's decision not to allow Ms X to join the Housing Register because she had not lived in the borough for ten years. This is because there is insufficient evidence of fault by the Council.
Complaint ref: 5647174 Ms X complained about the lack of advice and support she had received in finding housing. She says the Council's actions have meant that she missed out on a property.	Did not Investigate The Ombudsman did not investigate because the Council agreed that its initial advice was incorrect but there was no other evidence of fault in how the Council responded to Ms X's request for advice and support.

7. LEARNING FROM COMPLAINTS

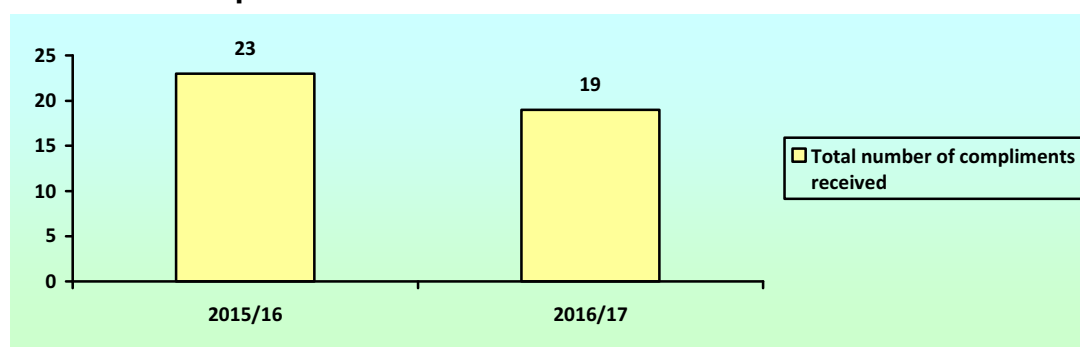
Delays - residents complained about the time it took to replace a boiler, to repair an aerial mast, to process a homeless application, repair the guttering, answering telephone calls and in responding to enquiries. In all cases we apologised, in the case of the boiler and aerial mast we offered compensation that was accepted.

Poor workmanship - one resident complained that the work undertaken by a contractor caused a leak when he repaired a toilet pan - we apologised and agreed to re decorate and replace the lino.

Communications - residents complained about conflicting information being given i.e. whether her kitchen was part of the 2016/17 programme of works or not, that we had inspected the guttering in the wrong block of flats and that he was not informed that he could make a claim from the Council's insurer's for the cost of work undertaken. We apologised to the first two complainants and in the latter one we forwarded his claim to the Council's insurers.

8. COMPLIMENTS

Number of compliments received



- 17% (4) fall in compliments received when comparing 2015/16 figure of 23 with the 2016/17 figure of 19.

Here's what some residents said:

"We do appreciate your help, guidance and support whole heartedly at what has been a very difficult time due to a number of personal circumstances - a huge thank you as you have shown much empathy, understanding and a great attitude".

"I am a support worker working in the borough of Hillingdon. Yesterday I attended a follow up appointment after assisting my customer in completing an initial assessment over the phone. The homeless prevention officer we had to see was X. After having to deal with quite a few issues with Homeless prevention over the time I have been working in this borough it was very

refreshing to have had such a professional and compassionate approach delivered by X yesterday".

"This is just a quick email to say thank you to X for her help and advice every time I have spoken to her. Polite, friendly and will go out of her way to advise even if the case is not relevant to her. I personally try not to bother the back office staff if I can as I appreciate the workloads and our purpose down here. Makes our jobs easier down here knowing how approachable she is".

"Mrs X called to compliment the plumber that attended her property this morning, a gentleman named Y who attended on the above service request. She advised he was very polite and kind and had amazing service, can you please let him know the resident called to compliment him".

"I am writing to you regarding a repair that I report this morning around 11am. I am absolutely delighted with the service that I have received and would like to commend your plumber, Y on his excellent service. He is a credit to your repairs team. He thoroughly explained what the issue was, he told me how long it would take to resolve and he completed the job perfectly. The job was completed by 2pm. Well done and thank you for providing an excellent service".

Annex 2 – Complaints about Adult Social Care Services

The procedure for dealing with Adult Social Care complaints is regulated by the 'The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009'.

This procedure is far less prescriptive and allows for early escalation to the Local Government Ombudsman should the complainant be dissatisfied with the response from the Local Authority. The intention of this procedure is to achieve complete resolution at the first attempt, to remove bureaucracy and has been designed to empower complainants in shaping from the outset the approach to resolving the complaint.

The complaint procedure operates as follows:

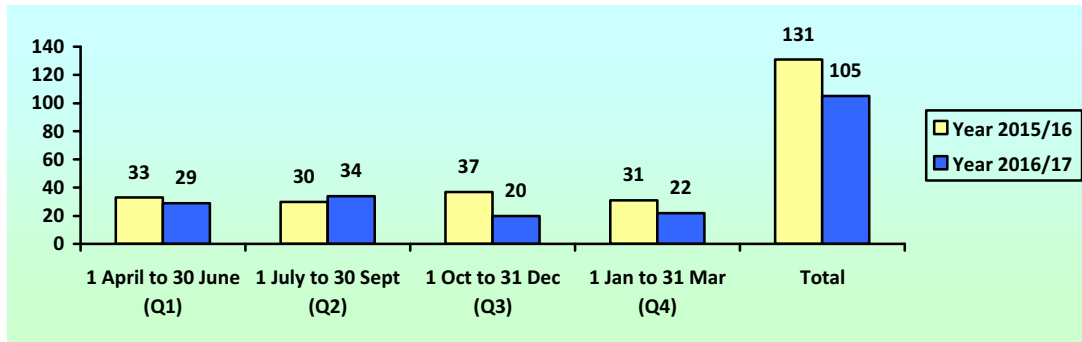
- The Informal Complaint (service request).
- Stage 1 – response from an Assistant Director or Head of Service of the area complained about.
- Local Government Ombudsman.

A more detailed explanation of how the complaint procedure operates, the main complaint themes and statistical data for each stage of the process is provided below.

1. THE INFORMAL COMPLAINT

The feedback we have received from residents indicate that most want action to resolve their concerns on the spot by discussing the problem with an officer/manager rather than going through the more formal complaint route. If we can resolve a residents issue in this way we will do so, immediately. We will continue to take this approach, wherever possible.

