



HILLINGDON
LONDON



Virtual Social Care, Housing and Public Health Policy Overview Committee

Councillors on the Committee

Ian Edwards, (Chairman)
Heena Makwana (Vice-Chairman)
Judith Cooper
Alan Deville
Tony Eginton (Opposition Lead)
Janet Gardner
Becky Haggar
Paula Rodrigues
Steve Tuckwell

Date: WEDNESDAY, 23
SEPTEMBER 2020

Time: 7.00 PM

Venue: VIRTUAL - LIVE ON THE
COUNCIL'S YOUTUBE
CHANNEL: HILLINGDON
LONDON

**Meeting
Details:** Virtual Meeting

This agenda is available online at:
www.hillingdon.gov.uk or use a smart phone
camera and scan the code below:



Published: 15 September 2020

Contact: Liz Penny
Tel: 01895 250185
Email: epenny@hillington.gov.uk

Putting our residents first

Lloyd White
Head of Democratic Services
London Borough of Hillingdon,
Phase II, Civic Centre, High Street, Uxbridge, UB8 1UW

Terms of Reference

The Following Terms of Reference are common to all Policy Overview Committees (referred to as “The overview role”):

1. To conduct reviews of policy, services or aspects of service which have either been referred by Cabinet, relate to the Cabinet Forward Plan, or have been chosen by the Committee according to the agreed criteria for selecting such reviews;
2. To monitor the performance of the Council services within their remit (including the management of finances and risk);
3. To comment on the proposed annual service and budget plans for the Council services within their remit before final approval by Cabinet and Council;
4. To consider the Forward Plan and comment as appropriate to the decision-maker on Key Decisions which relate to services within their remit (before they are taken by the Cabinet);
5. To review or scrutinise decisions made or actions taken by the Cabinet, a Cabinet Member, a Council Committee or an officer.
6. To make reports and recommendations to the Council, the Leader, the Cabinet, a Policy Overview Committee or any other Council Committee arising from the exercise of the preceding terms of reference.
7. In accordance with the Local Government and Public Involvement in Health Act 2007, to consider ‘Councillor Calls For Action’ (CCfA) submissions.

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

1. Social care services for children, young persons and children with special needs
2. Oversee the Council’s Corporate Parenting responsibilities
3. Adoption and Fostering
4. Family Services
5. Adult Social Care
6. Older People’s Services
7. Care and support for people with physical disabilities, mental health problems and learning difficulties
8. Asylum Seekers
9. Local Authority Public Health services
10. Encouraging a fit and healthy lifestyle
11. Health Control Unit, Heathrow
12. Encouraging home ownership
13. Social and supported housing provision for local residents
14. Homelessness and housing needs
15. Home energy conservation
16. National Welfare and Benefits changes

Agenda

- 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 previous meetings dated 6 February 2020 and 14 May 2020 1 - 8
- 4** To confirm that the items of business marked as Part I will be considered in Public and that the items marked as Part II will be considered in Private
- 5** 2020/21 Budget Planning Report for Services Within the Remit of Social Care, Housing & Public Health POC 9 - 18
- 6** Hillingdon Safeguarding Partnership Annual Report 2019-2020 19 - 72
- 7** Annual Complaint Report for Housing and Social Care Services - 1 April 2019 to 31 March 2020 73 - 104
- 8** Autism Review - 'Making the Council more autism friendly' 105 - 118
- 9** Corporate Parenting Panel Minutes - 19 March 2020 119 - 122
- 10** Work Programme 123 - 126
- 11** Forward Plan 127 - 132

This page is intentionally left blank

Minutes



HILLINGDON
LONDON

SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE

6 February 2020

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

	<p>Committee Members Present: Councillors Ian Edwards (Chairman), Heena Makwana (Vice-Chairman), Nicola Brightman, Judith Cooper, Alan Deville, Tony Eginton, Becky Haggar and Paula Rodrigues</p> <p>LBH Officers Present: Anisha Teji (Democratic Services Officer), Kate Kelly – Talbot (Assistant Director Adult Social Work), Sandra Taylor (Director of Provider Services and Commissioned Care), Andy Evans (Deputy Director of Corporate Finance), Rod Smith (Service Manager – Tenancy Service), Mark Billings (Housing Manager) and Dr Steve Hajioff (Director of Public Health)</p>
63.	<p>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS (<i>Agenda Item 1</i>)</p> <p>Apologies for absence were received from Councillor Janet Gardner.</p>
64.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>None.</p>
65.	<p>MINUTES OF PREVIOUS MEETINGS ON 15 JANUARY 2020 AND 16 JANUARY 2020 (<i>Agenda Item 3</i>)</p> <p>RESOLVED: That the minutes from the meetings on 15 and 16 January 2020 be approved as accurate records.</p>
66.	<p>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED AS PART I WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS MARKED AS 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> <p>Following a query raised by a Member, it was agreed that agenda item 9 - Corporate Parenting Panel Minutes from 17 December 2019 would be discussed in Part II.</p>
67.	<p>PUBLIC HEALTH VERBAL UPDATE (<i>Agenda Item 5</i>)</p> <p>The Director of Public Health provided a verbal update on Coronavirus.</p>

The Committee was informed that Coronavirus had a relatively low infectivity rate and the ways it could be transmitted were explained. The case fatality rate had been fairly stable at around 2.1% however it was highlighted that it was only people who were ill that were being tested. Out of 568 fatalities, only five were not suffering from significant frailty.

Although there were 24 countries with confirmed cases of Coronavirus, it had been well contained. In the UK, a number of people had been tested and three cases had been confirmed. British citizens suspected with the virus were being quarantined for a period of two weeks until the incubation period had passed.

The preparations to manage Coronavirus at Heathrow Airport were explained to the Committee. There was a concern for residents and staff at the airport as Hillingdon was a port authority. However, it was confirmed that temperature screening at Heathrow was unhelpful because the virus could spread before any symptoms such as fever had even developed. It was emphasised that information sharing on how to act if symptoms of the virus developed was crucial to avoid any spreading and more beneficial.

It was confirmed that the Council had prepared for the worst to protect residents and staff at the airport. The Committee was assured that the Council had engaged with Heathrow Airport and the NHS regarding Coronavirus.

RESOLVED: That the update on Public Health be noted.

68. **HOUSING BRIEFING (TO FOLLOW)** (*Agenda Item 6*)

The Committee considered the Housing Briefing report that detailed key facts and figures about the social housing tenancy management and landlord function provided by the Council. The Deputy Director of Corporate Finance, Service Manager – Tenancy Services and Housing Manager were in attendance to present the report.

The report detailed seven general areas around supply and demand, information on stock numbers, profiles repairs and maintenance, rent setting, support for vulnerable tenants, empty property management and finances.

A location density map indicating the areas in the Borough where there was a high density of council and social housing property was requested by the Committee. It was agreed that this would be provided for Members.

It was noted that the strategic housing market assessment (SHMA) detailing the different size mixes for affordable housing was forward looking focussing on future demand. The Council's existing housing stock was a historic reflection of demand. Further information regarding the affordable housing delivery pipeline and how it reflected on the SHMA profile would be provided for Members.

It was confirmed that the issues and implications around efficiency rates in housing stocks would be considered by the Committee at a later stage once officers had had an opportunity to reflect on this.

It was recognised that the number of homeless households in temporary accommodation fell from 681 at the end of 2017 to 538 at the end of 2018. The number had subsequently reduced further to 414 at 30 January 2020. It was explained that the Council had been successful with placements within the private sector and officers worked closely with local landlords to encourage good working relationships. These factors had contributed to the reductions in homeless households in temporary

accommodation and this was commended by the Committee.

Although challenges were anticipated with the migration to Universal Credit, it was considered that this challenges had been tackled directly. The debt arrears of 1300 live claims was high with £760, 000 however this was not due to Universal Credit as these claimants were originally in arrears before migrating. The average uplift in debt was £83 which was less than one week's rent.

It was noted that the rate of service charge was decided by collective Members, photography evidence was obtained during inspections of empty properties and Internal Audit would be considering housing voids schemes in due course. The target time for working towards voids management was 35 days, which had not yet been achieved due to a backlog.

The Committee thanked officers for the good and concise briefing report.

RESOLVED: That the Committee noted the information presented in the briefing note and the additional information requested by circulated to Members.

69. **SEMI INDEPENDENT LIVING** (*Agenda Item 7*)

The Director of Provider Services and Commissioned Care was in attendance to present the Semi Independent Living (SIL) report. The report provided an overview of SIL arrangements for young people aged 16 – 25 years commissioned by the London Borough of Hillingdon, Children and Young People's Social Care.

It was highlighted that there were 156 young people in Semi Independent accommodation both in and out of the Borough. The constraints around regulation on reporting and parenting did not always sit well with 16-25, who need to have more support around learning skills for adulthood in a less restrictive environment, as you would expect for a young person of this age and SIL was provided for these purposes. It helped young people to learn how to manage money, manage a property, budget rent and manage a bank account. Concerns across the sector had been raised about the management of SIL in all local authorities in the past year. In Hillingdon, accommodation was reviewed during 2019 and a decision was made to reduce the larger establishments such as Ventura House so that smaller units could be used. A draft set of standards would be completed by 31 March 2020 which closely aligned to care registered for SIL. These standards provided care, support and a holistic view overall.

It was reported that the standards were an accreditation that the Council was aspired to and the aim was to include the standards as part of contracts. In the future, the intention was to only use providers that would be able to oblige with the standards.

It was noted Olympic and Ventura House would not be used going forward for people that required care and support. Ventura House would only be used for housing related support. The primary focus was to keep young people in education and the promotion of how to be a healthy happy adult. The Committee considered it was progress to move away from Olympic House. Details were provided about how the young people affected reacted to the changes and the different support offered.

Context was provided around out of Borough placements and it was explained that in some circumstances young people in the Borough were not able to be placed locally due to reasons such as criminal activities or vulnerabilities. It was confirmed that this was not a resourcing issue.

	<p>The Committee thanked officers for the report and commended the proactive approach from the Young Inspectors programme.</p> <p>RESOLVED: That the Committee noted the report on Semi Independent Living.</p>
70.	<p>AUTISM REVIEW - 'MAKING THE COUNCIL MORE AUTISM FRIENDLY' (<i>Agenda Item 8</i>)</p> <p>It was noted that a Member site visit would take place on 25 February 2020 to two libraries in the Borough to review the types of services available for people with autism.</p> <p>The scoping report was also updated to read the following:</p> <p><i>The aim of this review is to consider how the Council can improve its customer service and key services to support its local residents with autism.</i></p> <p>The purpose for removing “and key services” was to enable the Committee to focus its review on autism, specifically on the interaction between services and the user.</p> <p>RESOLVED: That the scoping report be updated.</p>
71.	<p>CORPORATE PARENTING PANEL MINUTES FROM 17 DECEMBER 2019 (<i>Agenda Item 9</i>)</p> <p>The Committee discussed the status of the Corporate Parenting Panel minutes.</p> <p><i>This item was discussed as a Part II item without the press or public present as the information under discussion contained confidential or exempt information as defined by law in the Local Government (Access to Information) Act 1985. This was because it discussed 'information that is likely to reveal the identity of an individual' (paragraph 2 of the schedule to the Act).</i></p> <p>RESOLVED: That the Corporate Parenting Panel minutes from 17 December 2019 be noted.</p>
72.	<p>CORPORATE PARENTING PANEL MEMBERSHIP (<i>Agenda Item 10</i>)</p> <p>The Committee noted the report.</p> <p>RESOLVED:</p> <p>That the Committee:</p> <ol style="list-style-type: none"> 1. Agreed to amend the Terms of Reference of the Corporate Parenting Panel to allow for 3 named substitutes to attend in the absence of appointed Members of the Panel and that they be from any of the three Policy Overview Committees based on political balance (2 Con:1 Lab) 2. Agreed that Councillors Nicola Brightman, Alan Deville, Janet Gardner be appointed a Substitute Members.
73.	<p>WORK PROGRAMME (<i>Agenda Item 11</i>)</p> <p>RESOLVED: That the work programme be noted.</p>

74.	<p>FORWARD PLAN (<i>Agenda Item 12</i>)</p> <p>It was noted that Internal Audit were reviewing housing voids and Home Care Outreach, Extra Care and Specialist Support Services for Adults had been deferred to the Cabinet meeting in March 2020.</p> <p>RESOLVED: That the forward plan be noted.</p>
	<p>The meeting, which commenced at 7.00 pm, closed at 8.20 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Anisha Teji on 01895 277655. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

The public part of this meeting was filmed live on the Council's YouTube Channel to increase transparency in decision-making, however these minutes remain the official and definitive record of proceedings.

This page is intentionally left blank

Minutes

SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE

14 May 2020



Meeting held at VIRTUAL - Live on the Council's
YouTube channel: Hillingdon London

	Committee Members Present: Councillors Ian Edwards (Chairman) Heena Makwana (Vice-Chairman) Judith Cooper Alan Deville Tony Eginton Janet Gardner Becky Haggar Paula Rodrigues Steve Tuckwell	
1.	ELECTION OF CHAIRMAN (<i>Agenda Item 1</i>) RESOLVED: That Councillor Edwards be elected as Chairman of the Social Care, Housing and Public Health Policy Overview Committee for the 2020/21 municipal year.	Action by
2.	ELECTION OF VICE CHAIRMAN (<i>Agenda Item 2</i>) RESOLVED: That Councillor Makwana be elected as Vice-Chairman of the Social Care, Housing and Public Health Policy Overview Committee for the 2020/21 municipal year.	Action by
	The meeting, which commenced at 7.53 pm, closed at 8.03 pm.	

These are the minutes of the above meeting. For more information on any of the resolutions please contact Anisha Teji on 01895 277655. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

This page is intentionally left blank

2020/21 BUDGET PLANNING REPORT FOR SERVICES WITHIN THE REMIT OF SOCIAL CARE, HOUSING & PUBLIC HEALTH POLICY OVERVIEW COMMITTEE

Committee name	Social Care, Housing & Public Health Policy Overview Committee
Officer reporting	Gemma McNamara
Papers with report	N/A
Ward	All

HEADLINES

This is the first opportunity for the Policy Overview Committee to discuss the current stage of development of budget planning work with regard to services within the remit of Social Care, Housing & Public Health Policy Overview Committee. This paper gives a strategic context in which the detailed proposals to be discussed at Policy Overview Committee meetings in January 2021 will need to be considered.

RECOMMENDATIONS

1. **That the Committee notes the financial context in which the 2021/22 budget setting process will take place in advance of detailed savings proposals being developed and approved at Cabinet in December 2020.**

SUPPORTING INFORMATION

2. This is the first of two opportunities within the planning cycle for the Policy Overview Committee to consider issues relating to budget planning for 2021/22 and beyond. The focus of this report is the broader financial position of the Council, with the report to be considered in January 2021 setting out the detailed budget proposals for relevant services, those proposals having been included in the report to Cabinet on the Medium Term Financial Forecast (MTFF) in December 2020.

Corporate Overview – General Fund

3. While the focus of the discussion for the Policy Overview Committee should be the specific services within its remit, it is important that this discussion is conducted in the context of the overall corporate financial position. The following paragraphs outline the medium term financial position presented in the 2020/21 Budget Setting Report approved by Cabinet and Council in February 2020.
4. The budget gap and savings requirement for the two years to 2022/23 stands at £19,987k or 9% of the Council's current £234,284k budget requirement after allowing for an assumed 3.8%

per annum increases in Council Tax, this comprises a core Council Tax increase of 1.8% based on 90% of the 2% anticipated increase across London alongside a 2% increase relating to an Adult Social Care Precept to fund ongoing pressures within Adult Social Care.

- This position is expanded upon below, but in broad terms £8,146k of the budget gap reflects 'business as usual' inflation and demand-led pressures off-set by increased funding, £5,507k is driven by capital financing costs and other investment decisions, with the final £6,334k savings effectively deferred from earlier periods through use of reserves.

Table 1: Projected Budget Gap detail

Headline MTFF Assumptions	2020/21 £'000	2021/22 £'000	2022/23 £'000	Total £'000
Changes in Recurrent Funding	(7,689)	(1,019)	(2,545)	(3,564)
Changes in One-Off Funding	6,312	1,324	0	1,324
Inflation	6,222	5,861	6,198	12,059
Corporate Items (73% Capital Financing Costs)	664	3,193	4,396	7,589
Contingency (Service Pressures)	4,260	3,406	3,480	6,886
Priority Growth	23	0	0	0
Underlying Savings Requirement	9,792	12,765	11,529	24,294
Proposed Council Tax Increase	(4,421)	(4,695)	(4,983)	(9,678)
Approved Savings Proposals	(6,813)	(760)	(203)	(963)
Unwind Prior Use of Balances	7,776	6,334	3,000	6,334
Planned Use of Balances	(6,334)	(3,000)	0	0
Net Savings Requirement	0	10,644	9,343	19,987

- An uplift of £3,564k in recurrent funding is projected over the two-year MTFF period, primarily driven by favourable movements within the taxbase contributing £5,035k, offset by a forecast reduction in Central Government support of £1,471k, which is being driven by anticipated changes within the New Homes Bonus calculation methodology.
- This uplift in recurrent funding is expected to be damped through the falling out of £1,324k one-off funding available in 2020/21, primarily relating to the budgeted £865k additional income available through the pilot London Business Rates Pool which was budgeted to end with the implementation of the Fair Funding Review and £459k of Collection Fund surpluses, which are updated from the in-year performance of the Council's local taxes.
- Inflation represents the single largest element of the underlying savings requirement, reflecting the growing cost of maintaining current service provision, with a headline pressure of £12,059k over the MTFF period. Workforce inflation through anticipated annual 2% pay awards and an expected 0.5% per annum increase in employers' pension contributions accounts for £5,525k of this growth, with £4,829k increases on the cost of care provision where annual pay inflation of around 4% is expected to keep pace with growth in the London Living Wage. The remaining £1,705k inflation reflects other contracted expenditure, energy costs and other expenses.

9. Corporate Items, which primarily relate to the ongoing costs of financing capital investment, represent the second largest contributor to the budget gap with £7,589k growth required over the MTFF period. The £165,010k capital investment without a specific financing strategy in the current capital programme is the key driver of a £5,507k growth in debt financing and repayment costs over this two-year period, with each £10,000k capital investment requiring approximately £575k ongoing revenue support. Alongside capital financing charges and a number of minor items, £1,274k growth would be required to maintain current investment in service transformation should current powers to use capital receipts end in 2022/23 and £150k growth in net Corporate costs associated with the Housing Benefit Subsidy and Added Years Pension Costs making up the remainder of this total.
10. Increasing demand for services linked to a growing and changing population accounts for £6,886k of the projected savings requirement, which reflects a continuation of current trends across Waste disposal, Adult Social Care, SEN Transport and Children’s Social Care. Annual growth of approximately 5.5% in the cost of waste disposal due to a combination of population growth and price increases is expected to require £1,800k growth, with £2,191k increase in demand for Adult Social Care reflecting growing demand across the full range of care provision. Provision of £1,577k is included to manage growing demand across Children’s Services, with £1,318k uplifts on SEN Transport partially driven by the ongoing impact of the 2014 Children’s and Families Act.
11. The position presented would result in a net increase of £33,628k in the cost of delivering services to residents. However, the reliance upon £6,334k of General Balances to deliver a balanced budget in 2020/21 increases the budget gap to £39,962k. The following table sets out the outline budget strategy presented to Cabinet in February 2020 over the two-year period 2021/22 – 2022/23 to manage this savings requirement, approved by Cabinet in February 2020.

Table 2: Savings Requirement (February 2020) 2021/22-2022/23

Outline Budget Strategy	2020/21	2021/22	2022/23	3 year Total
	£'000	£'000	£'000	£'000
Underlying Savings Requirement	9,792	12,765	11,529	24,294
Proposed Council Tax Increase	(4,421)	(4,695)	(4,983)	(9,678)
Approved Savings Proposals	(6,813)	(760)	(203)	(963)
<i>Proposed Savings Programme</i>	0	(10,644)	(9,343)	(19,987)
Unwind call on General Balances	7,776	6,334	3,000	6,334
In-year Call on General Balances	(6,334)	(3,000)	0	(3,000)
Closing General Balances	27,905	24,905	24,905	N/A

12. Inflationary Council Tax increases of 3.8% per annum have been reflected in the outline budget strategy, providing a mechanism to offset £12,059k of the inflationary growth in the cost of services while remaining lower than the average level of growth across London since 2016/17. This additional income provides a mechanism to finance an element of inflationary

and demand-led growth in cost of current service provision, reducing growth in the net cost of 'business as usual' to £9,267k or 46% of the budget gap. The remaining budget gap consists of £5,507k financing for local investment decisions, primarily linked to capital financing costs, alongside £6,334k savings effectively deferred from earlier periods through the use of balances.

2020/21 General Fund Revenue Monitoring & COVID-19 Impact

13. General Fund pressures totalling £25,182k are projected in relation to the impacts of the COVID-19 pandemic and the Council's response during the 2020/21 financial year, with confirmed grant awards from the first 2 tranches of Covid-19 funding totalling £15,617k and an estimated further £8,500k to come from the recent tranche 3 announcement which includes funding for 75% of fees and charges pressures over a 5% threshold. £1,964k of the confirmed funding was applied in 2019/20 leaving £13,653k to fund 2020/21 pressures. It is expected that these funding allocations, together with the use of earmarked reserves of £3,029k will contain this exceptional pressure in the current financial year. The Council has earmarked reserves available that can be applied to meet the balancing funding requirement and any additional pressures should they materialise. The Council set aside £3,293k into an earmarked reserve to fund potential unfunded COVID-19 pressures as part of the outturn for 2019/20. In addition to this, the Council holds £2,356k of earmarked Public Health Reserves which can also be directed at COVID-19 related spend that meets the criteria for Public Health grant spend. There are further service specific reserves of £3,477k that take the total available to £9,126k and give sufficient headroom to avoid any requirement to call on General Balances.
14. On the assumption that this funding strategy for COVID-19 pressures can be achieved, an underspend of £361k is projected across General Fund budgets at Month 2 consisting of £241k service underspends alongside a £120k underspend on capital financing and funding. Taking account of the budgeted £6,334k drawdown from General Balances, this will result in unallocated General Balances totalling £28,266k at 31 March 2021 – which is marginally higher than anticipated in the budget strategy approved by Cabinet and Council in February 2020. This position reflects the likelihood of a higher than budgeted pay award for 2020/21, although this ongoing cost pressure is being offset by temporary underspends.

Corporate Overview - Other Funds

15. The Housing Revenue Account (HRA) is subject to a statutory ring-fence, with £57,872k of rental income from the Council's social housing provision being reinvested in maintenance, improvement and expansion of housing stock. The approved capital programme includes funding to acquire 495 new dwellings over the period to 2024/25, providing a mechanism to replace an expected 240 sales of properties to sitting tenants through the Right to Buy. The financial standing of the HRA remains sound, with the 30 Year Business Plan demonstrating sustainability of the current operation over the longer-term.

16. The Council receives funding for Schools' Budgeted Expenditure through the Dedicated Schools Grant (DSG), which is a ring fenced grant. The DSG funds both the delegated individual schools budget and items that the School and Early Years Finance (England) Regulations allow to be retained centrally by the Council, including Special Educational Needs, Alternative Education provision and Early Years provision.
17. As highlighted in the monthly budget monitoring reports to Cabinet throughout 2019/20, funding provided by the Department for Education through the DSG has failed to keep pace with growing demand on High Needs following the introduction of the 2014 Children's and Families Act. At the time of budget setting this was expected to contribute towards a £7,175k deficit for 2020/21, which would result in the cumulative deficit on the DSG reaching £20,827k by 31 March 2021.
18. The Council submitted a disapplication request to the Secretary of State in regard to the Schools Budget proposals, seeking to transfer 3.1% of funding from individual school budgets to high needs to mitigate the £7,175k deficit. This request was rejected on 4 February 2020, although Dedicated Schools Grant conditions for the 2020/21 financial year clearly state that any such deficit can only be covered from the General Fund with specific approval from the Secretary of State for Education.
19. However, the budget position has further deteriorated since budget setting. The outturn for 2019/20 was £1,350k worse than assumed at Council Tax setting and the month 2 revenue monitoring update shows a £1,158k overspend on the £7,175k deficit budget for 2020/21. This results in the projected deficit on the DSG being £23,335k by 31 March 2021.

Strategy to deal with the Budget Gap

20. There is a higher level of uncertainty than usual within the MTFP projections. Firstly the Spending Review 2020 has been delayed, meaning all Local Authorities across the country are uncertain of the levels of future funding they can expect to receive as the Spending Review 2019 covered only a one year settlement to March 2021. At the same time, the expected review of the Business Rates Retention policy has also been delayed, whereby Local Authorities were anticipating moving towards a 75% retention scheme for all growth above an agreed baseline, the impact of the delay in this review is the expectation that the 50% retention scheme will continue for at least another year. Finally, the pandemic itself has left Councils facing large pressures, with Hillingdon forecasting the pressures of COVID-19 to be £25,182k in 2020/21, with this pressure being covered by a number of funding streams from Central Government and earmarked reserves, however, the medium term impacts of the pandemic and the level of Government funding remain uncertain.
21. However, irrespective of the uncertainty the Council is well placed to respond to the ongoing financial challenge, with a solid track record of delivering balanced budgets and retaining £34,239k unallocated General Balances at 31 March 2020. Over the four-year period from 2016/17 to 2019/20, the Council has successfully implemented a £46,081k savings

programme, responding to the combined challenges of reducing funding and growing demand for services while minimising the impact on services to Residents. This total increases to £52,894k covering the 5 year MTF period to 2020/21, with delivery of the value of the in-year savings programme of £6,813k being hindered by COVID-19, with £4,413k being reported as being at an earlier stage of implementation or at risk.

22. A thematic overview of the savings programmes for 2016/17 to 2019/20 is presented below, with the following themes continuing to form the basis of development of savings proposals for 2020/21 and future years:

- a. Service Transformation represents the single largest category of savings, with items presented in this category primarily linked to implementation of the BID Programme;
- b. Savings proposals from Zero Based Reviews represent budgets which have been identified as being surplus to requirements through the line-by-line review of outturn and similar exercises being undertaken by Finance;
- c. Effective Procurement savings capture the benefits secured from efficiency savings from contracted services and reviews of delivery models in a number of areas;
- d. Preventing Demand - initiatives such as the Supported Living Programme where investment in early intervention and other support can avoid more costly intervention at a later date;
- e. Income Generation & Commercialisation proposals primarily relate to amendments to Fees and Charges; and,
- f. Changes of Responsibility & Funding Streams relates to mechanisms such as the New Homes Bonus, Troubled Families Grant and the synergies / efficiencies arising from transfers of functions to and from Local Government such as Education and Public Health.

Table 3: 2016/17 to 2019/20 Savings Programme

	2015/16	2016/17	2017/18	2018/19	2019/20	Total
	£'000	£'000	£'000	£'000	£'000	£'000
Service Transformation	(3,864)	(7,222)	(3,936)	(2,816)	(2,130)	(19,968)
Zero Based Reviews	(3,705)	(4,691)	(2,536)	(638)	(1,107)	(12,677)
Effective Procurement	(1,388)	(2,171)	(1,385)	(294)	(1,918)	(7,156)
Preventing Demand	(1,171)	(407)	(2,695)	(987)	(677)	(5,937)
Commercialisation & Maximising Income	(854)	(1,017)	(103)	(1,874)	(981)	(4,829)
Change of Responsibility & Funding Streams	(2,327)	0	0	0	0	(2,327)
Savings Programme	(13,309)	(15,508)	(10,655)	(6,609)	(6,813)	(52,894)

MTFF Process Update and Timetable

23. The timetable for the budget process has been refreshed and the first MTFF sessions with Groups took place during early July to review the detailed budget proposals developed by each group. Progress on the development and delivery of these proposals will be monitored monthly by the Corporate Management Team, HIP Steering Group and the Leader of the Council throughout the remainder of the year.

Table 4: MTFF Timetable

2020/21 Budget Setting and Medium Term Financial Forecast	
March 2020 to February 2021	Monthly Updates to the Corporate Management Team and HIP Steering Group
July 2020 to September 2020	BID Reviews Conducted
	Corporate Funding Review
	Budget Scoping Reports to September POCs
October 2020	Autumn Challenge Sessions
November 2020	Autumn Budget Report to the Administration
December 2020	Provisional Local Government Finance Settlement
	Consultation Budget Report to Cabinet
January 2021	Public Budget Consultation
	2021/22 Budget Proposals to January POCs
February 2021	Final Local Government Finance Settlement
	Final Budget to Cabinet and Council

Next Steps

24. The Medium Term Financial Forecast setting out the draft revenue budget and capital programme will be considered by Cabinet in December 2020 and issued for consultation during the remainder of December 2020 and January 2021. This will include detailed consideration by each of the Policy Overview Committees of the proposals relating to their respective services.

25. Key issues within the remit of Social Care, Housing & Public Health Policy Overview will continue to be tracked through the Council's budget monitoring process, with monthly reports to Cabinet detailing the latest position and outlook for 2020/21.

Implications on related Council policies

Policy Overview Committees are at the heart of how the Council shapes policy at Member level.

How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents in shaping policy and recommendations from the Committees seek to improve the way the Council provides services to residents.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

The Council's Budget: General Fund Revenue Budget and Capital Programme 2020/21 – reports to Cabinet 13 February 2020 and Council 20 February 2020.

The Council's Budget: 2020/21 Revenue and Capital Month 2 Budget Monitoring – report to Cabinet 23 July 2020

This page is intentionally left blank

HILLINGDON SAFEGUARDING PARTNERSHIP ANNUAL REPORT 2019-2020

Relevant Board Member(s)	Councillor Jane Palmer Councillor Susan O'Brien
Organisation	London Borough of Hillingdon
Report author	Alex Coman, Claire Solley, Suzi Gladish, London Borough of Hillingdon
Papers with report	Hillingdon Safeguarding Partnership Annual Report 2019-2020

1. HEADLINE INFORMATION

Summary	<p>The Safeguarding Annual Report summarises the work undertaken by Hillingdon Safeguarding Partnership to support and safeguard Hillingdon's residents - adults with support and care needs and vulnerable children. The report focuses on work done by both the Safeguarding Children Partnership and the Safeguarding Adult Board. The purpose of the annual report is also to provide evidence about the standard to which the agencies responsible for safeguarding children and adults in the London Borough of Hillingdon have performed. The report provides evidence and reassurance that, through the partnership's activity, the services provided to Hillingdon residents continue to meet the support needs and during the year the residents, regardless of age, remained safe.</p> <p>Embedding the new Hillingdon Safeguarding Children arrangements in line with the legislative changes has been a key focus during 2019-20. CCG, Police and local authority have become equal partners with responsibility for safeguarding vulnerable children. The same approach has been adopted by the Safeguarding Adult Board during the year. This promotes consistency in safeguarding and supporting Hillingdon's residents, regardless of their age, in strategic coordination of priorities across the partnership, scrutiny of effectiveness and development of services.</p> <p>The report demonstrates the actions taken across the local partnership to prevent abuse, neglect and self neglect; and to ensure that, when it does occur, our multi-agency response is timely, proportionate, coordinated, effective and in accordance with the key principles of safeguarding children, young people and adults.</p> <p>The new partnership arrangements succeeded in implementing a joint and coherent vision across the services and that put us in a</p>
----------------	---

	<p>good position to both respond to the needs of the residents and to effectively coordinate the response to COVID-19 at the beginning of this financial year when the partnership continued to support residents despite the significant challenges posed by the pandemic.</p> <p>The exceptional circumstances over the last months posed significant pressures for all agencies and, as a result of the changing priorities during the pandemic, the decision was made to timetable this Annual Report for later in the year than had been originally planned. For this reason, this Annual Report is presented in draft as it will only be scrutinised and ratified by the Safeguarding Adults board on the 16 September 2020 and the Children Safeguarding Partnership on 28 September 2020.</p>
<p>Contribution to plans and strategies</p>	<p>This report supports the following London Borough of Hillingdon objective: Our People. The report outlines the strategic safeguarding priorities for 2020-21.</p>
<p>Financial Cost</p>	<p>There are no financial costs arising as a consequence of this report.</p>
<p>Ward(s) affected</p>	<p>All</p>

2. RECOMMENDATION

That the Social Care, Housing and Public Health Policy Overview Committee is updated with the achievements of Hillingdon Safeguarding Partnership in the year 2019-20 and is aware of the strategic priorities for 2020-21.

3. INFORMATION

Supporting Information

1. This is a draft of the final report pending agreement at the Safeguarding Adult Board and Safeguarding Children Partnership Board and is subject to change. The final version will be made accessible to the public once all consultation and final ratification has been completed.
2. The Safeguarding Partnership Annual Report 2019/20 summarises the activity undertaken across the local partnership to meet the strategic objectives set by the Safeguarding Adult Board, and Safeguarding Children Partnership.
3. In September 2019, the Hillingdon Safeguarding Partnership arrangements were launched in line with the statutory requirements set out in the Children and Social Work Act 2017 and Working Together to Safeguard Children 2018. The Local Authority now shares equal responsibility with its statutory partners (NHS Hillingdon Clinical Commissioning Group and Metropolitan Police) to safeguard children and young people.

4. The Care Act 2014 placed a statutory duty on each Safeguarding Adults Board to produce an Annual Report, outlining the work undertaken to achieve its strategic objectives, the work of each member to implement the Safeguarding Adults Board's strategy and detailing the findings of any Safeguarding Adult Reviews and subsequent required actions.
5. During 2019-20, Hillingdon Safeguarding Adult Board's structure was aligned with the Safeguarding Children's Arrangements. This provides for greater coordination and consistency in delivering services to residents. At the same time, the learning and development of the services are now coordinated across the two Boards, reducing duplication and promoting a more effective approach.
6. In promoting this joint approach, both Boards are now scrutinised and held to account through the multiagency Executive Leadership Group. The Group is chaired by the local authority's Chief Executive and attended by the senior representatives of the safeguarding partners (Police and Clinical Commissioning Group).
7. This report is in final draft stage and is subject to final ratification by the Safeguarding Adult Board and Safeguarding Children Partnership Board. The report will be published on the Safeguarding Partnership website.