Informal Complaints received – (Service requests)

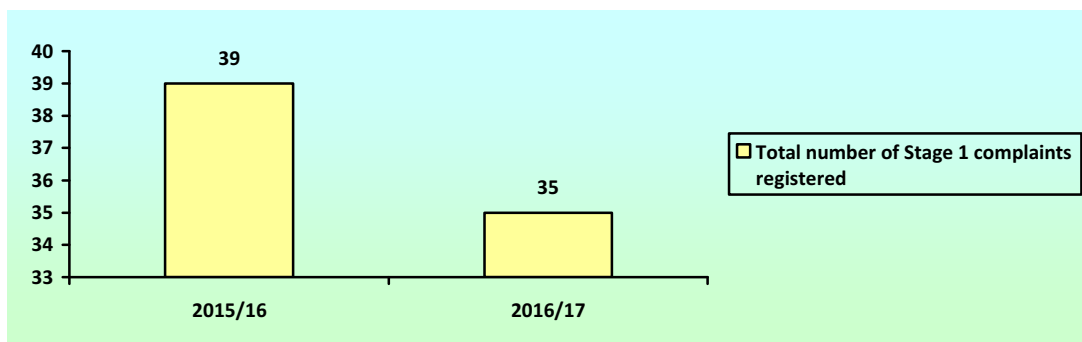


- Informal complaints are down by 19% from 131 in 2015/16 to 105 in 2016/17.

2. STAGE 1 COMPLAINT - LOCAL RESOLUTION

An Assistant Director or Head of Service will aim to respond to complaints within 20 working days.

Total number of Stage 1 complaints registered



- Stage 1 complaints are down from 39 in 2015/16 to 35 for 2016/17.

Table 6 - Breakdown of Stage 1 complaints by Service Area

Service Area	Total number	Upheld	Partially Upheld	Not Upheld
Older People Services and Occupational Therapy	12	1	3	8
Disability Social work	6	0	1	5
Home to School transport	4	1	1	2
Early Intervention and Prevention	6	2	2	2
Supported Living	2	0	0	2
Safeguarding	5	0	2	3
Total	35	4	9	22

- 63% (22) of all complaints were not upheld, 26% (9) partially upheld and 11% (4) upheld.
- 34% (12) of all complaints registered were about the service provided by Older People Services and Occupational Therapy.

Table 7 – Time taken to conclude a complaint (working days)

	2015/16	2016/17
Average time taken to conclude a complaint	7.97	10.47
Target	20	20
Variance	-12.03	- 9:53

- The average time taken to conclude a Stage 1 complaint is 10.47 working days against the Council's internal target of 10 working days.
- 34 (97%) of complaints were responded to within our published time of 20 working days.

Table 8 - Number and % of complaints dealt with within 10 working days

Period	Total number of complaints	Number dealt with within 10 working days	% dealt with within 10 working days
2015/16	39	36	92 %
2016/17	35	27	83%

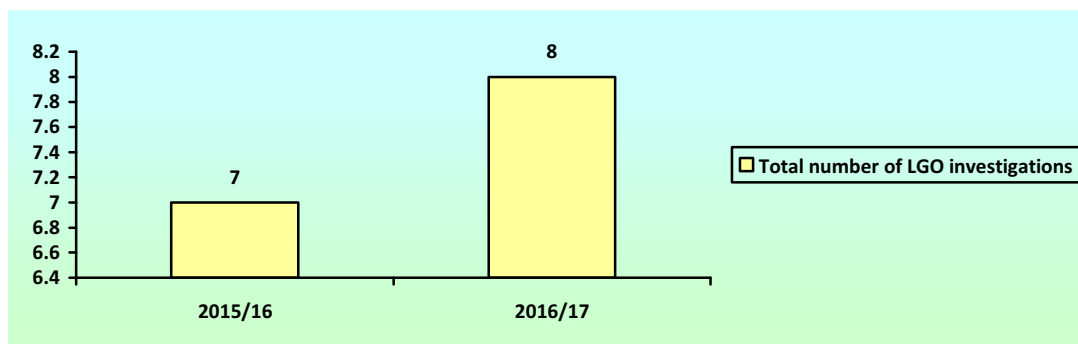
- 27 (83%) of Stage 1 complaints were dealt with within the Council's internal target of 10 working day target.

- 8 complaints missed the internal target of 10 workings because we had to await feedback from home care providers or just missed the target by one or two days.

3. LOCAL GOVERNMENT OMBUDSMAN INVESTIGATION (LGO)

Where it appears that the Council's own investigations has not resolved the complaint, a complainant is entitled to refer their complaint to the Ombudsman.

Total number of LGO investigations



- 4 out of the 8 complaints investigated by the LGO began in 2015 but concluded in this financial year. The findings and the decision of the LGO is set out below.

Complaint details	LGO decision
<p>Complaint ref: 4514750 Ms X complained that the Council delayed in referring her daughter's case to the Disability Resource Panel and gave no explanation for its reasons to refuse funding.</p>	<p>Upheld The Ombudsman concluded that there was fault by the Council in failing to plan properly and in good time when Ms X's daughter left school. The Council agreed to pay a sum in compensation. The Ombudsman was satisfied that the provision is now in place.</p>
<p>Complaint ref: 5639822 Mr X complained that his home care provider lost a set of keys for his flat (for the main door and his front door) and refused to pay for replacements.</p>	<p>Upheld There was fault in how the care agency contracted by the Council responded when a carer reportedly lost Mr X's keys. However, it later agreed to cover the cost of replacing them, which is a suitable remedy.</p>
<p>Complaint ref: 4211997 Mrs X complained that the Council's safeguarding investigation was inadequate, it failed to offer her advocacy services and the handling of her complaint.</p>	<p>Partially Upheld The Ombudsmen found that the Council: a) took too long to complete a safeguarding investigation but found no fault with the process it followed; b) the Council went beyond what it needed to do in terms of arranging advocacy support for Mrs X; and c) found no</p>

	fault in the way the complaint was handled.
<p>Complaint ref: 4256269 Mr and Mrs X complained that: (1) the Council's response at stage 2 of the statutory complaints procedure failed to identify the full extent of fault; and (2) failed to implement aspects of the February 2015 action plan.</p>	<p>Not Upheld The Ombudsman determined that the Stage 2 adjudication response correctly identified fault causing injustice and has put in place or plans to put in place suitable remedies.</p>
<p>Complaint ref: 4852411 Mr and Mrs X complained that the Council offered them an unsuitable property without taking note of the Occupational Therapist's recommendations from 2014.</p>	<p>Not Upheld The Ombudsman found no fault in the way the Council offered Mr and Mrs X their current property or in the way it considered its suitability for their needs, including their disabled son.</p>
<p>Complaint ref: 4904063 Mr X complained that the Council failed to complete its most recent assessment of his needs for adult social care support and that the assessor also wrongly focussed on his past rather than present needs.</p>	<p>Not Upheld The Ombudsman found no fault in the way the Council assessed Mr X's need for adult social care support.</p>
<p>Complaint ref: 5506305 Mrs X made an application for assistance in the school transport for her son. She complained that the Council had not properly considered her son's special needs when it made its decision.</p>	<p>Not Upheld There was no fault in the way the Council considered Mrs X's application for school transport assistance.</p>
<p>Complaint ref: 5438994 Ms X complained about the way the Council handled her application for school transport for her daughter.</p>	<p>Discontinued The Ombudsman discontinued her investigation as she was satisfied with the action the Council proposes to take i.e. the Council agreed to provide school transport as soon as Ms X provided proof of her income.</p>