Financial Implications

There are no financial implications arising as a consequence of publishing this report.

4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

The report summarises progress and highlights strategic priorities for safeguarding within the London Borough of Hillingdon. It will not directly affect residents; however, it demonstrates actions taken across the local partnership to prevent abuse and neglect; and outlines the key priority areas of service for the next year. These priorities are predicated on analysis of local need and serve to optimise the safety, wellbeing and quality of life for Hillingdon residents.

Consultation Carried Out or Required

The statutory members of the Safeguarding Partnership have contributed to this report, along with other relevant partners. Final consultation is required with the Safeguarding Adult Board and Safeguarding Children Partnership. This is scheduled to be completed by the 28 September 2020.

Policy Overview Committee comments

None at this stage.

5. BACKGROUND PAPERS

The Care and Support Statutory Guidance, Department of Health and Social Care, October 2018 - <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and->

[support-statutory-guidance](#)

The Care Act 2014 - <http://www.legislation.gov.uk/ukpga/2014/23/section/43/enacted>

Working together to safeguard children, Department of Education, 2018 -
<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

The Children and Social Work Act 2017 -
<https://www.legislation.gov.uk/ukpga/2017/16/contents/enacted>

London multiagency adult safeguarding policies and procedures -
<https://londonadass.org.uk/safeguarding/review-of-the-pan-london-policy-and-procedures/>

Hillingdon Safeguarding Partnership Annual Report 2019-2020



Contents:

1. Foreword	
1.1. Hillingdon Safeguarding Children Partnership	3
1.2. Hillingdon Safeguarding Adults Board	4
2. Hillingdon Safeguarding Partnership: Safeguarding Arrangements	6
3. Local Demographics	9
4. Progress on Safeguarding Priorities	10
4.1. Learning from Practice	12
4.2. Practice Development Forum	13
4.3. Safeguarding Training Programme	14
5. London Borough of Hillingdon – Children's Services	16
5.1. Children in Need of Protection	22
5.2. Looked After Children	24
5.3. Care Leavers and Unaccompanied Asylum Seeking Children	25
5.4. Clinical Commissioning Group	26
5.5. Metropolitan Police Service	28
5.6. Central and North West London NHS Foundation Trust	31
5.7. The Hillingdon Hospital	31
5.8. Youth Justice Service	32
5.9. Prevent	33
5.10. Local Authority Designated Officer and Education Safeguarding	34
5.11. North West London Child Death Overview Panel	35
6. London Borough of Hillingdon – Adult's Services	36
6.1. Safeguarding Data and Performance	36
6.2. Chair of the Safeguarding Adult Board	37
6.3. Quality Assurance, Training and Practice	37
6.4. Adult MASH	38
6.5. Modern Slavery	38
6.6. Financial Abuse	39
6.7. Provider Concerns and Care Governance	39
6.8. Deprivation of Liberty Safeguards	40
6.9. Coronavirus	41
6.10. Safeguarding Performance	42
6.11. Hillingdon Clinical Commissioning Group	44
6.12. Central and North West London NHS Foundation Trust	46
6.13. Domestic Abuse Steering Executive	47
6.14. London Community Rehabilitation Company	48
7. Priorities 2020-21	49

1. Foreword

1.1 Hillingdon Safeguarding Children Partnership



Welcome to the Safeguarding Children Partnership Board Annual Report for 2019/20. The Local Authority, the NHS Hillingdon Clinical Commissioning Group and Metropolitan Police, have joint and equal responsibility for safeguarding children and young people in Hillingdon. I would like to thank all those involved in the progress the Board has made over the past year.

This annual report provides residents with an account of the Board's work over the past year to safeguard and promote the wellbeing of children and young people across the London Borough of Hillingdon.

During this year all member organisations have continued to work in partnership across the safeguarding agenda and it is to the credit of the partners in Hillingdon that they have continued to fully support the work of the Board. We also strengthened the links with the Adults Safeguarding Board to ensure both consistency of approach in safeguarding the residents of Hillingdon and a consistent understanding of the priorities and demand in the borough. Furthermore, joint subgroups and joint learning and development approaches support consistent development of practice across the partnership for professionals who work with both vulnerable children and adults who need support.

The report reflects the activity of the Board and its sub-committees against the agreed priorities for 2019/20. It also reports on a Serious Case Review (SCR) published and identifies the priorities and safeguarding work we will take forward into 2020/21.

The responsibility of safeguarding children and young people does not rest with a single agency. The effectiveness of the partnership working in Hillingdon was recognised in February 2020 by an Ofsted letter following a focused visit in Hillingdon. This highlighted the strong commitment demonstrated by all the Hillingdon safeguarding agencies to working together to safeguard children.

This report highlights actions that have been completed together with recommendations for future improvements to keep children and young people safe.

I would like to sincerely thank partner agencies for their hard work and dedication during a difficult time during COVID-19 and whose commitment and motivation continued to safeguard and protect children and young people across Hillingdon.

Dr Pritti Vaghani

Named General Practitioner for Safeguarding

Hillingdon Clinical Commissioning Group

1.2 Hillingdon Safeguarding Adult Board



Welcome to our Safeguarding Adults section of our report. I was appointed as interim chair of our Safeguarding Adult Board in June 2019 and am pleased to present this joint report between Children and Adult Safeguarding – The Hillingdon Safeguarding Partnership Annual Report 2019- 20.

Firstly, I would like to thank all partners for their continued hard work and commitment to the Safeguarding Adults Board and for every single action undertaken to minimise the risk of abuse, neglect and self neglect – we make a bigger difference when we all work together.

In 2019-20 we had a sharp focus on reviewing our Safeguarding Adult arrangements to strengthen collaborative working with our local Children’s Safeguarding Board and other strategic forums, as well as setting ambitious strategic objectives to optimise the safety and wellbeing of all Hillingdon’s residents. The development of our Safeguarding Partnership over the past year has enabled this vision to become a reality and this joint report highlights our achievements.

Everyone has the right to live free from abuse or neglect and while we strive to minimise the occurrence and impact of all types of risk of abuse, neglect and self neglect, we have used local data to inform our key priorities for 2019-20 - namely Financial Abuse, Modern Slavery

and Domestic Abuse. Moreover, we recognise that the views of the individuals at risk or experiencing abuse, neglect or self neglect must be central at all times and, as a result, we have commenced an ambitious action plan related to Making Safeguarding Personal. The Board adopts a high support / high challenge approach to ensure that good practice is celebrated, however, where we need to ask difficult questions and challenge current arrangements, this can take place quickly and effectively.

This report presents the Board's revised local arrangements, the work undertaken related to our key priorities, a range of data related to the types of safeguarding concerns raised, demonstrates how we have raised awareness of safeguarding adults and strived for continuous improvement. The report outlines our achievements to date, but it is also important to recognise that we all still have work to do and we have highlighted next year's key priorities at the end of the report.

Once again, thank you to everybody who has contributed to the making people feel safe and supporting them to achieve what is important to them. I look forward to continuing this work over the next year.

With very best wishes

Claire Solley

Chair, Hillingdon Safeguarding Adult Board

Principal Social Worker and Head of Service for Safeguarding Adults

London Borough of Hillingdon

2. Hillingdon Safeguarding Partnership: Safeguarding Arrangements

This joint report of the activity of the Children's Safeguarding Partnership and the Adults Safeguarding board provides evidence and reassurance that through the partnership's activity, the services provided to Hillingdon residents continue to meet the support needs and during the year the residents, regardless of age, remained safe. The changes of arrangements embedded during this year, as described in this report, created an even better coordination between the two boards and all partners are engaged in continuing to support and safeguard all residents going forward.

In September 2019 the Hillingdon Safeguarding Children Partnership was launched in line with the statutory requirements set out in the Children and Social Work Act 2017 and Working Together to Safeguard Children 2018. Under these arrangements The Local Authority shares responsibility with our statutory partners, the NHS Hillingdon Clinical Commissioning Group and Metropolitan Police, to safeguard children and young people.

The vision of the Safeguarding Children Partnership is for every child and young person to be and feel safe, enjoy good physical, emotional and mental health, have pride in their unique identities, feel that they belong and have opportunities to thrive. The three statutory partners work alongside other relevant agencies in achieving this goal.

The Safeguarding Adult arrangements set out how the Safeguarding Adult Board will discharge the council's duty to work collaboratively to optimise the safety, wellbeing and quality of life of adults with care and support needs, their carers and families. In order to achieve this the Board must raise awareness, minimise the risk of abuse, neglect or self-neglect occurring, and ensure our response is timely, proportionate, effective and underpinned by the key principles of safeguarding adults when it does occur. The Safeguarding Adult Board's vision is for Hillingdon citizens, irrespective of age, race, gender, culture, religion, disability or sexual orientation to be able to live with their rights protected, in safety, free from abuse and the fear of abuse.

Following the successful implementation of the new statutory arrangements for children, the same approach has been expanded to incorporate the Safeguarding Adult Board. This has enabled Hillingdon to provide a safeguarding service that is consistent, irrespective of age, and provides opportunities for innovative and responsive services in the Borough.

To ensure the success of the shared arrangements we have created a joint Executive Leadership Group (ELG) that provides governance, leadership, oversight and challenge to both Boards. The ELG consists of the Local Authority's Chief Executive, the Managing Director of Hillingdon NHS Clinical Commissioning Group and the Metropolitan Police Service Borough Commander. This group has joint and equal responsibility for safeguarding in Hillingdon. Each partner is subject to internal scrutiny in accordance with their internal governance structures. In addition to this, the ELG will commission independent reviews of the Hillingdon Safeguarding Partnership arrangements to provide critical challenge and appraisal and support future developments. The independent reviewer and the ELG will agree the requirements and terms of reference prior to a commissioned review.

The main engine of the safeguarding arrangements for children is the Safeguarding Children Partnership Board and, for adults, the Safeguarding Adults Board. The Boards have oversight of safeguarding practice and performance, resolving issues as they arise. Where this is not possible, the issue will be escalated to the relevant organisation(s) via the Implementation Unit and if the individual organisation(s) still cannot resolve the matter, it is escalated to the Executive Leadership Group to resolve. To reflect the vision of joint and equal responsibility the Boards are chaired on a yearly rotating basis by a representative of the three statutory partners. In the inaugural year of the new arrangements the Children's Partnership Board has been chaired by a representative of the Clinical Commissioning Group, and the Safeguarding Adult Board has been chaired by a representative of the Local Authority. The Boards steer learning and development for the safeguarding environment across the London Borough of Hillingdon, and are informed by subgroups, as well as task and finish groups, as required.

The Safeguarding Partnership Implementation Unit provides support and drive to both the Adult and Children's Partnerships. The unit consists of a Quality and Implementation Manager, a Project Support Officer and two Practice Review and Learning Managers who joined the team in March 2020. There is currently one Practice Review and Learning Manager vacant post that is being recruited to. A key focus of the team is to facilitate, develop and reinforce links between the Safeguarding Children Partnership and The Safeguarding Adult Board. The team also seeks to develop links and coordinate activity and delivery with the other strategic boards across the council

Over the last year the focus of work within the Implementation Unit has been on reintroducing, embedding and developing the various subgroups that progress the strategic priorities of The Safeguarding Adult Board and Safeguarding Children Partnership. This has enabled the creation of subgroups aligned to each board's priorities but also groups that are joined to address those priorities which cut across children and adults in Hillingdon. The current arrangements are strongly focussing on learning and development across the two areas and across the partnership. Learning obtain from various local, regional and national sources is disseminated jointly across the two partnerships to ensure a consistent, coordinated and coherent approach across services that support adults and child residents.

2. Local Demographics

The health and wellbeing of children in Hillingdon is mixed compared with the England average.

The level of child poverty is similar to the England average with 19.9% of children aged under 16 years living in poverty.

In Hillingdon, 43.1% of the 0 to 19 population are White British, 33.1% are from Asian or Asian British groups, 16.0% are from Black or Black British groups and 7.8% in mixed ethnic groups.

21.7% of the borough's population is under 16 years old.

The largest single group of children (23,073) in Hillingdon are aged between 0 and 4yrs. In 2016, this group of children made up a projected 7.6% of Hillingdon's total population and approximately 28% of all children in the borough.

Hillingdon is situated in North West London and is the second largest borough of London's 33 boroughs.

Hillingdon sits on the outskirts of Greater London and is made up of 3 localities and 22 wards.

There are over 80,000 children and young people aged 0-19 living in Hillingdon which represents 26.5% of the total population, compared with 24.5% in London as a whole. There are slightly more boys than girls at all ages, similar to the national picture. (Source: Joint Strategic Needs Assessment (JSNA) Children and Hillingdon Council website, Young People Demographics).

Hillingdon is the second largest of London's 32 boroughs covering an area of 32sq miles

Hillingdon is ranked 23 out of 32 for deprivation in London and 153 out of 326 Local Authorities in England

Life expectancy in Hillingdon for both men and women is higher than the England average.

However, life expectancy between wards varies by 8 years for men and 8.5 years for women.

According to the Greater London Authority in 2019, in Hillingdon, 40.7% of the population are White British, 10.3% are White Other and 49% are from Black & Minority Ethnic (BME) groups (source: GLA 2016 Ethnic Group Population Projections). 43.3% of the population are from BME groups in London

The population of Hillingdon has a different age structure when compared with London. Hillingdon has a higher proportion of 0-4, 5-19 year olds, and those aged 50+, but a smaller proportion of 25-39 year olds. People aged 65+ account for 13% of the population

Hillingdon's male life expectancy from birth is 80.8 years, and female is 83.8 (2015-17 data)

The GLA 2016 projections for 2024 estimate that Hillingdon will become more diverse with BAME groups accounting for 52.2% of our usual resident population

4. Progress on Safeguarding Priorities

Over the year 2019-2020 the Hillingdon Safeguarding Partnership has focussed work on key safeguarding priorities agreed by the Safeguarding Children Partnership Board and Safeguarding Adult Board. In respect of safeguarding children these are:

- working with young people at high risk of exploitation,
- neglect,
- early help.

In respect of safeguarding adults these are:

- financial abuse and exploitation,
- domestic abuse,
- making safeguarding personal.

There is also a newly agreed shared priority across children and adults:

- Modern Slavery.

The Strategic High-Risk Panel identifies risks and solutions around matters of contextual safeguarding for young people. The focus of the subgroup is to coordinate action across the partnership in reducing the risks that children and young people could suffer harm due to criminal and/or sexual exploitation or involvement in serious youth violence. To reflect the complexity of these issues discussed and addressed. the subgroup is co-chaired by the Metropolitan Police and Children's Social Care.

The Neglect subgroup has worked to increase awareness of neglect across the safeguarding partnership and is currently undertaking an audit to explore the use of the NSPCC neglect assessment tool, Graded Care Profile 2 (GCP2). The subgroup has been instrumental in identifying the need for GCP2 training to be made available to practitioners across the partnership and will be co-ordinating this training in the near future.

The priority area of Early Help was set in recognition of the need to ensure that children, young people and their families benefit from help and support that is provided early and effectively to prevent the need for intervention at crisis point. This principle is embedded

across all areas of the partnership work, and the subgroup will be focussed on implementing a new borough-wide early help programme in the coming financial year.

The council has an effective and comprehensive strategic network in response to the harm caused by domestic abuse in the Domestic Abuse Steering Executive (DASE). Instead of creating additional subgroups we have agreed to work collaboratively with the DASE to meet the strategic objectives of our DA SA strategic objectives.

Making Safeguarding Personal (MSP) is a fundamental precept of adult safeguarding work and essential to ethical and effective practice. This subgroup is chaired by Adult Social Care as the lead agency with responsibility for adult safeguarding, and has developed an ambitious action plan to review local operational procedures and policies to ensure MSP is fully embedded into practice from when a concern is raised to the final protection plan/ action being taken. The MSP subgroup has formulated a multi-agency audit that will be undertaken in October 2020. This audit will be seeking assurance that the principles of MSP are embedded across the Adult Safeguarding Partnership.

Financial Abuse is one of the most frequently reported types of abuse. A subgroup to coordinate the multiagency response to Financial Abuse and Exploitation is in the development stages. This subgroup will raise awareness of the signs and indicators of financial abuse across the London Borough of Hillingdon.

The shared Modern Slavery Subgroup is chaired by the Safeguarding Partnership Unit and working to raise awareness of the risks of modern slavery for adults and children and to develop a referral pathway for those who may be affected within the London Borough of Hillingdon. The subgroup will also produce a resource guide for practitioners.

The Joint Strategic Safeguarding and Trafficking Subgroup is unique to Hillingdon and reflects the specific needs of our Borough as a 'port' authority due to Heathrow Airport. The subgroup coordinates the multiagency response to the risk of children and adults arriving in the borough and being victims of trafficking and exploitation. The group spans across the two partnership boards, it is chaired by a senior officer of Border Force and works closely with the wider partnership to provide proactive and reactive responses to any issues identified.

4.1 Learning from Practice

Learning and embedding change is one of the key principles of the two partnerships. We acknowledge that learning can be gained from recognising good practice but also by learning from those circumstances where we, as a partnership, could have done more. At the same time, the learning and development is not only based on Hillingdon experience but includes regional and national developments to ensure that the safeguarding practice in Hillingdon is always up to date and our residents receive good and outstanding service.