4. LEARNING FROM COMPLAINTS

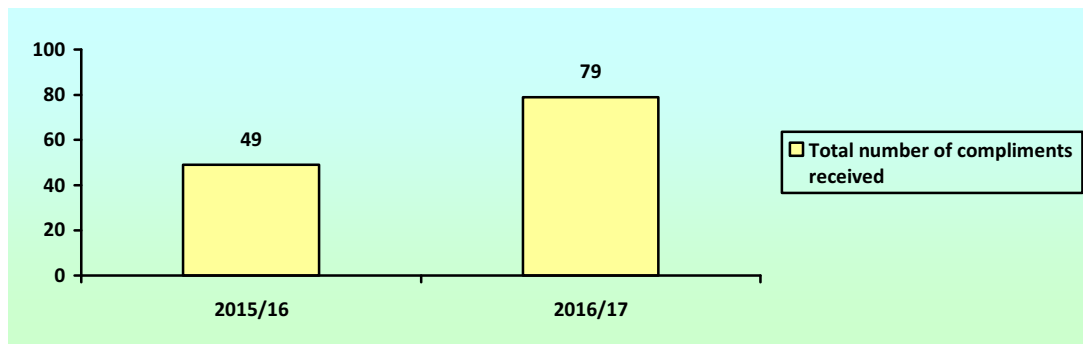
- Mrs X was discharged from hospital but the Meals on Wheels service was not re started. As a result of this, procedures were reinforced with all brokerage staff regarding the need to fully restart packages of care.

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- A care provider decided to renew their emergency telephone system but no backup system was put in place. As a result when a carer's car broke down, it resulted in a client not receiving an evening call (a neighbour helped her to get into bed) nor was she able to contact the care agency over that weekend. The care agency apologised and put a rota system in place where managers provided telephone cover.
- Officers did not cross check information held by the Community Mental Health Team and as a result the information we held was inaccurate i.e. full name, gender and marital status. As a result of this mistake additional support and training was given to staff where it was emphasised the need to cross check.

5. COMPLIMENTS

Number of compliments received



- Compliments are up 61% (30) when comparing the same period in 2015/16 of 49 with 2016/17 of 79.

Here's what some residents said.

"To be honest the pleasure has been mine as your help was always on point and much needed. You always tried to understand things from all perspectives to reach a conclusion. I wish more social workers were client oriented then just wanting to meet targets. God bless you for all you did to help and your kind words".

"We just want to say that we truly value X....'s input and opinions on our child's development and progress. We want to come to meetings at the nursery when we know we get to meet with X - so that we can hear what she has to say and advice she had to offer".

"It has been very remiss of me not to thank you for all the time and attention you have given to making my mother's house more accessible for her. The reclining chair, bath chair and commode have been really, really useful. Indeed they have really improved the ability of her carer and myself to

manage her needs, day to day. The reclining chair in particular, has given her a degree of independence she has not had for a long time. When it is tipped forwards, she can stand up on her own and grab the walking frame, prior to setting off for the toilet. Previously she needed two people to help her up off her settee. We used the chair on the bath again this morning - it feels so much safer, I can't imagine how she didn't have an accident before! Anyway Thank you for being mum's social worker. I take my hat off to you in dealing with my horrific brothers. I just hope they haven't put you off your career as being a great social worker. Thank you for supporting me and been there to speak to you when I needed a chat or just to have a cry".

"It has been an absolute pleasure to work with X... over the past few months. We met on a very challenging case, and my first impressions of X... were great, she handled herself with professionalism and helped me to manage what could have been a very difficult situation".

Y... cares for her husband who has Alzheimer's disease and said that X... had "literally saved her life". Prior to X.s involvement she was depressed, social isolated and had experienced suicidal thoughts. X... had turned her life around and made such a difference. Y was now no longer depressed and she was no longer experiencing any suicidal thoughts. Y said that X had been excellent in communicating with her throughout the process.

"Just wanted to let you know I've spoken to P's mum who is over the moon that we managed to get his transport arranged so quickly, she's got five other kids so was really worried that she would have to book time off work to try and take them all to school".

6. COMPLAINTS DEALT WITH BY HOME CARE PROVIDERS

If a service user or another person on their behalf raises a concern with the Council about a Home Care provider, a written note of the complaint is made and it is then sent to the Home Care provider to investigate and respond within 10 working days. If the complaint remains unresolved, it will then be registered as a formal complaint for a manager within the Council to investigate and respond.

Table 9 - Complaints dealt with by Home Care Providers - 1 April 2016 to 31 March 2017

Name of Home Care provider	Number of complaints processed	Number dealt with within 10 working days	Upheld	Partially Upheld	Not Upheld
Care Outlook	18	13 (72%)	8	5	5
Specialist Care Services	26	20 (77%)	10	8	8
Mears	8	6 (75%)	6	1	1
Avant	17	13 (76%)	7	3	7

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Oasis	7	4 (57%)	4	1	2
Lalis	5	3 (60%)	2	2	1
Devine Care	3	3 (100%)	1	1	1
Time2Care	3	3 (100%)	0	1	2
CTRC	4	3 (75%)	0	2	2
Equicare	2	0 (0%)	2	0	0
Comfort Care	1	1 (100%)	0	1	0
Bluebird	2	2 (100%)	0	0	2
Total	96	71 (72%)	40	25	31

Please note that for each complaint submitted, a complainant will often give more than one cause of their complaint i.e. time keeping, care provided, safeguarding concerns, etc.

The top three reasons why service users complained about Home Care providers:

1. Poor time keeping - 62 instances (64%)
2. Missed Calls - 49 instances (51%)
3. Poor Quality of Care - 42 instances (44%)

7. BENCHMARKING AGAINST OTHER LOCAL AUTHORITIES

Table 10 - provides comparative benchmarking data on how Hillingdon compares against other neighbouring Local Authorities.

Local Authority	Total number of Adult complaints received	Total Number of Ombudsman investigations
Barnet	95	4
Brent	97	9
Ealing	109	5
Buckinghamshire	156	10
Hammersmith and Fulham	112	7
Hillingdon	35	7
Westminster	106	5
Kensington and Chelsea	175	8

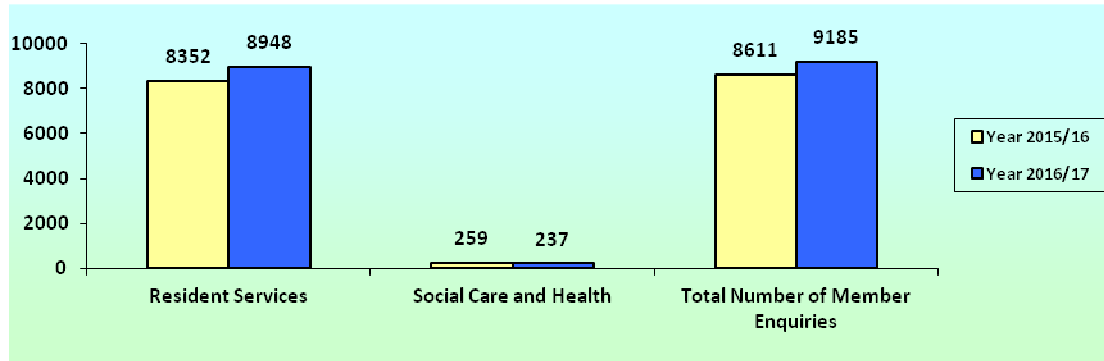
In comparison with the Local Authorities near to us, the volume of formal adult complaints is low. This is mainly due to the effort made by staff to bring about early resolution of a complaint at the informal stage and Stage 1 of the complaint procedure. This approach is effective in ensuring that a complaint is resolved to the satisfaction of the complainant and results in the vast majority of complaints not escalating to the Local Government Ombudsman.

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Annex 3 MEMBERS ENQUIRIES

Enquiries can be submitted to officers by Elected Members on behalf of their constituents.

Total number of Enquiries from Elected Members



- 7% (574) increase (overall) in enquiries from Elected Members when comparing the figure for 2015/16 of 8,611 with the figure for 2016/17 of 9,185.
- Housing Service accounted for 11% (984) of all ME's recorded in 2016/17. However, this represents a 23% (301) decrease in ME's for Housing Service when comparing the figure for 2015/16 of 1,285 with the same period in 2016/17 of 984.
- Social Care accounted for 3% (237) all ME's recorded in 2016/17. This represents an 8% (22) decrease in ME's recorded for Social Care when comparing the figures for 2015/16 of 259 with the same period in 2016/17 of 237.

Agenda Item 7

MAJOR REVIEW - The Impact of Changes to Housing Benefits on Residents and the Council

Contact Officers: Neil Fraser
Telephone: 01895 250 962

REASON FOR ITEM

The Committee has considered evidence and information with regards to the major review on the impact of changes to Housing Benefits and their impact on Residents and the Council, and this information is now contained in a draft report.

OPTIONS OPEN TO THE COMMITTEE

The Committee is asked to comment and consider the draft review on the Impact of Changes to Housing Benefits on Residents and the Council

BACKGROUND

1. At the meeting of the Committee held on 21 February 2017, approval was given to the Committee's next review topic on The Impact of Changes to Housing Benefits on Residents and the Council.
2. At the following meetings held on 23 March, 19 April and 20 July 2017, the Committee considered evidence from witnesses from within the Council, on this topic, and held discussions on ways to further support residents within the Council.
3. This evidence, and the suggestions and discussions at these meetings, have been used to shape the review, and the information is included in a draft report which is to be considered by the Committee, and any comments made.

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The Impact of Changes to Housing Benefits on Residents and the Council



A review by the Social Services, Housing and Public Health Policy Overview Committee

Councillors on the Committee: *Cllr Wayne Bridges (Chairman), Cllr Jane Palmer (Vice Chairman), Cllr Peter Money (Labour Lead), Cllr Teji Barnes, Cllr Peter Davis, Cllr Becky Haggart, Cllr Shehryar Ahmad-Wallana, Cllr Tony Eginton, Cllr June Nelson, Mary O'Connor (Co-Opted Member)*

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Chairman's Foreword



On behalf of the Social Services, Housing and Public Health Policy Overview Committee, I am pleased to present this report detailing the benefit reforms implemented by London Borough of Hillingdon Council, and their impact on our residents and staff.

The changes to Housing Benefit have had a major impact on the lives of those living and working in Hillingdon, and ensuring that the Council continues to support our residents through these changes is critical. It is accepted that many of the changes required have been mandated by Government and are required nationally, and because of this, the scope to affect change at a local level is reduced.

The recommendations made in this report therefore focus on ensuring that the Council is continuing to ensure that residents are supported through these changes, that Hillingdon takes an active part in implementing and adopting future legislation, and that Hillingdon's processes and systems are robust and fit for purpose.

I would like to take this opportunity to thank those officers who have given up their time to help the Committee to consider this review, and commend them for their continued hard work in providing a high quality benefits service to residents of the Borough.

Councillor Wayne Bridges

Chairman of the Social Services, Housing and Public Health Policy Overview Committee

Summary of recommendations to Cabinet

Through the witnesses and evidence received during the detailed review by the Committee, Members have agreed the following recommendations to Cabinet:

1	That Cabinet notes the findings of the Social Services, Housing and Public Health Policy Overview Committee that London Borough of Hillingdon is providing appropriate benefit services to give the necessary support to residents through key changes in benefit legislation.
2	That the Cabinet Member for Social Services, Housing, Health and Wellbeing requests that London Borough of Hillingdon is represented on the Homelessness Reduction Bill 2016/17 steering group, or contributes to the group, once constituted.
3	<p>That the Cabinet Member for Social Services, Housing, Health and Wellbeing requests that, in 12 months, officers review the impact of the changes outlined on the working practices of the Council, focussing on:</p> <ul style="list-style-type: none"> • The success of the recruitment carried out; • How Hillingdon is coping with the forecasted increase in enquiries and subsequent impact on officer caseloads; and • Whether information systems are sufficient to support the work of the Council and the needs of the residents.

Background to the review

Current Context and Aim of the Review

Local Government is facing a challenging financial situation, with funding from Central Government having been cut significantly in recent years. The introduction of welfare reforms has had an impact on many thousands of residents across the Borough, and more are to be implemented. The Welfare Reform Act 2012 saw the start of significant reform to welfare provision in Britain, continued with the welfare announcements made in the summer budget of July 2015 and the Welfare Reform and Work Bill. From April 2016, further reforms have been implemented, with suggestions for additional changes set out in the Homelessness Reduction Bill 2016/17.