The Hillingdon Serious Case Panel is chaired by a Metropolitan Police Detective Superintendent with responsibility for Safeguarding. It has a core membership of senior representatives from key agencies, with others mandated to attend according to the specific requirement of the case. In respect of Safeguarding Adults, the purpose of the Panel is to review those serious cases that may meet the criteria for a statutory or non-statutory review of practice. It is of note that there is a legacy of cases that require consideration review and progression.

For serious cases involving children there is a separate statutory process that incorporates ratification of local decision making by a National Panel for Safeguarding. It is positive that, to date, the National Panel for Safeguarding has ratified all of the decisions made by the Safeguarding Children Partnership and provided positive feedback recognising the quality of decision making and the evidence provided. This positive outcome was achieved after the initial challenge of embedding quickly the new statutory legislation in September 2019 when the partnership dealt with a backlog of 6 Rapid Reviews dating between April 2019 and September 2019. This oversight was swiftly rectified, and the National Panel for Safeguarding ratified all recommendations.

In recognition of the imperative to ensure both clarity and scrutiny of those cases that might meet the criteria for notification to the National Panel local processes have been reviewed and a clear framework developed and strongly embedded. This meets the requirement for thorough and timely consideration of any learning stemming from serious cases. Due to the success of this system, we are in the process of implementing an aligned framework for those cases involving adults.

Where the criteria is met for a statutory review, either a Safeguarding Adult Review or Child Safeguarding Practice Review, the Serious Case Panel will set the terms of reference, monitor the progress of the review and quality assure the final report. The decision to undertake a Safeguarding Adult Review is agreed by the Executive Leadership Group. Where it is identified that a learning review would be of benefit this task is passed to the Practice Development Forum. Depending on the specific circumstances of the case learning reviews can be undertaken locally, or with the appointment of an independent chair. To ensure effective oversight, scrutiny and challenge, the decisions of the Serious Case Panel are endorsed by the Executive Leadership Group.

In January 2020 Hillingdon Safeguarding Partnership published a Serious Case Review (SCR) in respect of Child X who tragically died in 2016. A Safeguarding Learning Event was planned to take place in March 2020 to address the recommendations made in the SCR however this was not held due to the lockdown restrictions that were imposed at the same time, at the end of March 2020 to respond to the COVID-19 pandemic. A series of briefings have been developed to disseminate the learning from this review to the partnership.

No Safeguarding Adult Reviews were commissioned in 2019-20.

4.2 Practice Development Forum

The focus of the Practice Development Forum is to ensure that learning from any statutory or non-statutory review, local or national, is disseminated across the safeguarding partnerships as required. The Practice Development Forum also considers learning from audits and other statutory reviews.

The forum has a core membership across both adult and children's services in recognition that learning from serious cases usually has applicability across both sectors. The Practice Development Forum has met on three occasions and formed three task and finish groups. The first task and finish group focussed on the dissemination of learning from the Child X Serious Case Review, culminating in two Safeguarding Learning Events that were planned for March 2020. Unfortunately, these had to be cancelled due to the impact of Covid-19. In recognition of the need to ensure that learning is disseminated, and the recommendations of the Review implemented, the Safeguarding Partnership team has led on the development of

a written briefing that has been widely circulated and published on the new Hillingdon Safeguarding Partnership Website.

In an aligned task the Safeguarding Partnership Team has led on the coordination and review of evidence of practice improvements recommended by the AA BB Safeguarding Adult Review published in 2018. In order to reassure the Safeguarding Adult Board that the learning had been embedded and to evidence practice improvement, a comprehensive Action Plan was developed and agencies were requested to provide evidence to demonstrate this. This work is now complete.

Latterly, two task and finish groups have been convened to drive the remaining legacy learning reviews across both adult and children's services. This approach will support increased understanding of local areas of thematic learning across both adult and child services and inform training requirements, and the focus of future Safeguarding Learning Events.

4.3 Safeguarding Training Programme

The purpose of the Safeguarding Partnership training programme is to ensure that practitioners have the most relevant and up to date opportunities for ongoing professional development. The Safeguarding Partnership provides training in the following areas:

Initial Working Together to Safeguard Children (Level 3)	Trauma Informed Practice
Refresher Working Together to Safeguard Children (Level 3)	True Honour: Female Genital Mutilation
Child Sexual Exploitation: A Trauma-Focused Approach	True Honour: Modern Slavery
Core Groups & Child Protection plans	True Honour: Forced Marriage
Domestic Abuse Awareness & Impact on Children & Young People	Adult Safeguarding (Level3)
Recognising and Working with Child Neglect	Domestic Abuse: Intimate Partner

Walking in Our Shoes Training	
-------------------------------	--

The Safeguarding Partnership is working to provide an expanded multi-agency training programme providing opportunities for practitioners to access professional development around a wider range of subject areas. For example a Sepsis Masterclass was held in partnership with the Child Death Overview Panel in October 2019. The Partnership is also seeking to embed the 7 Minutes Briefing as a tool for disseminating key learning in an accessible and efficient way.

In 2019-20 face to face training was provided to 1212 multi-agency professionals and foster carers by the Safeguarding Partnership, an increase of 15% on the year 2018-19. In light of the specific challenges posed by the global pandemic all face to face training has been adapted and is being delivered remotely.

Our multi-agency training programme is self-sustaining. Non partner agencies make a yearly financial contribution. This enables us to commission specialist training in emerging areas of safeguarding needs, for example the bespoke Trauma Informed Practice, Recognising and working with Child Neglect, the Impact of Domestic Abuse and training around Harmful Practices, in addition to the established safeguarding courses.

The Safeguarding Partnership offers a varied training programme alongside the Council's Learning and Development Service, The West London Alliance, the West London Teaching Partnership and agency-specific training. An ongoing review of different training offers is being undertaken by the Safeguarding Partnership to ensure that training is cost-effective, avoids duplication and shares resources with other Local Authorities with the aim to widen skill base of our practitioners and ensure that the residents receive good and outstanding services.

5. London Borough of Hillingdon – Children's Services

“Vulnerable adolescents in Hillingdon receive a highly effective service. An established whole-system approach ensures that, from the first point of contact, risks are quickly identified. This leads to decisive actions, plans and interventions to reduce risks and improve the circumstances of children and young people. Leaders give due priority to resources and offer high-quality support to workers who are skilled and committed. This enables them to adopt an innovative approach to their work, based on developing trusting relationships and increasingly protects and supports young people with very complex needs who may present as high risk. (Ofsted, February 2020)

“Effective multi agency communication, cooperation and collaboration ensure that vulnerable young people and their wider associations are identified early and preventive services are offered quickly”. (Ofsted, February 2020)

During 2019-20, Children's Services continued to progress towards the target of delivering a consistently outstanding service to every child and their family in need of support or protection.

The structure of the service was reshaped to ensure the resources are effectively aligned with the demand and the needs of our children.

Hillingdon Children's Services continues to recruit high calibre experienced Social Workers and newly qualified social workers to support succession planning. During the year, 14 new social workers completed their first year in the profession of Social Work and became part of our Assisted and Supported Year in Employment (ASYE). 13 of them were retained at the end of their first year, showing high quality of their practice and support received.

Three experienced social workers were supported in becoming trainers for the Graded Care Profile 2 methodology which supports their career development and their aspirations whilst increasing the service's resilience in utilising a nationally recognised way of measuring and working with children who suffer neglect in their families.

During the financial year we focussed on the reshaping of the service leadership team to align it with the service priorities, we improved the retention of staff and implemented a new way of working and supporting young people who are victims of exploitation and contextual

safeguarding. These approaches combined provide increased consistency and continuity for our children along their pathway. As a result, our local and regional practice leadership has been strengthened as recognised by and OFSTED focused visit in January 2020 and peer challenge session with North West London colleagues. As a result of the peer challenge event Hillingdon has offered to share our practice and expertise in addressing the needs of teenagers at risk of contextual safeguarding. The operational functions of the service are now joined under one Assistant Director which provide consistency and resilience in the service. This supports our ambition to have a single pathway for the journey of the child that ensures proportionate wraparound service for children and families.

In addition to a careful and proportionate management of resources used operationally in meeting the needs of our children, the Council remained committed through the year to ensuring that Children's Services has sufficient resources to deliver services and address areas of high pressure like for instance Unaccompanied Asylum Seeking Children (UASC) and vulnerable adolescents.

Children's Services' audit programme has continued with an evolving methodology and a new Quality Assurance Framework was developed and introduced. The framework allows flexibility to address specific areas of development and improvement and also to capture feedback from a multitude of sources and translate it into learning both in children's services but also at a safeguarding partnership level. This allows us to learn from our experience, from what children and families are telling us and from our local and national partners. Quality assurance now includes monthly audits completed by the management team, thematic audits, reviews of compliments and complaints, learning from serious case reviews (SCRs) both local and national, etc. The audit programs shows that, overall, the quality of social work practice has remained consistently good with very little identification of inadequate work.

A new Principal Social Worker (PSW) was appointed in October 2019. She restarted a monthly newsletter for the service that addresses national and local developments, learning from audits and serious case reviews, services available to children and their families and support for social workers to promote emotional resilience. Parts of the newsletter are jointly developed with the colleagues in Adults Social Care where there are social work related issues or developments that are relevant for both services. The newsletter promotes learning and development opportunities and acknowledges good practice and achievements of the service

or individual colleagues. This enables the Principal Social Worker to communicate directly with the service, promoting both the role of the PSW position and the development of the profession. 72% of respondents to a recent survey in the service told us that they know who the PSW is and feel confident in contacting them for information or advice. This is a positive development in the service as the role of the PSW is crucial in supporting a highly skilled and motivated workforce.

Training and development of staff continued to be promoted and targeted skills are being developed to address specific areas of need like neglect and specialist assessment of parenting skills of those parents who have learning difficulties. To address these areas we have provided training to Social Workers in Graded Care Profile 2 (GCP) to assess the impact of neglect and in the Parenting Assessment Manual System (PAMS) to support work with parents with learning difficulties. In addition to the training of the Social Work staff, two of our colleagues who are now trained as trainers in GCP2 will be offering to provide training to colleagues from health, mainly Midwives, Health Visitors and School Nurses. 16 practitioners have been trained in completing "Assessment, Intervention, Moving on" (AIM) assessment which supports them in assessing harmful sexual behaviour in children and young people.

Our brilliant Children in Care Council (CiCC) delivered the "Walking in our shoes" training to 85 multi-agency professionals. This training is designed and delivered by young people and it teaches the professionals about the children in care lived experiences and invites professionals to put themselves in the young people's shoes and understand the impact and implications of the events in a child's life. Feedback received at the end of the training included: "Recommended as one of the best trainings to enable you to understand what the lived experiences are for the young person", "Getting to hear young people's experiences was invaluable.", " The training was incredible."

The positive contribution of our CiCC was acknowledged in October '19 at national level when they were the well-deserved winners of the 'Inspire the House' Best Community Group Award, which was presented to them by James Brokenshire MP at the House of Commons for their activity in raising the profile of the rights of children in care and care leavers.

The participation of our young people continues to be promoted in children's services and they continue to be part of training, interviews and act as consultancy groups for various

policies, procedures and surveys. They meet with senior management on a regular basis to discuss what is important to them and to provide real challenge and constructive feedback regarding service development and practice issues.

During 2019-20, Children's services received 15421 Contacts regarding children who are potentially in need of support or protection. This is a decrease from 15707 the year before. The number of Early Help assessments has increased to 388 from 336 the year before. During the year, 4596 Child and Family Assessments were completed and 1133 Section 47 investigations were initiated. This led to 655 Child in Need of support plans at the end of the year

Children and families continue to have access to universal and targeted early help. The safeguarding partnership acknowledged the crucial role played by the Early Help provision for children and their families in Hillingdon and this is one of the partnership priorities for 2020/21. The current provision has been reviewed and a redesigned Early Help offer will be introduced in the next financial year to meet the needs of the residents of Hillingdon at an early stage in a proportionate way.

Hillingdon Council's Children's Services, has also achieved excellent results working with disadvantaged families in the borough. The Ministry of Housing, Communities and Local Government published a report on Wednesday 3 June 2020, showing that Hillingdon's Children's Services delivered successful outcomes for 1,990 troubled families from 2015 to 2020, which is 14% higher than the national average. The government report praised Hillingdon's "hard work with families" with outcomes that were "higher than the national average". It also commended the service for its "continued commitment to the programme to achieve significant and sustained outcomes with the families." The services adopt a holistic approach to disadvantaged families who may be facing a series of complex issues, including domestic abuse, poor mental health, unemployment, neglect, truancy and anti-social behaviour by appointing one key worker to the family. They are supporting the whole family with a range of problems together. Each dedicated key worker then works in partnership with other agencies to deliver necessary, relevant support to all family members. This whole family approach provides continuity for the family, and allows the key worker to make informed decisions based on joined-up partnership working.

Ofsted recommended in 2018 a better participation of partner agencies in multi-agency meetings like Strategy Meetings. In February 2019, the Police's Child Abuse Investigation Team (CAIT) has co-located with the Multi-Agency Safeguarding Hub (MASH) and, a year on, Police attendance in strategy meetings and Child protection conferences has increased significantly. In addition to the Police attendance, joint work was completed with the Schools Nurses and Health Visitors and there is now a streamlined process in place to ensure they are notified in a timely way if the strategy meetings taking place and they have effective internal mechanisms in place to ensure meaningful contribution to the meetings either in person or via phone/video call.

MASH performance continues to evidence swift multiagency decision making at the front door. The planned Domestic Abuse Hub will include screening, Safer Lives and Perpetrator assessments prior to decision making. One of the Think Family Employment Advisers will be linked to provide early support to 'lower-level' abuse victims or perpetrators, where financial exclusion may be a motivating factor for escalating violence. Children's Services secured a DfE training budget to provide key workers, children's centre staff, school staff and targeted support services with the knowledge and skill to manage cases of high parental conflict and prevent an escalation to domestic abuse.

The innovative Adolescents Team has introduced alternative models of engagement and intervention supported by the What Works Centre (WWC). This includes, but it is not limited to, young people choosing their social worker from prepared profiles that outline workers' experience and interests, the use of personal budgets, co-production of care plans, and young people being encouraged and supported to chair their own meetings. The team adopted forward-thinking and unique intervention techniques to support and empower young people to stay safe, reduce conflict and remain safely in their homes. The team's ability to deliver effective services to adolescents at risk of exploitation and contextual harm has been recognised in various national awards and also in the OFSTED's focussed visit in January 2020. Ofsted concluded that *"vulnerable adolescents in Hillingdon receive a highly effective service. An established whole-system approach ensures that, from the first point of contact, risks are quickly identified. This leads to decisive actions, plans and interventions to reduce risks and improve the circumstances of children and young people"*.

The team also won silver award at the Social Worker of the Year Awards in the Team of the Year Category and won the first place at the Guardian's Public Service Awards. Both awards recognised the team's outstanding social work, which is having a positive impact on vulnerable young people and their families in Hillingdon.

The Adolescents Team and other parts of the services and the Safeguarding Partnership are working successfully with Hillingdon's AXIS team. AXIS are utilising sophisticated Information Technology software to map risk, networks and connection that support the care planning and safeguarding intervention in the borough. The team also offer targeted intervention and support to young people. The innovative and effective way in which AXIS contributes to safeguarding of vulnerable children in Hillingdon was recognised at the MJ Local Government Achievement Awards 2019 when the team won the category of Innovation in Children's Services for delivering forward-thinking services and demonstrable positive impact for local children, young people and families.

An Operational High Risk Panel and the Strategic High Risk Panel strengthens multi-agency activity to safeguard this group of young people. Operationally, most children known to this panel sit with the Adolescent team who alongside AXIS provide comprehensive oversight of the links the young people make with each other including risks and strengths and therefore provides greater opportunity to disrupt dangerous and harmful exploitation of children.

The Strategic Panel, based on the work of the Operational Panel gathers senior leadership from across the partnership and looks at identifying risks and solutions around matters of contextual safeguarding. To reflect the complexity of these issues the subgroup is co-chaired by police and children's social care. The panel looks at joint coordination of work and resources across the safeguarding partnership to address emerging themes and risks and to target issues that cannot be addressed at individual case-work level and require a more holistic approach. A joint operation between Social Care, Youth Justice, Community Safety, Police and other partners was planned for the end of March 2020 to focus on disruption of crime and criminal exploitation of young people in one area of the borough. This area was identified as an area of concern by agencies represented in the Panel and intelligence provided by both the Police and AXIS system. The COVID 19 outbreak in March has postponed the operation which is now being planned for later in the year.

Although, when children went missing Return Home Interviews were offered, the uptake of these was low and the capture, collation and recording of information was identified as an area where work was needed. This area was also identified as needing strengthening by OFSTED during the focus visit in January 2020. In response to this swift action was taken to change the local arrangements for ensuring that effective and proportionate Return Home interviews are offered and completed with our children and young people. Our children now have the option to choose who they wish to have the interview with, they may decide to talk to their allocated worker, Social Worker or Personal Advisor, or they can choose to talk to an independent person. This change in approach was accompanied by a redesign of the questionnaire used, of the recording system and also the way in which information is recorded and analysed. The, new process was tested and it went live on 1st April 2020

A highly experienced Child Protection Advisor attends MARAC (Multi Agency Risk Assessment Conference) and supports Social Care's contribution to decisions to safeguard children and victims of abuse. During the year 132 referrals were made from MARAC to Hillingdon's Independent Domestic Abuse Advisors (HIDVA) who provide support to victims who are at risk of Domestic Abuse (DA). In the year, HIDVA has supported 714 victims at high risk of DA. 95% of the victims were women and the highest percentage of perpetrators was ex-partners at 25% and husbands at 21%. The victims are engaging with the service and this year effective engagement is reported in 66% of the cases referred. HIDVA team are working with the victims in developing effective plans and supporting the implementation of these plans without delay. 99% of the referrals received are dealt with on the same day. This swift response recognises the important for immediate support to be provided to avoid escalation and secure engagement as failure to assist timely can negatively impact. Starting this year we deployed an IDVA at Hillingdon Hospital to promote the role of the service and to implement effective referral pathways in Hospital. This resulted in a significant increase of referrals received from various departments and wards in the hospital to 129 this year comparative to 51 the year before

5.1 Children in need of Protection

327 Child Protection Plans (CPP) were initiated during the year. This is a decrease from the 353 CPP in the year before, mainly attributed to the new way of engaging with young people

at risk promoted by the Adolescents' Team and a strong and effective front door. The main Child Protection category remains, like the year before, Emotional abuse and Neglect. The work completed at the point of assessment and the coordination of plans with other agencies led to a significant decrease in emotional abuse to 153 children this year compared to 265 the year before. Neglect was identified as an area of priority by the Safeguarding Partnership. In response, a Neglect Subgroup was tasked by the Board to review the Neglect Strategy in Hillingdon during 2020-21 and to review the use of Graded Care Profile 2 (GCP2) tool. A joint training schedule was agreed to ensure that the staff who are trained as trainers for the GCP2 deliver the course across the partnership to promote and expand the use of the tool and therefore the benefits this will bring to parenting and meeting the needs of the children.

In promoting our commitment to relationship based practice, children and young people are encouraged to attend their meetings and to input into their plans. They are offered a number of options for engaging. They can attend in person, via phone or video, by advocate or in writing. For the Child Protection Conferences, 54 children choose to attend out of 302 who were invited. This is a high number but we are committed to improve participation even further. To that end in the new financial year the child and family will be enabled to choose their own Child Protection Advisor (Chair of the conference) based on profiles that are shared with them by their social workers. This is envisaged to promote engagement and ensure that families have even more control in working in partnership with the service. Alternative ways of conducting conferences by facilitating more virtual and video attendance will also be piloted during the year as it is acknowledged that some young are not comfortable being in a room with many professionals and may choose to participate virtually.

Our Family Group Conference (FGC) Service remains contracted to DayBreak and it is aimed at supporting and empowering the families to find their own solutions and support mechanisms to deal with challenges and difficulties. 70.8% of 144 referrals lead to a successful FGC during the year. To support families at an earlier stage, Referral and Assessment social workers are considering FGC at the point of completing their initial assessments of the children and families. FGCs are also being used for young people at the point of leaving care to ensure they have a community safety net around them as they develop their independence skills. FGCs are offered as part of a support plan for kinship placements to promote placement stability and we are exploring a fostering FGC to support respite and placement stability.

5.2 Looked After Children

Hillingdon was the corporate parent to 337 children at the end of 2019/20, a slight increase from 326 at the end of last year. 89 of the children looked after at the end of the year were Unaccompanied Asylum Seeking Children (UASC).

Each looked after child has an allocated Independent Reviewing Officer (IRO) at the point of becoming looked after. The IRO will independently chair the Looked After reviews to scrutinise the plans to ensure they are child centred, aspirational and of high quality. The IROs are highly experienced practitioners, many with background in both front line practice as well as management roles. They use their knowledge and expertise in promoting good quality of practice and ensuring that the service discharge its statutory duties as Corporate Parent.

The IRO team are a stable and well established group who develop long term relationships with the young people and understand their needs, aspirations and challenges.

During the year, 97% of LAC reviews took place on time and 301 children over the age of 4 attended their review in person. Those who choose not to attend their reviews have been given the option to have their views heard at the review via their allocated worker, directly by talking to their IRO or an independent advocate.

Young people's awareness of their right to independent advocacy was one of the recommendations made by Ofsted during Hillingdon's inspection (ILACS) in 2018. Hillingdon commissioned Coram to deliver independent advocacy service for our young people. There has been a positive increase in the number of young people accessing the service. The majority of the referrals received by the service were directly from young people themselves which indicates they are aware of their rights and how to access this service. During the year, 107 young people accessed independent advocacy service and over half of referrals (51%) were made by children and young people themselves 17% of referrals came from Children's Services, 20% came from various other professionals. The main issues young people want independent support with are regarding education employment and training and complaints.

Hillingdon's specialist Multi-Agency Psychological Support (MAPS) team developed alongside CAMHS provides direct and indirect support to children, their key workers at our children's

homes, foster carers and social workers to help manage the emotional and behavioural needs of children aged 0-17 years old that are looked after and to support care planning.

Continuing high-quality relationships are important for children in care because they help children build security through developing secure attachments, support their ability to form relationships in the future as adults and help them develop a strong sense of belonging and identity. (The Care Inquiry, 2013). The focus on maintaining placement stability and promoting permanency for our children led to an increase on long term stability (2.5 years in the same placement) from 61% to 65% and a reduction of short term stability indicator (3 or more placement moves in the year) from 11% to 10%.

The Permanence Planning Meeting (PPM) process is now well understood by staff, PPMs are timely, purposeful and consistent. The PPM strategy includes 14-16 year old young people and are chaired by a Head of Service. A positive impact has been evidenced in Agency Decision Maker meetings and feedback from Fostering Panel.

Placement stability, formalising permanency and the intervention of MAPS led to a positive decrease in our Children's Strengths and Difficulties Questionnaire (SDQ) score. The SDQ is an emotional and behavioural screening questionnaire for children and young people. A lower score in this questionnaire indicates that their emotional and behavioural needs are well met. The average score for Hillingdon looked after children at the end of the year stood at 12.5. This is a reduction from 13.2 the previous year and lower than our statutory neighbours at 14. However the rate of completion of SDQs has decreased during the year from 81% to 75%. This will remain an area of focus to ensure all our children's needs are met and the outcome of the plans is evidenced.

[5.3 Care Leavers and Unaccompanied Asylum Seeking Children \(UASC\)](#)

As a 'port' Authority, Hillingdon's Children's Services remain committed to safeguarding children and their families at their point of entry into the UK. The National Transfer Scheme for Children who are seeking asylum unaccompanied, remains a challenge for Hillingdon, with a lack of dispersal to other Local Authorities. This means that Hillingdon continues to be corporate parent to a high number of unaccompanied asylum seeking children). Hillingdon's population of looked after asylum seeking children at the end of the financial year was 89.

This constitutes over 26% of our total Looked After population. As comparison, the national data available at the time of writing, indicates that for our Statutory Neighbours (SN) this percentage was 10% and nationally in England it was 6%. A large number of this cohort are on the list for the National Transfer Scheme. However, since December 2018, no UASC was transferred from Hillingdon to another Local Authority under the Scheme. This adds pressure in terms of finance, social work, placements, education and multi-agency support. In addition to this, increased pressure is caused when there is any delay in the Home Office's decision making regarding the applications for asylum. Delays in decision translate in uncertainty for our young people and inability to claim benefits, housing support, etc. Whilst this is ongoing the Local Authority continues to support the young people with accommodation, subsistence, etc. We are, however, proud of the achievements of our UASC cohort with a majority being in education, being aspirational and engaging well with the services.

In ensuring a strong and consistent response to vulnerable people arriving through Heathrow, our Joint Strategic Safeguarding Children and Vulnerable Adults and Trafficking Committee (JSSAT), is a joint Children's Services and Adults Social Care subgroup of the Safeguarding Partnership that is chaired by Border Force colleagues. The committee scrutinises multi-agency safeguarding arrangements for children and vulnerable adults arriving at Heathrow ensuring issues like safeguarding, modern slavery and trafficking are addressed in a consistent way.

The care leaver population at the end of the financial year stands at 454. All of our care leavers have a Pathway Plan and many of the plans are produced in partnership with our young people. The timeliness and quality of the plans is a key focus for the leaving care service. The allocated Personal Advisors (Pas) actively try to engage our care leavers to co-produce their pathway plans but this is not always possible and is dependent on the level of engagement by the young person. Our aspiration remains that all pathway plans are co-produced and owned by young people.

[5.4 Hillingdon Clinical Commissioning Group \(CCG\)](#)

NHS Hillingdon Clinical Commissioning Group (CCG) is a statutory NHS body with a range of statutory responsibilities, including safeguarding children and adults. Like all CCGs, it is a membership organisation that brings together general practices to commission local health services for Hillingdon's registered and unregistered population. One of the advantages of

being a clinically-led organisation is that the CCG is in the unique position of being able to take account of the experience of patients who are best placed as service users, to know the right services for the area and can comment objectively when new services are commissioned.

The CCG ensures that safeguarding is included in all contracts of the services from which it commissions NHS services and requires and obtains assurance from all provider organisations that they are meeting safeguarding requirements. This is interrogated through its contracting arrangements and is monitored at monthly contract, quality and risk meetings. The CCG regularly reviews and monitors Safeguarding Children activities of its Provider organisations through the Safeguarding Health Outcome Framework (SHOF) and will interrogate and review any gaps. It is expected that where there are gaps/concerns that a robust and SMART action plan is monitored at the monthly Contract Quality Group meeting.

Safeguarding training for all CCG staff is monitored as part of the North West London Collaboration of CCGs Mandatory training arrangements. The CCG's Safeguarding Leads are compliant at the required Safeguarding Children training level (Named GP at 4; Designated Nurse and Doctor at Levels 4 and 5). The Designated Nurse attends all sub-groups and supports the fulfilment of health priorities outlined within the current HSCP business plan. The move to HSCP new arrangements has offered an opportunity to further solidify collaborative working practices, which is demonstrated through current sincere representation, including Primary Care. The success of productive Sub-groups and Task and Finish groups will enable innovative and sustainable multi-agency practice change as well as a platform for safeguarding process assurance.

During 2020, a CCG business case for development of a health 'Transition Team' was supported, which has resulted in recruitment of a part-time LAC Transition Nurse to assist in the planned movement of looked after child into adulthood and transitioning the services provided to them from child-centred to adult orientated health and social care systems.

Hillingdon CCG continues to lead, on behalf of North West London, on the implementation of Child Sexual Abuse services based on an adaptation of the Child House Model. The Emotional Wellbeing service (TIGER Light), delivered by Barnardos, is already fully embedded across NWL following mobilisation in October 2018. The second phase of the project, transformation

of Paediatric Services, is in the finalisation stages following a partial delay in Q1 due to the Covid-19 pandemic.

The recent establishment of a quarterly CCG led 'Safeguarding Children/LAC Health Economy Group' enables the review of health safeguarding practices across the Borough, ensuring robust processes are in place in accordance with Government guidance and in line with HSCP recommendation. This group also provides a forum for sharing good practice and innovative proposals.

5.5 Metropolitan Police Service

The Met has risen to significant challenges over the past year, not least Covid 19, which has meant that we have had to use our resources creatively and effectively to meet the safeguarding needs of Hillingdon's children and work with our partners. The use of technology has ensured that the essential services and meetings can continue in a positive way with no detriment to the vulnerable young people we work with. Specialist units continue to support social workers, the youth offending service, the anti-social behaviour team, education and health in the wider contextual safeguarding agenda.

The police are key to the safeguarding partnership and make an active contribution to all the subgroups. Due to an escalation in young people being criminally exploited, the Police co-chairs both the Strategic and Operational Risk and Vulnerability Panels.

The West Area has made in excess of 50 visits to Hotels and B&Bs to train them in identifying and reporting suspicious behaviour relating to child sexual and other criminal exploitation. The Basic Command Unit (BCU) has completed a number of 'under cover' operations alongside the police cadets, where hotels and B&Bs have been tested against their safeguarding duties to ensure that those who allow exploitation are sanctioned. These facilities are brought to the attention of the Strategic Risk and Vulnerability Panel, to ensure that they are not used for vulnerable families or adults. This continues to be a real success and good working relationships with the Hotels across the West Area have been developed. After due diligence testing, a debrief with the member of staff/ manager and a follow up education package is given.

Another example of good practice took place between, 18th November and 22nd November 2019. Officers from the West Area executed a number of Search Warrants under the Misuse of Drugs Act 1971 within Hillingdon Borough. This targeted action disrupted organised criminal Gang who were criminally exploiting young children and meant that the children were able to be safeguarded through the work of partners.

The safer schools Police promoted awareness in and around Criminal Exploitation within schools at Hillingdon and in partnership with trading standards, tested the due diligence of knives being sold to children from commercial premises. In excess of 24 businesses were visited and education given within the Hillingdon area.

The Met have significantly improved around response to child sexual exploitation leading to an increase in Child Sexual Exploitation reporting to Children Services. The team continues to proactively target Child Sexual Exploitation and provide safeguarding. Alongside the strong contribution from the Youth Offending Service and AXIS, the police has been enabled to disrupt various Hot Spots. The Online Child Sexual Abuse and Exploitation Team (OCSAE) team started in October 2019 and have taken on over 150 investigations since then. The challenge is to resource sufficiently to manage the workload but the Detective Sergeant and the team of 8 officers work closely with CSC to manage the online risk to our vulnerable people.

The Complex Crime Unit has been instrumental in ongoing investigations and into historical sexual abuse and lessons to prevent further abuse. The work links a number of local authority areas and tracks the movement of perpetrators and adult victims to ensure that children are safeguarded.

The Community Safety Unit and Missing Unit works closely with Children Services Children's Homes to act swiftly when children go missing from children's homes. Relationships with the Units are strong and the police provide daily updates to Children Services around children who were missing/ continue to be missing. Officers are trained to conduct return interviews, which are shared with social workers. The Missing Unit actively participates in work streams to safeguard children going missing from care.

The move of Safeguarding Investigations Teams back in to the Basic Command Unit (BCU) of West Area has worked well and the alignment of the Child Abuse Investigation Teams (CAIT)

and Sapphire (Serious Sexual Abuse) teams alongside the specialist investigators with the existing 'Community Safety Unit' has developed good working practice and shared knowledge. The co location of CAIT referrals desk and Police Conference Liaison Officer (PCLO) in the MASH has really improved the effectiveness and timeliness of joint working although in recent months this has had to take place remotely due to Covid 19. Every MERLIN notification is assessed by police MASH staff to identify whether it is part of a criminal investigation and requires an immediate referral to CSC. Hillingdon MASH deal with 1000 MERLINS per month

We acknowledge there is always improvements and are keen to develop staff understanding of when strategy discussion / meeting is required and ensure this is recorded correctly. There has also been good local working between the CAIT DI and the Local Authority and other partners re safeguarding escalations, Rapid Reviews and considerations for SCRs, and the CDOP/CDR procedures.

In the coming year we will go live with a Perpetrator Offender Unit (POU) who will focus on the early arrest of all suspects within Safeguarding. Their task is to review all people who are wanted for offences within the Safeguarding sphere prioritising the High Harm offenders. We have been granted an uplift of staff for this important work and are looking forward to positive results.

The Met has experienced a delay to training due to Covid 19. The Safeguarding courses have been updated and are now being rolled out again. The challenge now is to ensure all staff are trained to required standards on an initial safeguarding course (part 1 SCAIDP) which provides inputs around strategy discussions and meetings.

Child Safeguarding Partnership remains strong and the police is developing a clear internal pathway for officers and staff to understand the role of policing in the partnership. Officers and staff have a distinct position in the community; their understanding should continue to be used to improve the multi-agency response to children.

We must ensure appropriate focus on the issues currently impacting on the service including the complex, contextualised and transitional risks which adolescents face from their peers, partners and adults outside the family home, including serious violence, knife carriage, gang involvement, drug crime, criminal and sexual exploitation.

5.6 Central and North West London NHS Foundation Trust (CNWL)

CNWL provides a range of physical health, mental health, substance misuse, learning disability, offender care (prison and immigration removal centre) healthcare services across approximately 100 sites. It is one of the largest community facing trusts in England, with approximately 6,500 staff. CNWL provides services to a third of London's population and across wider geographical areas including Milton Keynes, Kent, Surrey, Buckinghamshire and Hampshire. Approximately 40% of services are community health and 60% are mental health and allied health specialties.

The Hillingdon Safeguarding Children Team attend all relevant subgroups and make a full contribution to the work of the Safeguarding Children Partnership, including chairing the Neglect Subgroup. The Safeguarding Children Team have responded to areas of learning identified and have provided safeguarding workshops to the 0-19 service on areas including Domestic Abuse, risk assessment and information sharing. The Safeguarding Children Team completed 2 audits assessing and improving practice where indicated. The Safeguarding Children Team have attended safeguarding supervision refresher training in the last year and provide a safe space for staff to discuss cases. All 0-19 staff continue to be offered 1:1 safeguarding supervision.

The Domestic Abuse routine enquiry process is now embedded across all services. Domestic Abuse champions have been trained and identified and are in place across CNWL. The 0-19 service are now using the with DASH Risk Assessment and referring to MARAC when required.