Housing benefit (HB) is a Department for Work and Pensions (DWP) benefit administered by the Local Authority. It is a means tested benefit to assist residents on a low income with their rent. The Council Tax Reduction Scheme is a local scheme which replaced Council Tax Benefits in April 2013. This scheme offers financial assistance to low income households to help pay council tax.

To help local authorities manage the impact of Housing Benefit reforms which were announced in the summer budget in 2015, the overall national Discretionary Housing Payments (DHP) funding is £150 million for 2016/17.

Hillingdon has 23,500 households currently claiming Housing Benefit (HB) and/or Council Tax Reduction (CTR). In 2015/16 Hillingdon paid £151 million in HB and £14.8 million in CTR. The Benefit service also operates two reception areas, which see an average of 5000 customers a month.

As part of the joint Fraud and Error Strategy, the Department for Work and Pensions and HMRC have launched a Real Time Information (RTI) bulk data matching project. This project looks at the data held on six social security benefits, which include Housing Benefit, and looks to identify cases where claimants have either failed to declare, or had under-declared earnings and non-state pensions. Overpayments generated as a result of RTI changes equated to £10m in 2015/2016.

As the policies that govern changes to Housing and other benefits are national in nature, it was recognised that the opportunity to influence what happens at a local level was small. With this in mind, the review aimed to look at what changes were required, understand how the Council was supporting residents through these changes, and what impact the required implementation of these changes was having on the working practices of the Council. In line with the review's terms of reference, the Committee sought to understand what changes have been made, and why, and endeavoured to examine the impact of these changes on Hillingdon residents and the work of the Council

Evidence & Witness Testimony

The Committee was first presented with evidence from a front line service perspective, which set out the benefit reforms, who they affected, what impact they had had on the Council, and what actions the Council had taken to manage the reform.

Front Line Services

Universal Credit

Members were informed that Universal Credit (UC) is the new DWP benefit designed to provide support for people of working age on a low income, to prepare individuals for work, to move into work, or earn more. UC is a single monthly payment and will replace six existing benefits:

1. Income based Jobseeker's Allowance
2. Income based Employment and Support Allowance
3. Income Support
4. Working Tax Credit
5. Child Tax Credit
6. Housing Benefit

UC was implemented within Hillingdon in November 2015, for the most straightforward cases (e.g. single people claiming for the first time).

In May 2016 the full UC service, using a new digital system, began to be rolled out for all claimant types nationally (beyond London). In July 2016 it was announced that this rollout would be complete by September 2018. Rollout in Hillingdon is not due to start until July 2018.

After the rollout process is completed, DWP will begin moving all remaining existing benefits claimants to the full Universal Credit service. The managed migration of the existing benefits claims will not start until July 2019, and will not be completed until March 2022.

Who is potentially affected in Hillingdon?

- All working aged residents
- Social Landlords
- Registered Social Landlords
- Private Landlords

Hillingdon residents already claiming any of the benefits listed are not affected yet. They will be told when UC will affect them.

The impact on Hillingdon as at January 2017:

- A high percentage of the residents that are affected to date are single people claiming housing costs for the first time
- There was less than 1% reduction on Hillingdon Housing Benefit officer caseload
- 23 applications have been made for 'Alternative Payment Arrangements' as of the end of January 2017
- The average uplift in rent debt per case is £453 since the date of claim. This represents an average of 4 weeks rent.
- 61 UC claimants claiming CTR
- 76 HB claims cancelled as applicant now claiming housing cost as part of their UC
- 54 Housing Revenue Account (HRA) tenants on UC as of January 2017, of which only 19 cases have alternate payment arrangements set up (direct payments to rent accounts)

The DWP have confirmed that it will not begin the incorporation of HB for pensioners into Pension Credit until the completion of the UC timetable. Local Authorities will therefore be expected to be delivering HB for pensions until the next Parliament, beyond 2020.

Measures taken by the Council:

- HRA arrears is on the Council's Corporate Risk Register, linked to the impact of Welfare Reform and is regularly monitored.
- Tenancy Services was restructured in 2015/16 to bring forward a number of specialist teams to manage the increasing risks of tenancy failure.
- A comprehensive 'Welfare Reform roll-out and Mitigation Plan' is in place across Tenancy Services with updates reported to the Housing Board on a quarterly basis. The plan has three key workstreams; Support & Awareness, Communication and ICT & Processes.

The Government recently published regulations to remove the automatic entitlement to housing costs in the Universal Credit Full Service for some 18-21 year olds. This is designed to encourage young people who could stay at home to do so, to avoid moving out and passing those costs onto the tax payer. Exemptions to the policy include claimants who are orphans or whose parents live abroad, or where it would be inappropriate for the claimant to live in the parental home due to a serious risk to their physical or mental wellbeing. Exemptions also apply where claimants are responsible for a child or qualifying

young person, were care leavers before the age of 18, were subject to active multi-agency management, where the claimant was not expected to work full time, or where a claimant was earning a certain salary.

These regulations will only apply in Universal Credit Full Service areas, which are gradually being rolled out across the country. As previously mentioned, the roll out in Hillingdon is scheduled to begin in July 2018.

Benefit Caps

The Benefit Cap was announced by the Government in the 2010 spending review as part of its strategy to reform welfare for people of working age; the rationale being that work is the best route out of poverty and, whilst income is important, poverty is about more than income in isolation, it is about lack of opportunity and being caught in a cycle of deprivation. The Government's aim was to strike the balance between increasing incentives to work, introducing greater fairness, and making financial savings, all whilst continuing to protect vulnerable claimants for whom work is not an option. The Benefit Cap sets a limit on the total amount of benefits that working age households can receive so that, generally, households on out of work benefits will not receive more in welfare payments than the average weekly wage.

The Benefit Cap is a limit on the total amount of income from certain benefits a working household aged 16 to 64 can receive. If the household received more than the benefit cap allows, then their HB or UC would be reduced to the cap.

Until 7 November 2016, the Benefit Caps for couples and families was £500 per week, and for single people with no children the cap was £350 per week. From 7 November 2016, the Benefit Cap was reduced and has been set at a different level depending on whether claimants lived inside or outside London:

- £442.31 a week for couples and families that live in London
- £384.64 a week for couples and families that live outside London
- £296.35 a week for a single person that lives in London
- £257.69 a week for a single person that lives outside London

Who is affected in Hillingdon?