5.7 The Hillingdon Hospital

The Hillingdon Hospital is a key safeguarding partner, with a vital role in safeguarding both adults and children. The hospital safeguarding team is well represented across all Safeguarding Partnership activity. There has been no regulatory inspection in the year 2019-20 however the safeguarding team have continued to address and embed the recommendations from the CQC inspection in 2018.

The Hillingdon Hospital is committed to continuous learning and development of safeguarding practice. Any specific themes or issues identified are incorporated into mandatory safeguarding children training, and, where appropriate, practice guidance and protocols are developed for clinicians. The Safeguarding Team also communicates any key messages to frontline staff through feedback, emails and bulletins. The Hospital is currently

working on the implementation of recommendations from the Intercollegiate Document: Safeguarding Children and Young People: Roles and Competencies (2019).

In 2019-20 Hillingdon Hospital has implemented robust systems to safeguard 16 and 17-years olds being assessed and treated within adult services in the Emergency Department. In addition, there has also been significant progress in other aspects of safeguarding work. Changes have been made to interagency referrals and notifications to external agencies. The referrals are now being completed in a much clearer concise way, outlining clearly the concerns, in which the team can action on review and Social Care can triage accordingly. The hospital electronic systems have been updated to allow our safeguarding progress to be documented in a timely way which has aided our ability to see what we have completed from a safeguarding perspective. This leads to a clear chronology of events that have occurred with our cases. We have formalised our data from this also, which has improved the quality of the data we collect.

5.8 London Borough of Hillingdon: Youth Justice Service

The Hillingdon Youth Justice Service (YJS) is exceptional in innovative practice and preventing young people from entering the Criminal Justice System. The numbers of first time entrants for Hillingdon continues to drop evidencing a robust early intervention model for those on the periphery of the criminal justice system. Reporting evidences a drop of 5% in the re offending rate of young people subject to a Triage disposal in 19/20 compared to 18/19.

The Youth Justice Service is in on a journey of continuous improvement. Regular case file and themed audits are undertaken. Individual feedback is provided to staff but outcomes are also aggregated to identify shared training and development needs.

As awareness of what constitutes vulnerability, particularly for adolescents, continues to develop, the role of staff as Champions taking on lead roles in practice themes and issues, such as criminal and sexual exploitation, assumes a greater importance. The Service is an active contributor to the Operational and Strategic High Risk and Vulnerability Panels. Safeguarding remains at the forefront of delivery. The YJS have strengthened partnership working to embed improved timely collaboration in response to safeguarding and are key contributors at operational and strategic levels.

The award winning AXIS Project continues to be at the vanguard of early identification of vulnerable young people at risk of Child Sexual Exploitation, criminal exploitation and serious youth violence. AXIS relies on the engagement of safeguarding partners to share information and concerns relating to these areas. As a result of the patterns, trends and information shared through the AXIS monthly bulletin, professionals are better informed about the risks young people are having to navigate which enables them to develop more realistic and effective interventions.

The project continues to grow and provide robust analysis of information that has enabled the swift identification of young people at risk of CCE. The numbers of young people identified has doubled in the last 9 months with a 72% success rate of young people engaged not coming back to notice or concern.

5.9 Prevent

We continue to progress and deliver against the aims of the Prevent duty, with strong engagement of schools and local partners.

The multi-agency Channel safeguarding panel is well established and meets monthly. Members of the panel have participated in training provided by the Home Office.

We offer and deliver training to LBH staff and partner organisations including updates and refresher sessions. In order to ensure local agencies are up to date, we have rolled out and are encouraging schools and partners to complete the newly launched Home office e-learning packages.

As a port authority, we work closely with Heathrow airport in managing safeguarding concerns related to extremism/ radicalisation.

We continue to deliver our MOPAC (Mayor's Office for Policing and Crime) funded programme in collaboration with schools, the college, University and community, aimed at tackling hate crime and extremism. Enabling young people to have their say on these issues and develop materials to raise awareness and encourage further dialogue.

5.10 Local Authority's Designated Officer (LADO) and Education Safeguarding

Having a consistent and strong LADO team ensures that Hillingdon remains vigilant in ensuring that any allegations against people who work with children are managed efficiently, proactively and with due diligence. Hillingdon's LADO has worked hard with multi-agency partners to ensure that partners are aware of referral criteria. Professionals are encouraged to seek advice and support when they are not sure about making referrals. The LADO team provides regular training to professionals including, schools, teachers, general practitioners, foster carers, voluntary setting, churches and other establishments that work with children.

The LADO and Education Safeguarding service continue to provide training to school staff, and other services, around issues of domestic abuse, LADO processes and level 1 safeguarding training. Training is updated in line with changes to guidance and procedure, and best practice. The Level 1 Safeguarding Training slides are circulated to all Designated Safeguarding Leads to enable them to deliver to staff within schools. In recognition of the specific challenges posed by coronavirus the team is currently in the process of developing e-learning alternatives to class room training.

The Child Protection for Schools advisor continues to coordinate termly cluster groups with Hillingdon schools. These are well attended by Designated Safeguarding Leads and provide a valuable opportunity for networking and the delivery of key safeguarding information. The Safeguarding clusters are routinely bringing together a range of agencies and professionals including MASH, Axis, school's police, community safety, educational psychologists and child protection advisers.

The Domestic Abuse Lead for Education has led on the roll out of Project Encompass with access made available to all schools. Project Encompass is an information sharing system that enables police to notify schools securely and directly that a child has been present in the home when there has been a domestic abuse incident. Positively this system is now in place for 53 Hillingdon Schools and work will continue in the next year to roll it out to the other schools in the borough. To support the effectiveness of the Project there is accompanying training for school staff around the impact of exposure to domestic abuse on children. also, bespoke training and awareness sessions are provided to pupils as well where appropriate. The feedback received from children and school staff was very positive throughout the year

LADO, DV lead and CP lead attend regular multi-agency network meetings to promote the team/our roles across services including health, police, and SEND. The team also participates in London wide LADO/CP Lead network meetings. This supports the team to establish working relationships share learning and expertise and promote information sharing.

5.11 North West London Child Death Overview Panel (CDOP)

The change in primary legislation has moved the statutory responsibility for undertaking child death reviews moved from Local Safeguarding Children Boards to Child Death Review Partners from 29th September 2019. In line with the new statutory requirements set out in the Child Death Review: Statutory and Operational Guidance (2018) the North West London Clinical Commissioning Group has developed a centralised team to coordinate the learning from Child Death Review Meetings, in respect of all child deaths, and from the Joint Area Response meetings that occur where a child's death is unexpected.

The Guidance states that each Child Death Review Overview Panel must review a minimum of 60 deaths per year in order to be effective in identifying areas of thematic learning. In North West London there are two Local Child Death Overview Panels, referred to as 'Flute' and 'Triangle' that incorporate 8 local authorities. The London Borough of Hillingdon is part of the 'Triangle' grouping, along with Hounslow and Ealing, and has a shared local Child Death Overview Panel (CDOP). Learning from this Local CDOP is then fed into a Strategic CDOP alongside the learning from the 'Flute' grouping.

The North West London Child Death Review Team became operational from the 1st April 2020. In the transitional period between September 2019 and April 2020 the existing Child Death Overview Panel continued to function to ensure service continuity, all responsibilities for CDOP have now transferred to the central team. The Safeguarding Partnership Team Manager continues to attend any Joint Area Response Meetings for Hillingdon children and young people, and to participate in the 'Triangle' Child Death Overview Panel therefore retaining local input and learning for Hillingdon whilst contributing to the strategic understanding of the issues in the region.

6. London Borough of Hillingdon Adult's Services

6.1 Safeguarding data and activity

The total number of Safeguarding Adult Concerns received into the Local Authority during 2019/20 increased by 20% compared to 2018/19 – from 2429 to 2922. This is believed to be as a result of increased awareness raising of Safeguarding Adults across Hillingdon.

25% of the total number of Safeguarding Adult Concerns progressed to Safeguarding Adult Enquiries, this is an increase of 7% from the previous year showing increased scrutiny, professional curiosity, application of the key principles of Making Safeguarding Personal and public interest.

We have worked hard to ensure that the key principles of Making Safeguarding Personal (MSP) are always central to any activity undertaken. In 84% of Safeguarding Enquiries the individual was asked what they wanted to achieve. When the individual's view was established, 94% of the individual's outcomes were either fully or partially achieved. To further embed MSP, Adult Social Care have appointed an experienced staff member to the chair the Making Safeguarding Personal Sub Group, we have redesigned our local recording procedures and are developing a questionnaire for adults who have experienced safeguarding, so we can use their voice to underpin practice development.

Here are some recent quotes:

- "I am safe now...Hillingdon did a good job."
- "We are feeling safer now and our family are helping to look after us. I am happy that LBH staff were checking on us and we now feel safer - everything seems much better now."

Our duties related to Advocacy are well embedded and where an individual was assessed as lacking mental capacity related to the Safeguarding Adult concern, in 95% of cases an Advocate, family or friend supported the adult to express their view. There are also examples of our strong partnership with The Metropolitan Police to ensure that when an individual has

experienced abuse or neglect, they are supported to report their concerns to the Police and access justice.

It can be complex and challenging to coordinate activity and communication when a Safeguarding Adult Enquiry needs to run concurrently with other investigatory frameworks. This year we have strengthened this area of practice with key agencies to ensure that different investigatory frameworks are more coordinated and information is shared timely, as required, to optimise the outcomes for the adult and relevant others.

6.2 Chair of the Safeguarding Adults Board

Our Head of Service for Safeguarding Adults/ Principal Social Worker for Adults assumed the role of interim Chair of the Safeguarding Adults Board, identifying and driving forward our key strategic objectives, and leading on the drafting, development and implementation of the revised arrangements for the Safeguarding Adults Board and Safeguarding Partnership - a joint partnership across Children and Adult Safeguarding.

6.3 Quality Assurance, Training and Practice improvement

Adult Social Care continue to work in accordance with relevant legislation, statutory guidance, key principles, policies and procedures related to Safeguarding Adults. We are committed to continuous development through our quality assurance process, critical reflection and an overall learning culture. We reviewed our local policies and procedures to continuously support the development of best practice/evidence-based practice. We reviewed our safeguarding adult quality assurance framework to strengthen the audit process and our use of learning from audits to drive continuous improvement.

Adult Social Care have carried out a number of awareness raising sessions with key partners and organisations across the Borough related to Dols, The Mental Capacity Act 2005 and Safeguarding Adults.

Adult Social Care have supported a number staff to train as LeDeR (Learning Disability Learning Review Panel) reviewers and staff regularly undertake LeDeR reviews. These are critical reviews undertaken to improve the standard and quality of care for people with Learning Disabilities.

6.4 Adult MASH

Adult Social Care began work, leading on the development of an Adult MASH – a single point of contact for all Safeguarding Adult Concerns in Hillingdon to strengthen our multi agency response. As the lead agency for Safeguarding Adults we recognise the critical role each partner has in minimising the risk of abuse, neglect or self neglect occurring, and in ensuring our multi agency response is coordinated, proportionate, effective and timely when concerns do occur.

In response to the rising number of concerns related to Domestic Abuse, we worked collaboratively with our partners in The Metropolitan Police, The Children’s MASH and The Safer Hillingdon Partnership to explore the creation of a Domestic Abuse One Front Door - the vision is for the creation of a single point of contact for all concerns related to Domestic Abuse in Hillingdon which would sit alongside our Adult MASH. Adult Social Care have a dedicated staff member who attends The Domestic Abuse MARAC to ensure robust plans are in place where there are high risk Domestic Abuse concerns and Senior Managers are core members of the Domestic Abuse steering Group.

Adult Social Care are core members of the Community MARAC - to support with assessment and management of risks associated with anti-social behaviour or hoarding, the Channel Panel – to assess and manage risks related to terrorism, and Multi Agency Public Protection Arrangements (MAPPA) – to assess and manage risks related to sexual and violent offenders.

Another key area of our MASH will be a single point of contact for an Adult Local Authority Designated Officer “LADO”. We recognise this is a specialist area of work that requires a dedicated and unique framework when the concerns relate to an adult who is in a position of trust but the allegations of abuse or neglect do not directly relate to their role, in which they support adults with care and support needs. As a result, we are progressing arrangements for our MASH Team to work in accordance with our local developed policies and procedures, with the support of The London Borough of Hillingdon’s Local Authority Designated Officer “LADO”.

6.5 Modern Slavery

We have a designated lead for Modern Slavery and Human Trafficking and ensure appropriate action is taken to safeguard individuals and meet our statutory duties when concerns related to Modern Slavery and Human Trafficking are received. We recognise that work is required

to raise awareness of Modern Slavery and Human Trafficking among professionals and the public and that currently concerns are under reported. To support the work of the SAB/ Children's partnership joint sub group, we have appointed a member of staff to be a core member of the sub group and are committed to supporting its agreed key objectives.

6.6 Financial Abuse

Establishing how an adult manages their finances is a central part of our assessment framework and wherever possible we support adults to manage their finances independently. Where this is not possible due to risk of abuse and/or due to physical and/or mental health issues, we ensure the adult's view are central to any action taken to ensure finances are safeguarded/managed appropriately. We have led on the development of the Financial Abuse action plan and will appoint a dedicated staff member to be a core member of the SAB subgroup so we can continue to strengthen the support we provide to adults in this area.

6.7 Provider Concerns and The Care Governance Board

Adult Social Care continued to work closely with key agencies including The London Borough of Hillingdon Quality Assurance Team, Hillingdon Clinical Commissioning Group and the Care Quality Commission; in order to optimise the quality of the care and support delivered by Domiciliary Care Providers and Care Homes. This is achieved through our Provider Risk Panel and our Care Governance Procedures.

The multi-agency Provider Risk Panel meets monthly to review information related to the quality of care and support provided by Care Homes, Care Providers and Organisations across the Borough and to agree remedial action to support sustained improvement. Where there are risks that require further consideration/remedial action, concerns are escalated to our monthly Care Governance Board where a decision on further action(s) required is validated and this can include a decision to initiate our Provider Concern Process.

The following information outlines provides a summary of the work carried out by our Care Governance Board for the financial year 2019-20 and demonstrates the impact of the remedial actions plans put in place.

In April 2019 we reviewed 19 providers that we had rated as follows: 4 (Do not use again), 7 (Do Not Place) and 8 (Place with caution).

By December 2019 the number of providers being monitored had dropped to 17 (4 of which were out of borough).

This rose to 22 providers in February 2020 (5 of which were out of borough)

This decreased to 18 providers in March 2020

Throughout 2019-20, a total of 4 Providers were subject to our Provider Concern Process.

6.8 Deprivation of Liberty Safeguards

Our dedicated Deprivation of Liberty Safeguard Team continues to be well respected and high performing. 1482 Dols applications were received in 2019/2020 and while this is a reduction of 8% on the previous year, overall active authorisations remained consistent across both years (0.1% difference), suggesting similar numbers of people were experiencing less authorisations per person. The Dols Team's robust policies and procedures, highly skilled staff and effective relationships with Managing Authorities enables statutory timelines for assessments and authorisations to be met. When an annual Care Home review is scheduled, the Best Interest Assessor undertakes the review simultaneously with the Best Interest Assessment, to minimise the need for residents and their carers and or families to participate in multiple meetings.

The Dols Team comprises of skilled Best Interest Assessors who are permanent employees of London Borough of Hillingdon demonstrating our commitment and investment to ensuring high quality assessments are undertaken to ensure our residents' Human Rights and overall safety, wellbeing and quality of life are optimised. Our staff receive regular updates on case law, practice and policy developments, in addition to annual Best Interest Assessor refresher training. A number of Senior Managers have undergone the Dols Authoriser training to enable appropriate and timely scrutiny of assessments – the annual Dols Authoriser course was also completed.