- Prior to 7 November 2016, there were 175 households affected
- Following the change to benefit cap levels after 7 November 2016, 401 households were affected, of whom:
 - 343 were Private tenants
 - 36 were Council tenants

- 22 were in Temporary accommodation

Impact on Hillingdon:

- Increased risk of homelessness
- Potential Rent Arrears
- The number of capped HRA tenants is small (34 as at December 2016) in proportion to tenants in the private rented sector. The clear differential here is linked low social housing rents
- Affordability in the Private Rented Sector
- Increased pressure on social care in particular children services
- Potentially increased evictions from private rented sector properties

Measures taken by the Council:

- Contact made by letter with all affected applicants
- Face to face surgeries held with multi-agency presence
- Follow up calls made to those who are or were not engaging
- Detailed housing advice provided to those that attended and personal housing plans prepared for each client advised.

Under-Occupation of Social Housing

The Committee was informed that the Under-Occupation change came into effect from April 2013, with the removal of the Spare Room Subsidy (RSRS) . This rule only affected people of working age (i.e. did not affect pensioners).

The amount of rent that can be claimed for HB will be reduced by:

- 14% if they have one extra bedroom
- 25% if they have two or more extra bedrooms

Who is affected in Hillingdon?

This change affects social housing working aged tenants. In Hillingdon:

- 864 households are affected, of whom:
 - 472 are Council tenants
 - 392 are Housing Association tenants

Impact on Hillingdon:

- Potential rent arrears / risk of homelessness

Measures taken by the Council:

- Targeted work to support and encourage Council tenants to downsize into more affordable and manageable accommodation.
- Package of downsizing incentives available up to £4,500 based on the number of bedrooms released, plus practical help and support in moving.

Discretionary Housing Payments (DHP)

Officers confirmed that DHP is a short term emergency payment to help with the paying of rent shortfalls (i.e. the difference between your rent and your HB payment). The aim of the payment is to give claimants time to move or reassess their finances. It is not awarded indefinitely.

DHP Payments can also be made in respect of rent deposits and rent in-advance to assist claimants to move to more affordable accommodation.

DHP cannot be paid:

- If the claimant is not entitled to HB/UC with housing costs
- For service charges that do not qualify for HB/UC e.g. heating charges and hot water charges
- Until a HB/UC claim has been fully assessed

Hillingdon Council is limited by Central Government in the total amount that it can pay in DHPs in any financial year. Therefore, unless a claimant can show an above average need for further financial help with their rent, they will not receive this extra payment.

To help Local Authorities manage the impact of the HB reforms announced in the Summer Budget 2015, the overall DHP funding nationally will be £150 million for 2016/17, an increase of £25 million (20%) compared to 2015/16 funding. London Borough of Hillingdon allocation was £831,393. This comprises funding for four separate areas of support: Core funding, Local Housing Allowance (LHA), Removal of the Spare Room Subsidy (RSRS) and Benefit Cap.

The Distribution of the DHP funding is based on the effect of each element on individual Local Authority.

Who is affected in Hillingdon?

DHP can only be paid to people who have a rental liability and are in receipt of HB or UC. DHPs are paid from a limited fund, usually awarded as a short term measure to help people while they make efforts to resolve their difficulties. The Council targets payments to those in the greatest need. DHPs are not classed as payments of HB or UC.

Impact on the Council:

As at 2nd February 2016, London Borough of Hillingdon received 1,379 DHP applications of which 65% were awarded a DHP payment. Total DHP expenditure spent in Hillingdon for 2016/17 totalled £830,923.00. The forecasted figure for 2017/18 is £962,882.00.

Measures taken by the Council:

Efforts have been made to encourage claimants to downsize and/or move to more affordable accommodation, or find employment.

Local Housing Allowance (LHA) Restrictions

The Committee was advised that LHA is not a benefit in its own right – it is the way in which the rent element of Housing Benefit (HB) is calculated for tenants living in the deregulated private rented sector. LHA rates were based on the 30th percentile of market rents in an area for dwellings with different numbers of bedrooms and subsequently were planned to increase in line with the Consumer Price Increase.

As of April 2016, the Government has frozen the LHA rates for 4 years. The rates for 2016/17 are the same as for 2015/16 and they will not change until at least April 2020.

Who is affected in Hillingdon?

Anyone who rents their home from a private landlord, who makes a new application and is entitled to Housing Benefit is paid under the LHA scheme rules.

Impact on the Council:

There is an increasing disparity between the LHA and the actual rents charged by landlords and this is a very significant issue in accessing the private rented sector. While LHA has been frozen, rent levels have increased substantially and are expected to continue rising.

There has been a rise in middle income households receiving Housing Benefit and the proportion of LHA recipients in work has increased.

Where the Council has a statutory homelessness responsibility, private rented sector evictions are by far

the most common reason for homelessness.

Measures taken by the Council:

- Revised incentives to agree rent levels with landlords and secure properties
- Advice on housing options including rent and LHA levels in different areas
- Additional affordable housing supply, for rent and low cost home ownership, through new build, purchase (RTB buy backs) and releasing under occupied housing.

Social Rent Restriction to LHA levels

As of April 2019, the amount of benefit will be restricted to the Local Housing Allowance (LHA) level for that size of household.

If the tenant is single and under 35 years old the benefit eligible rent and service charge will be capped to a shared accommodation rate (SAR) unless an exemption applies.

Who is affected in Hillingdon?

Anyone with a social sector tenancy that receives housing benefit or the housing component of Universal Credit and has a rent payable above LHA level.

Includes those of pensionable age. Also extends to the supported housing sector where changes to funding arrangements that extend beyond welfare reform are also planned. Most likely affected are single people under 35 and under-occupying households.

Impact on Council:

Work remains to be undertaken to fully understand how the change affects the Council.

1

That Cabinet notes the findings of the Social Services, Housing and Public Health Policy Overview Committee that London Borough of Hillingdon is providing appropriate benefit services to give the necessary support to residents through key changes in benefit legislation.

Policy Framework

The Committee was presented with evidence from a policy framework perspective:

Homelessness Reduction Bill

The Committee was updated on the Homelessness Reduction Bill 2016/17, which was being considered by Parliament, and had been designed to prioritise early intervention from councils to prevent people threatened with homelessness from actually becoming homeless.

The disparity between Local Housing Allowance (LHA) in the private rented sector and the actual rents charged by landlords means that there is an increased risk of homelessness due to evictions of households unable to meet rental costs, and the application of the lowered Household Benefit Cap poses a further risk. This has implications for the supply of housing and the steps that can be taken to assist potentially homeless households.