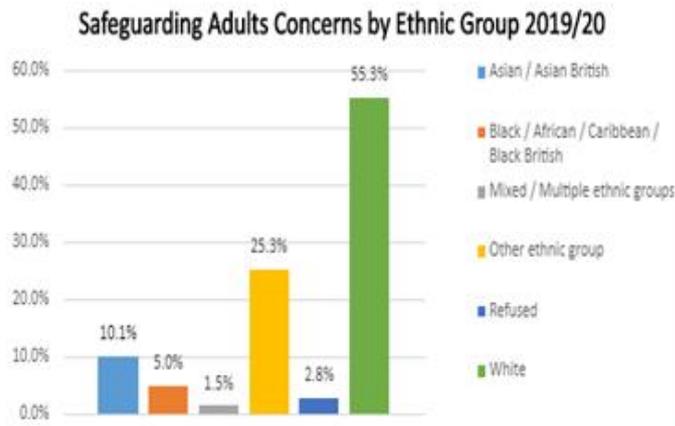
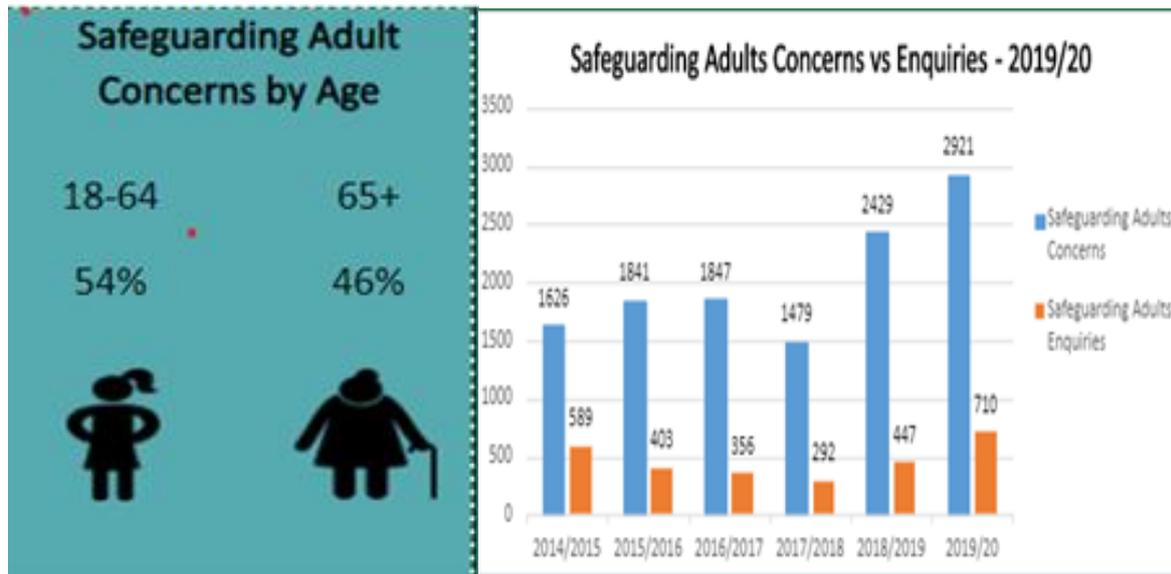
Adult Social Care maintains a sharp focus on the requirement to identify residents living in the community who may be being deprivation of liberty, ensuring the necessary assessments are complete and timely applications are made to The Court of Protection as required.

Adult Social Care established and continue to lead a multi-agency group exploring the required actions to successfully implement Liberty Protection Safeguards for the launch in April 2022. This activity of this group is underpinned by a dynamic multi agency action plan that is updated as the LPS implementation timeline and associated frameworks develop. Governance of the LPS sub group is undertaken by the Safeguarding Adults Board with the LPS group providing regular update reports to the Board.

6.9 Coronavirus

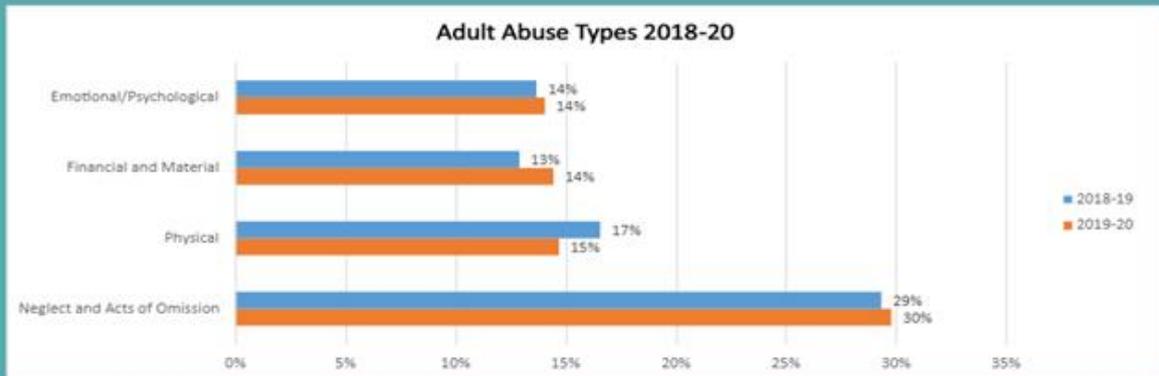
We had to adapt our practice frameworks quickly in the middle of March 2019 due to Covid 19. During this time we worked collaboratively and flexibly with other London Borough of Hillingdon Departments and key partners and agencies during lockdown to ensure the safety and wellbeing of residents was optimised. We continue to adapt our approach in accordance with updated Covid 19 guidance and policies.

6.10 Adult Social Care Safeguarding Performance



Reported Safeguarding Adult Concerns

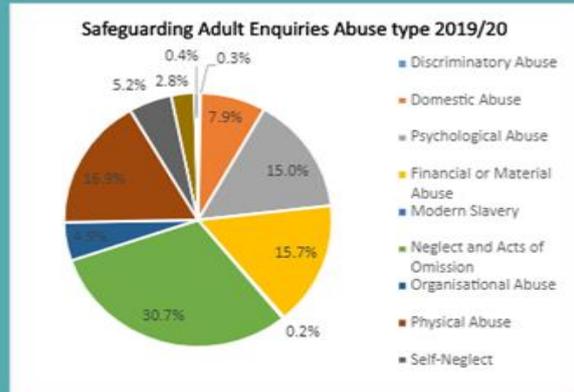
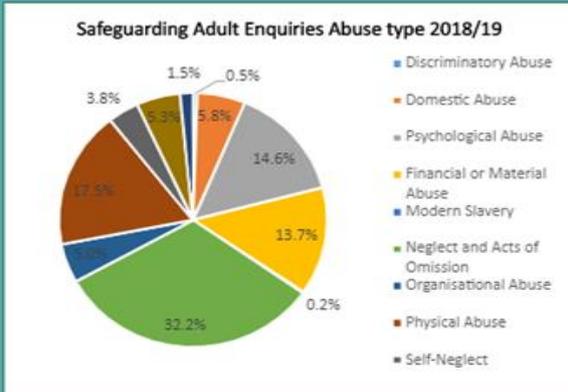
The graph below outlines the four most common types of abuse reported to Adult Services in both 2018-19 and 2019-20. Of these three of the abuse types have seen a slight increase in 2019/20. Safeguarding concerns with a recorded abuse type of physical abuse has fallen to 15% in 2019/20.



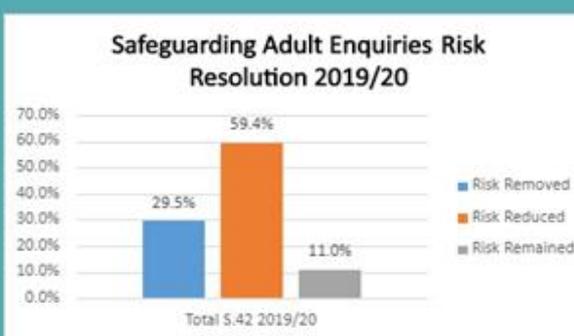
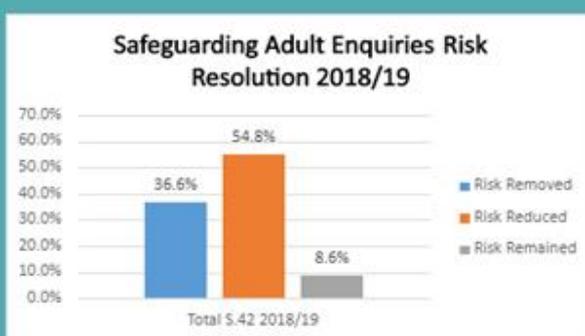
Safeguarding Adult Enquiries

Section 42 of the Care Act 2014 places a duty on Local Authorities to carry out a Safeguarding Adult Enquiry when it has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)

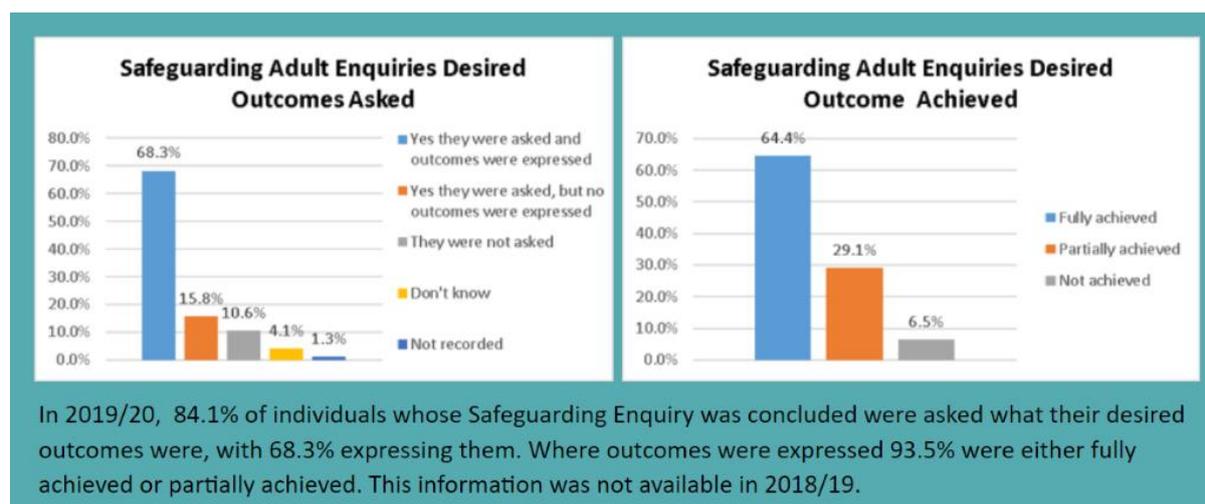
- has needs for care and support (whether or not the Local Authority is meeting those needs)
- is experiencing, or is at risk of, abuse or neglect;
- as a result of those care and support needs the adult is unable to protect themselves from either the risk of, or the experience of abuse or neglect.



The largest proportion has remained as neglect or acts of omission. This has decreased slightly by 1.5% from 32.2% to 30.7% in 2019/20. Conversely there has been a 2% increase in the percentage of cases where the abuse type is recorded as financial or material abuse, 13.7% to 15.7%. A 2.1% increase can be seen in cases where the abuse type is recorded as domestic abuse.



Safeguarding Adult Enquiries concluded in Hillingdon have consistently led to the reduction and removal of risk to vulnerable adults. In 2019/20 there has been a decrease in the percentage of cases where the risk was removed but an increase in cases where risk was reduced. There has also been a small increase in cases where the risk has remained.



6.11 Hillingdon Clinical Commissioning Group (CCG) – Safeguarding Adults

NHS Hillingdon Clinical Commissioning Group (CCG) is a statutory NHS body with a range of statutory responsibilities, including safeguarding children and adults. Like all CCGs, it is a membership organisation that brings together general practices to commission local health services for Hillingdon's registered and unregistered population. One of the advantages of being a clinically-led organisation is that the CCG is in the unique position of being able to take account of the experience of patients who are best placed as service users, to know the right services for the area and can comment objectively when new services are commissioned.

Human Trafficking & Modern Slavery: Hillingdon CCG retains its role as a core member of the Joint Strategic Safeguarding and Trafficking (JSST) group. It continues to promote awareness of trafficking and slavery issues through engagement with Primary and Secondary Care and in particular The Hillingdon Hospital due to its Accident and Emergency facility and proximity to the Heathrow Airport site. Over the past year, the CCG has sought to raise awareness of changes to UK Border operations (this year saw a move to e-gates) and the potential effect the lack of human challenge for arrivals might pose for local services. The designated lead for safeguarding adults also conducted an in-house training session for CCG colleagues with a specific focus on the risk isolated hotels (such as those located across the airport site) pose vulnerable persons, i.e. prostitution and other forms of abuse. This learning and further evidence have been cascaded to GP practices through the CCGs Primary Care Managers.

Making Safeguarding Personal: Significant work has taken place during this period in the form of direct training for both CCG colleagues and through the monthly GP safeguarding lead

meeting. In addition - evidence of MSP (person-led rather than process-led concerns) is continually monitored through attendance and liaison with a number of key quality and commissioning meetings. Further assurance is achieved through quarterly data, ongoing engagement with key agencies and routine monthly meetings with adult safeguarding leads from commissioned services provided to the borough.

Domestic Abuse: This issue remains a high priority for Hillingdon CCG due to its role in seeking assurance from providers around key issues such as training data, Independent Domestic Violence Advocate (IDVA) engagement through Accident and Emergency at The Hillingdon Hospital and the Clinical Commissioning Group's unique position in supporting Primary Care colleagues in raising awareness to promote professional curiosity when seeing patients who could be subject to abuse of this nature. This year's White Ribbon Event, which focused on Coercive Control and Stalking, was heavily promoted across the health sector which ensured each of our providers was represented on the day. It was also attended by a number of Hillingdon Commissioning Group colleagues. As a key priority for the year, the issue of domestic abuse remained a standing item on the GP safeguarding leads meeting with additional resources shared over the recent peak of Covid-19 where domestic abuse was highlighted as a particular concern. Finally, the designated lead for safeguarding adults remains a core member of the MARAC steering group.

Adult Exploitation and Grooming: The issues of exploitation and grooming remain a significant concern across the borough due to the mix of urban and rural geography. Alongside the named GP for safeguarding, the safeguarding leads for adults and children carried out a specific training session for CCG colleagues where a number of issues such as gang violence, ideological grooming and a wide-ranging look at other forms of exploitation were addressed. Due to the diverse nature of Hillingdon residents, this was contextualised for attendees and further developed with the aid of local intelligence provided through partner agencies. This included information relating to violent crime, terrorism concerns relating to transnational and religious issues and a general update relating to wide-ranging concerns due to the Heathrow Airport site. Alongside Police/SO15 the CCG remains a core member of the Borough's Channel Panel.

6.12 Central and North West London NHS Foundation Trust

The SA & MCA Specialist has a very good relationship with the LBH SA Triage Team, which enhances effective communication and inter-agency working

Modern Slavery: There is a Modern Slavery Statement on the Trust website, which is updated every year. CNWL has a Trust-wide Modern Slavery Lead as a central point of contact and Modern Slavery is included in generic Safeguarding Adults training, which is mandatory for all staff to complete every 3 years. A 'Clinical Message of the Week' in relation to Human Trafficking and Modern Slavery was sent out to all staff in May 2019, which contained links to guidance and resources. In addition, an in-house training session has been developed for CNWL corporate services, which will be piloted in Quarter 2. Once piloted it will be rolled out to HR teams and procurement, to ensure the supply chain and recruitment processes are safe and staff are aware what to look for

Domestic abuse: CNWL has a Trust-wide Domestic Abuse Lead and a Domestic Abuse co-ordinator is due to start in August 2020. Domestic Abuse is included in generic SA training, which is mandatory for all staff to complete every 3 years. The Trust has planned our third Domestic Abuse Annual Conference which is due to be held in November 2020, during the White Ribbon period.

In 2019 a new CNWL DA Ambassador role was launched at the Annual Conference and 2 Ambassador training sessions have since taken place. The focus of our 2019 conference was 'better practice and innovation around how to identify and work with Domestic Abuse'. Nicole Jacobs, the newly appointed Domestic Abuse Commissioner for England and Wales was the keynote speaker. Two CNWL employees who have lived experience also shared their own stories. Other presenters spoke of how to identify and work with perpetrators, children/domestic abuse and holding the perpetrator to account, trauma focused responses and innovative practice.

CNWL were successful in recruiting a network of Domestic Abuse Ambassadors who will contribute to awareness raising and support around Domestic Abuse throughout all services across the Trust. Currently over 45 staff members have committed to the role – all of whom attended an initial training. The plan is then for the Ambassadors to attend 4 forums per year

for support/training and sharing of ideas. It is hoped that some of these ambassadors will also become involved in wider projects such as staff training via the Train the Trainer programme.

The first CNWL DA train the trainer session was due to be held in March 2020 but had to be cancelled due to the pandemic. The intention is to train staff so that they can then provide DA training for either their own services or future ambassadors. The first CNWL Recovery College DA course ran in February 2020 for patients, carers and staff. These are co-produced with people with lived experience and another session is scheduled later in the year. A CNWL DA staff survey was due to be sent out in March 2020, but due to the coronavirus was postponed. It is hoped to roll this out over the next couple of months. CNWL are in the process of putting together guidance for staff impacted personally by DA.

Making Safeguarding Personal: MSP is mentioned in SA training which is mandatory for all staff. The SA & MCA Specialist visits each of the CNWL services in Hillingdon annually to refresh staff regarding SA, and MSP is discussed. Whenever staff contact the SA & MCA Specialist for SA advice, they are asked to confirm if they have gained consent from the service user to raise a SA concern with LBH. Even though MSP is always considered before making a SA referral, there are certain circumstances that staff will need to raise a SA concern even without a patient's consent e.g. public interest and vital interest

Financial abuse: Financial abuse and exploitation is addressed in SA training, which is mandatory for all staff. CNWL have raised a number of SA concerns with LBH regarding financial abuse, which demonstrates staff awareness

6.13 The Domestic Abuse Steering Executive

The Domestic Abuse Steering Executive (DASE) is providing the governance, strategic direction and leadership to preventing and tackling domestic abuse and the many other crimes and abuses associated with Violence Against Women & Girls (VAWG) including Honour Based Abuse, Forced Marriage, Female Genital Mutilation. This strategic group is supported by 5 operational delivery groups made up of a diverse range of local professionals who are importantly supported by local community members and victims / survivors; who check and challenge and provide advice.