Under the Bill, councils in England will be required to help all eligible people, whether they are single or a family, for 56 days before they are threatened with homelessness. Those who are already homeless will receive support for a further 56 days, to help them secure accommodation. This is approximately double the support time currently offered. Councils will be provided an additional £48 million to expand their provision for homeless households. Hillingdon will aim to advertise the additional support on the Council website, and via leaflets, partners, and other communication channels.

Once the legislation is passed, a steering group, which will include local authority representatives, will assist in informing of the revised homelessness guidance. The steering group has not yet been constituted, and so it is unknown whether Hillingdon will be asked to contribute. However, it would benefit Hillingdon to play a leading role in developing any revised guidance. Part of this is expected to include a more detailed understanding of what would be considered 'reasonable steps' to assist homeless households. There may also be an impact on 'suitability of accommodation' requirements including in relation to affordability and location. It is not unlikely that aspects would also be tested via case law.

Changes to the funding of Supported Housing, including hostels and refuges, will reduce funding via the benefits system. From 2019/20 onwards, core rent and service charges will only be paid up to the LHA rate (through Housing Benefit or Universal Credit), with the difference to be made up by Local Authorities through a discretionary fund. A Green Paper setting out the detailed arrangements, to allay uncertainty for supported housing providers, is expected this Spring.

2

That the Cabinet Member for Social Services, Housing, Health and Wellbeing requests that London Borough of Hillingdon is represented on the Homelessness Reduction Bill 2016/17 steering group, or contributes to the group, once constituted.

The Flexible Housing Support Fund

From April 2017, the Temporary Accommodation Management Fee paid by DWP to local authorities will be replaced by a new DCLG grant; the Flexible Housing Support Fund, which will give local authorities greater flexibility to manage homelessness. The housing cost element will continue to be paid by DWP, though this will move to standard LHA rates as Universal Credit is rolled out.

The new grant will be allocated according to a formula which reflects relative homeless pressures, while at the same time ensuring that high pressure local authorities are protected. Hillingdon has recently received notice of its allocation for the next 2 years, though there is no information beyond that time. The allocation will be granted each year, regardless of the actual numbers of households in temporary accommodation and how the fund has been used. The Council will be able to exercise discretion over how to use the fund.

Government White Paper 'Fixing Our Broken Housing Market'

The recent Government White Paper 'Fixing Our Broken Housing Market' focusses on increasing and speeding up the supply of housing over the long term, primarily through the planning system. Though these planning changes will take time to deliver, the paper also sets out how the Government will help people, including confirming support for the Homelessness Reduction Bill.

The Paper makes it clear that Starter Homes are just one form of affordable ownership, and will only be available to households with an annual income below £90k in London. Cash buyers will be excluded, and the proportion of Starter Homes on developments will be decided locally. The Paper proposes a multi tenure approach rather than home ownership at all costs, as this is thought to be able to deliver development faster.

On occasion, landlords approach the Council seeking further housing grants or discretionary payments. The White Paper seeks to increase the number of institutional landlords, to increase stability for tenants. It has been recognised that some households present to the Council very late in the eviction process, which gives the Council less time to negotiate with landlords. Often, this results in having to place the household into emergency housing, such as Bed and Breakfast accommodations. The new legislation sets out the structure to engage with households earlier in the process, through regular dialogue and proactive working.

Affordable Homes Programme 2016-21

Most London Affordable Rent homes are expected to be let at substantially below 80% of market value. In addition, London Living Rent (LLR) is a Rent to Buy product with sub-market rents on time-limited tenancies. LLR rents are based on one third of the local median income. Eligibility for the product is limited to social or private tenants with a maximum income of £60k. It has been noted that the affordability of housing would interact with the changes to welfare benefits, particularly the freezing of LHA rates.

Measures Taken by the Council

The Committee was informed that most homelessness was due to private sector evictions. Whilst the Council appealed to landlords to not increase their rent charges, and emphasised the benefits of a stable tenancy to the landlords, in a buoyant housing market it was inevitable that some private landlords would seek to increase the rent they charged. Hillingdon works to encourage households to not ignore the risk of homelessness, but to face it and deal with it early. The Council also helps by assisting the household to find alternative tenancies, or help with deposits.

Officers provided an estimate that in the current year, approximately 1000 households presented as homeless, had a statutory priority need and were 'eligible' for support, with 50% of these progressing to a formal homelessness assessment. Of these, approximately 270 were formally accepted, at which point the Council had a statutory duty to re-house them. Advice was offered to circa 2,400 residents. It was expected that the changes to legislation could result in a significant increase in the workloads for housing prevention staff, given an increased focus for non priority homeless households and the reporting requirements as set out in the Bill. Officers may be required to record information on a case by case basis, in detail. Updates to systems will be required to record this data.

It was confirmed that a restructure within the Housing department has recently taken place, and that this had resulted in no reduction in staffing. The restructure has re-graded management roles in order to attract greater expertise and skills from the marketplace. A 'subject matter expert' will now be placed within each team, to support casework and ensure consistency in standards. The Cabinet has committed to continue to resource the area, and the department is actively recruiting for 4 senior roles, which were expected to be filled in the next month.

Recruitment for management roles is currently underway, with 2 of 6 to be filled permanently. The remaining 4 roles will be filled on an interim basis, pending permanent recruitment. It has been recognised that filling roles with the requisite quality is difficult in such a competitive marketplace, a fact borne out by one of the candidates declining a role offered, due to their current employer offering a more competitive package.

3

That the Cabinet Member for Social Services, Housing, Health and Wellbeing requests that in 12 months, officers review the impact of the changes outlined on the working practices of the Council, focussing on:

- **The success of the recruitment carried out;**
- **How Hillingdon is coping with the forecasted increase in enquiries and subsequent impact on officer caseloads; and**
- **Whether information systems are sufficient to support the work of the Council and the needs of the residents.**

Regarding how the Council encouraged tenants to consider alternative accommodation, a number of tactics are employed, including financial incentives. Often, households will be offered incentives to look at downsizing to a smaller property, or to consider accommodation in new areas. Homeless households

have a suitability assessment carried out, and if it is deemed appropriate, could even be placed outside of the Borough. In certain situations, and where appropriate, the Council may take a harder stance towards those households who refuse to move or downsize without good reason, particularly those who have few ties to their current area such as family or schools. In such instances, Hillingdon could pursue a discharge, though this could lead to complaints or legal challenges.

Members enquired as to whether discretionary housing payments were being returned to the Council at the end of a tenancy. Officers confirmed that the payments were used as tenancy deposits, and were required to be returned to the tenant, (through the statutory Tenancy Deposit Scheme) often to aid them in securing a tenancy at another property. This was the case even if tenants had a change in financial circumstances and were no longer claiming benefits. In light of this, Members asked officers to clarify whether in such instances this money could be returned to the Council at the end of a tenancy.

Officers confirmed that the DWP guidance manual on Discretionary Housing Payments outlined good practice guidelines on administering DHP claims. These guidelines stated that a council can only recover a DHP if they decide that payment has been made as a result of:

- a misrepresentation or failure to disclose a material fact by the claimant (either fraudulently or otherwise), or
- an error made when the application was determined.

In these circumstances the DHP can be recovered because it is classed as being overpaid.

A DHP cannot be recovered from on-going HB or UC payments, unlike HB overpayments where there is a regulatory provision to allow recovery from on-going HB. There are also no provisions for the recovery of overpaid DHPs from other prescribed benefits.

Therefore the only method of recovery, where a DHP is classed as overpaid, is to request repayment of the debt from the claimant or the landlord if the DHP is paid directly to them. This may be in the form of an invoice, for example using debt collection procedures.

Additionally, any unspent DHP funding, including any recovered DHP payments, have to be returned to the DWP at the end of each financial year. Therefore, officers confirmed there would be no financial gains for the Council to pursue the reclaiming of rent deposits.

Findings & Conclusions

Appreciating the significant work already undertaken, the Committee is satisfied that the changes mandated by national legislation are being implemented correctly, and that the Council is supporting residents through these changes.

Members welcome the transformation of the way such benefit and housing services are being delivered, including new recruitment of specialist staff, to ensure consistency and quality of service, and to enable the Council to deliver this important front line service.

However, the Committee recognises that many of the national reforms detailed are in the process of being rolled out and that this, together with the further reforms as set out within the Homelessness Reduction Bill 2016/17, mean that the long-term impact on residents and the working practices of the Council are still to be determined. It is therefore recommended that a further internal review of the effectiveness of the service, together with an assessment of the impact on resident enquiries and officer casework, be undertaken after 12 months.

DRAFT

Terms of Reference of the review

The following Terms of Reference were agreed by the Committee from the outset of the review:

1. To understand what changes have been made, and why;
2. To examine the impact of these changes on Hillingdon residents and the work of the Council;
3. To look at options available, and the development of a strategy for Cabinet review, if appropriate.

DRAFT

Witnesses and Committee activity

The Committee received evidence from the following sources and witnesses:

<p>Witness Session 1 - 18 January 2017</p>	<p>Sunita Ghudial - Benefits and Governance Manager, London Borough of Hillingdon</p>
<p>Witness Session 2 - 21 February 2017</p>	<p>Sunita Ghudial - Benefits and Governance Manager, London Borough of Hillingdon</p> <p>Zulfiqar Mulak - Interim Housing Specialist Manager, London Borough of Hillingdon</p> <p>Rod Smith - Service Manager, Tenancy Services, London Borough of Hillingdon</p>
<p>Witness Session 3 - 23 March 2017</p>	<p>Debby Weller - Policy and Strategy Manager (Housing), London Borough of Hillingdon</p> <p>Dan Kennedy - Head of Business Performance, Policy and Standards, London Borough of Hillingdon</p>

References

The following information is provided in order to signpost readers to useful contextual information to this review.

- Homelessness Reduction Bill 2016/17
- 'Fixing Our Broken Housing Market' white paper
- Housing Benefit information, guidance and good practice for local authority staff

DRAFT

CABINET FORWARD PLAN

Contact Officer: Neil Fraser
Telephone: 01895 250692

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 - 28 September 2017									
207	Adult Social Care Block Contracts	As part of transformation activity, the Council's category management team are reviewing individual spot purchase contracts for social care with a view to combining them into larger block contracts for improved control. Cabinet will be asked to agree the necessary new block contracts with providers.	N/A		Cllr Philip Corthorne	SC/FD - Darren Thorpe		NEW	Private (3)
202	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	All		Cllr Philip Corthorne	SC - Steve Ashley (Independent Chairman) / Tony Zaman	Policy Overview Committee		Public

		safeguarding adults at risk and its priorities for the year. The report is set in the context of national guidance and policy.							
Cabinet - 16 November 2017									
200	2017/19 Better Care Fund Plan Section 75 Agreement	Cabinet will be asked to approve the agreement with Hillingdon Clinical Commissioning Group, that will give legal effect to the financial arrangements in the 2017/19 Better Care Fund plan approved by the Health and Wellbeing Board.	All		Cllr Philip Corthorne	SC - Gary Collier	Health and Wellbeing Board, CCG		Public
210	Older People's Plan Update	Cabinet will receive its twice yearly update on progress on the Older People's Plan (May and November annually).	All		Cllr Ray Puddifoot MBE / Cllr Philip Corthorne	CEO - Kevin Byrne	Older People, Leader's Initiative	NEW	Public

Agenda Item 9

WORK PROGRAMME 2017/18

Contact Officer: Neil Fraser
Telephone: 01895 250692

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 note dates for meetings 2017/18
2. To make suggestions for future working practices and/or reviews for the year 2017/18.

INFORMATION

All meetings to start at 7.00pm

Meetings	Room
28 June 2017 - CANCELLED	CR 6
20 July 2017	CR 6
5 September 2017	CR 6
2 October 2017	CR 6
6 November 2017	CR 5
23 January 2018	CR 6
27 February 2018	CR 6
22 March 2018	CR 6

Social Services, Housing and Public Health Policy Overview Committee
5 September 2017

PART I – Members, Public and Press

Social Services, Housing and Public Health Policy Overview Committee

Work of the Committee 2016/17

20 July 2017	Budget Planning Report for SS,Hsg&PH
	Final Major Review Witness Session - Benefit Reforms
	Scoping Report for next Major Review
	Work Programme 2017/18
	Cabinet Forward Plan

5 September 2017	Major Review - Benefits Final Report
	Major Review Witness Session - Loneliness and Isolation in Older Residents
	Annual Complaints Report
	Cabinet Forward Plan
	Work Programme

2 October 2017	Major Review Second Witness Session - Loneliness and Isolation in Older Residents
	Annual Report: Adult Safeguarding Board
	Cabinet Forward Plan
	Work Programme

6 November 2017	Major Review Final Report
	Update on the Use of Assistive Technology by Adult Social Care to Support Independent Living review
	Cabinet Forward Plan
	Work Programme

Social Services, Housing and Public Health Policy Overview Committee
5 September 2017

PART I – Members, Public and Press

23 January 2018	Council Budget 2018/19
	Cabinet Forward Plan
	Work Programme

27 February 2018	Presentation/Information Item - TBC
	Cabinet Forward Plan
	Work Programme

22 March 2018	Presentation/Information Item - TBC
	Cabinet Forward Plan
	Work Programme

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