The Safer Hillingdon Partnership (SHP) Domestic Abuse Strategy 2018 – 2021 is accompanied by a delivery plan to ensure its main aims, objectives and commitments are achieved. Hillingdon Council, as a member of the SHP takes a leading role in delivering the commitments and actions of the Domestic Abuse Strategy

The Council remains resolute in its commitment to engaging with, listening to and hearing victims and survivors of domestic abuse and other forms of harmful practices and local statutory and voluntary sector professionals.

6.14 The London Community Rehabilitation Company

The Community Rehabilitation Company supervises men and women on Licence and provides post sentence supervision for those assessed as posing a low or medium risk. The Last HMIP inspection of London CRC saw significant improvements on previous inspections with us being only 1 point from good. Safeguarding is always an area for continuous improvement

Covid 19 has had a dramatic impact on how we work with service users and in particular areas in which safeguarding concerns come to our attention. Every LCRC team has dedicated Safeguarding Subject Matter Experts (SMEs). These are qualified Probation Officers who specialise in matters around safeguarding, for adults and children alike. Part of their role is to advise and assist their colleagues with safeguarding concerns.

LCRC Offender Managers also have a digital learning Platform at their disposal. This is a virtual space where material around safeguarding referrals, protocols and processes are stored, as well as recorded lectures and other visual material around the matter. There is also a dedicated Safeguarding page on our Intranet, where all Government, Local Authority and partner/supply chain updates are being stored for Offender Managers to access.

We are working on developing and implementing our recovery plans.

Whilst we are responsible for the statutory supervision of those over 18, our case management system ensures that family information is embedded into assessment of the adult service user. This ensures that impact on family and children is taken into account when assessing risk posed by the service user's behaviour, but also that support measures offered produce positive outcomes for the wider family and community. As part of our supervision of

adult service users, we ask our service users to provide a self- assessment of their needs and risks so that sentence plans can be co-created and represent both the worker and the service user's perspective. We also hold annual service user surveys to enable us to improve the service we deliver. Safeguarding of children and vulnerable adults, as well as community safety overall were and remain firmly in our priorities.

7. Priorities for 2020-21

The last year has seen considerable progress in the implementation of Hillingdon's Adult and Child Safeguarding Arrangements. This has been possible due to the genuine commitment, drive and energy of all involved and is most clearly embodied in the creation of a strategic network of subgroups to progress the work of the Hillingdon Safeguarding Partnership.

It is acknowledged that all safeguarding partners have faced a period of exceptionally high demand and pressure in consequence of the global coronavirus pandemic. The focus of all has now turned to recovery planning and both the Safeguarding Adult Board and Safeguarding Children Partnership have met to consider the multi-agency response needed and to identify safeguarding priorities for the coming year. The pandemic response has served to highlight the importance of effective multi agency work, at all levels and across all services.

1. The Safeguarding Children Partnership has identified the following priority areas for 2020-21:
 - a. Neglect,
 - b. Contextual Safeguarding,
 - c. Children with Complex Needs and Disabilities
 - d. Early Help Services.

2. The Safeguarding Adult Board has identified the following priority areas:
 - a. Making Safeguarding Personal,
 - b. Domestic Abuse,
 - c. Financial Abuse and Exploitation.

The partnership recognises that the voice of the adult is integral to absolutely everything we do, and we need to understand what works well in the way we are approach safeguarding concerns along with what we need to improve on. As a result, we are committed to developing ways to ensure that we capture the views of adults, their carers and families and others, to underpin our continuous development. We also recognise that the views of lay members provide important scrutiny and challenge to the activity we undertake and we are also committed to including lay members on our SAB.

3. To move towards shared strategic priorities across the adult and child safeguarding partnership where appropriate, The Safeguarding Children Partnership and Safeguarding Adult Board currently have four shared subgroups:
 - a. Serious Case Panel,
 - b. Practice Development Forum,
 - c. Joint Strategic Safeguarding
 - d. Trafficking and Modern Slavery.

4. To further embed consistency of approach across the two boards, the Safeguarding Adult Partnership Arrangements have been agreed by the Executive Leadership Group and will be embedded across the partnership in 2020-21.

5. To continue with the review and consolidation of the training offer of the Safeguarding Partnership, Community Safety, Learning and Development and West London Alliance with the view to identify savings and share cost with other local authorities.

ANNUAL COMPLAINT & SERVICE MONITORING REPORT FOR 1 APRIL 2019 TO 31 MARCH 2020

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Ian Anderson - Business Manager, Complaints and Enquiries
Papers with report	Appendix A, B, C, D, E and F
Ward	All

HEADLINES

To provide information to the Committee on key complaints and related service monitoring data.

RECOMMENDATIONS:

That the Committee note the contents of the report and provide any comments to officers as appropriate.

SUPPORTING INFORMATION

This report provides information and analysis of complaints and Members' Enquiries received between 1 April 2019 and 31 March 2020 and satisfies the requirement to publish annual information. The report includes:

- Appendix A: Background to the complaints process
- Appendix B: Complaints, compliments and Members' Enquiries trends for 2019/20
- Appendix C: Complaint report for Housing Services for 2019/20
- Appendix D: Complaint report for Adult Social Care for 2019/20
- Appendix E: Complaint report for Children and Young People Services for 2019/20
- Appendix F: Complaint report for Education Services for 2019/20

Implications on related Council policies

A key role of the Policy Overview Committees is to monitor the performance of Council services within their remit. Policy Overview Committees may also recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

This report seeks to provide assurance that complaints and Members' Enquiries that emanate from residents are being processed in accordance with the Council's published policies.

Financial Implications

There are no direct financial implications associated with this report.

Legal Implications

None

BACKGROUND PAPERS

NIL

APPENDIX A

BACKGROUND TO THE COMPLAINT PROCESS

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, 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 in the first place;
- 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.

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.

APPENDIX B

COMPLAINT, COMPLIMENTS AND MEMBERS' ENQUIRIES FOR 2019/20

1. Total number of complaints/compliments recorded for 1 April 2019 to 31 March 2020

Directorate	Informal complaints	Stage 1 complaints	Stage 2 Complaints	Stage 3 complaints	Ombudsman Investigations	Compliments
Administration and Finance	82	213	21	0	8	10
Adult Social Care	53	45	N/A	N/A	8	65
Children and Young People Services	88	85	0	0	1	46
Residents Services	2,116	518	59	0	42	180
Total for 2019/20	2,339	861	80	0	59	301
Comparison with 1 April 2018 to 31 March 2019	2,756	837	73	0	86	234

- 15% (417) fewer informal complaints were recorded for 2019/20 (2,339) when compared with the 2018/19 figure of 2,756. Officers focus remains on addressing concerns raised informally and the figures above reflect this with the vast number of complaints received being dealt with informally without escalating into the formal complaint processes.
- 3% (24) more Stage 1 complaints were registered when comparing the figure of 861 for 2019/20 with the figure of 837 for 2018/19.
- Of the 861 Stage 1 complaints registered, Residents Services accounted for 60% (518), Administration and Finance 25% (213), Adult Social Care 5% (45) and Children Services 10% (85).
- Of the 861 Stage 1 complaints, 9% (80) escalated to Stage 2. This suggests that 91% of complaints are being resolved at Stage 1.
- The number of complaints considered by the Housing Ombudsman Service (HOS) and the Local Government and Social Care Ombudsman for 2019/20 is 59, which is 31% (27) fewer complaints considered by the Ombudsman when comparing the figure of 2018/19 of 86.
- 29% (67) rise in compliments recorded when comparing the figure for 2019/20 of 301 with the figure for 2018/19 of 234.

2 Complaint outcomes - 1 April 2019 to 31 March 2020

The table below provides the outcome of all complaint investigations and at all stages of the complaint process.

Directorate		Upheld	Partially upheld	Not upheld	Withdrawn/discontinued	Did not investigate	Total
Administration & Finance	Stage 1	38	23	151	1	0	213
	Stage 2	2	2	17	0	0	21
	Ombudsman	1	0	0	0	7	8
Adult Social Care	Stage 1	10	9	25	1	0	45
	Ombudsman	1	3	3	0	1	8
Children & Young People Services	Stage 1	14	21	45	5	0	85
	Stage 2	0	0	0	0	0	0
	Ombudsman	0	0	0	0	1	1
Residents Services	Stage 1	71	85	343	19	0	518
	Stage 2	8	7	42	2	0	59
	Stage 3	0	0	0	0	0	0
	Ombudsman	4	5	5	0	28	42
Total for 2019/20		149	155	631	28	37	1,000
Comparison with 1 April 2018 to 31 March 2019		123	137	660	24	51	995

- The volume of upheld (149) and partially upheld (155) complaints is low at 15% and 16% respectively when compared against the complaints not upheld figure of 631 (63%).
- Of the 59 complaints investigated by the Ombudsman, 6 were upheld, 8 partially upheld, 8 not upheld and 37 were not investigated.

3. % of complaints responded to in 10 working days

Timeliness of response			
Directorate		Total number of complaints	Number and % responded to within target
Administration & Finance	Stage 1	213	210 (99% responded to within target)
	Stage 2	21	19 (90% responded to within target)
Adult Social Care	Stage 1	45	42 (93% responded to within target)
Children & Young People Services	Stage 1	85	73 (86% responded to within target)
Residents Services	Stage 1	518	372 (72% responded to within target)
	Stage 2	59	47 (80% responded to within target)

- Administration and Finance.** 210 (99%) out of 213 Stage 1 complaints were responded to within 10 working days and 90% of Stage 2 complaints were responded to within 10 working days. This directorate is set up slightly differently to other directorates in that they have an Appeals and Complaints Team whose remit is to deal with complaints and Members Enquiries.
- Adult Social Care.** 42 (93%) out of 45 Stage 1 complaints were responded to within our internal 10 working day target. 100% of Stage 1 complaints were responded to within our published target of 20 working days. This is a statutory process.
- Children Services.** 73 (86%) out of 85 Stage 1 complaints were responded to within 10 working days. An improvement from the 2018/19 figure of 42 (76%) out of 55 Stage 1 complaints being responded to within 10 working days. This is a statutory process.
- Residents Services.** 372 (72%) out of 518 Stage 1 complaints were responded to within 10 working days, a drop in performance from the 2018/19 figure of 429 (85%) out of 507 being responded to within 10 working days.

4. Residents Services

In view of the range of services provided by Residents Services, I have provided a breakdown below of the complaints received for each service area.

Residents Services	Stage 1	Stage 2	Stage 3	Ombudsman	Compliments
ASBET	56	7	0	4	0
Education	16	1	0	0	18
Green Spaces includes Libraries	39	2	0	1	24
Highways	45	4	0	6	3
Housing plus DFG	206	41	0	15	92
Planning and Building Control	61	2	0	12	9
Technical and Admin Support (Parking, Cemeteries)	53	0	0	3	7
Transport and Projects	10	0	0	1	4
Waste	25	2	0	0	21
Democratic Services, Communications, etc	7	0	0	0	2
Total	518	59	0	42	180

- Housing accounts for 40% (206) of all complaints registered for Residents Services with Planning, ASBET and Technical and Admin Support next highest at 12% (61), 11% (56) and 10% (53) respectively.
- The number of compliments recorded has risen from 112 for 2018/19 to 180 for 2019/20, which is a 61% (68) rise in compliments recorded. The Council's Repairs/Maintenance Team accounts for 51% (92) of all compliments received for Residents Services.

5. Learning from complaints

As a result of a number of complaints we dealt with, we apologised:

- in a number of stances that our communications were not clear, for giving out incorrect information, the way officers spoke to residents, etc
- for delays in processing enquiries/actions such as commissioning services, writing to student finance, time to sort out personal budgets, the time taken to name a school on the Education and Health Care Plan, etc

We also offered financial redress in cases where as a result of our error, this resulted in the complainant incurring financial hardship/inconvenience or where we could not undo the error we had made and put the complainant back to the position they would have enjoyed before our error.

In addition to the redress offered above, we also took the following action:

- reviewed procedures such as the pre-application advice process, the process for dealing with housing applications (need to offer reasonable adjustments), Personal Housing Plan process, etc.
- reminded a nursing home that it cannot increase third party top-up fees without written agreement from the Council and the third party. We provided the nursing home with clear instructions for the third party top up agreement uplift process and the potential consequences should the proper processes not be followed.
- agreed an action plan with a care provider that is being monitored through the contract and commissioning team.
- Housing benefit are providing equality training as part of the induction process and face-to-face courses for managers in relation to the handling of requests for reasonable adjustments.
- introduced new procedures requiring each Housing Benefit appeal received to be reviewed and that an acknowledgement would be sent to the applicant within 4 weeks of receipt.
- publish details of our policies for using the Restricted Persons Register and for dealing with unreasonably persistent complainants on the Council's complaint web page

6. **Members Enquiries**

Period	Residents Services	Adult Services	Children Services	Admin and Finance	Total
2018/19	11,308	117	69	181	11,675
2019/20	11,047	135	62	179	11,423

- 2% (252) fewer (overall) enquiries from Elected Members when comparing the figure for 2018/19 of 11,675 with the figure for 2019/20 of 11,423.
- Residents Services accounts for 97% of all enquiries from Elected Members. Waste Services (5,949), ASBET (1,408), Housing (1,311), Planning, Transportation and Regeneration (978) and Green Spaces (966) received the most number of enquiries from Elected Members for 2019/20.
- Adult Social Care and Children and Young People Service's received 135 and 62 enquiries from Elected Members, respectively. Whilst the number of enquiries are significantly lower than those received in Residents Services, these enquires tend to be more complex.
- The number of enquiries for Administration and Finance remains broadly similar for 2018/19 and 2019/20.

APPENDIX C

COMPLAINT AND COMPLIMENT REPORT FOR HOUSING SERVICES FOR 2019/20

SUMMARY OF ANALYSIS

Informal complaints

- The number of informal complaints (service requests) has risen from 421 for 2018/19 to 457 for 2019/20.

Stage 1 complaints

- The number of Stage 1 complaints registered has risen from 157 for 2018/19 to 177 for 2019/20. Of the 177 Stage 1 complaints, 18 were upheld, 40 partially upheld and 113 not upheld. The average time taken to respond to a Stage 1 complaint is 8.09 working days, with 86% (152 out of 177) complaints responded to within the 10 working day target.

Stage 2 complaints

- The number of Stage 2 complaints has also risen from 24 for 2018/19 to 31 for 2019/20. Of the 31 Stage 2 complaints, 4 were upheld, 3 partially upheld and 24 not upheld. The average time taken to respond to a Stage 2 complaint is 10.50 working days.

Stage 3 complaints

- There were no Stage 3 complaints.

Investigation by the Local Government or Housing Ombudsman

- 15 complaints were considered by the Ombudsman - 1 complaint was upheld, 3 partially upheld, 2 not upheld and the Ombudsman decided not to investigate the remaining 9 complaints.

Compliments

- 92 compliments were recorded for 2019/20. This is the directorate that has received the highest number of compliments for 2019/20

DETAILED COMPLAINT REPORT

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

- The Informal Complaint (service request).
- Stage 1 – response from a 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 and Social Care Ombudsman or Housing Ombudsman Service

A detailed report of all complaints and compliments for Housing Services is set out 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.

Table 1 – Informal complaints (Service Requests)

Year	1 April to 30 June (Q1)	1 July to 30 Sept (Q2)	1 Oct to 31 Dec (Q3)	1 Jan to 31 March	Total
2018/19	94	90	114	123	421
2019/20	124	87	142	104	457

- 9% (36) more informal complaints recorded for 2019/20 (457) when compared with the same period in 2018/19 (421).

2. **STAGE 1 COMPLAINTS**

A Director or Head of Service from Residents Services will aim to respond within 10 working days.

Table 2 – Total number of Stage 1 complaints

Period	Total number
2018/19	157
2019/20	177

- 13% (20) more formal complaints registered for 2019/20 (177) when compared with 2018/19 (157).

Table 3 – Outcome of complaints

Service Area	Total number	% responded within 10 working days	Upheld	Partially upheld	Not upheld	With drawn
Homeless Prevention	65	63 (97%)	4	8	48	5
Repairs including Heating	85	64 (75%)	11	26	48	0
Programme and Asset Management	12	11 (92%)	1	5	5	1
Tenancy Services	15	14 (93%)	2	1	12	0
Total	177	152 (86%)	18	40	113	6

- Of the 177 Stage 1 complaints, 10% (18) were upheld, 23% (40) partially upheld and 64% (113) not upheld.
- 74% of the Homeless Prevention complaints were not upheld because the majority of these were challenges of the Council's Social Housing Allocation Policy - 48 out of 65 Stage 1 Homeless Prevention complaints.

Table 4 – Time taken to respond to a complaint at Stage 1 (working days)

	2018/19	2019/20
Average time taken to respond to a complaint	8.50	8.09
Target	10	10
Variance	- 1.50	- 1.91

- The average time taken to respond to a Stage 1 complaint is 8.09 working days against the target of 10 working days.

Table 5 - Number and % of complaints responded to within 10 working days

Period	Total number of complaints	Number of complaints responded to within 10 working days	% of complaints responded to within 10 working days
2018/19	157	129	82 %
2019/20	177	152	86 %

- 86% (152 out of 177) Stage 1 complaints were responded to within 10 working days.

3. STAGE 2 COMPLAINTS

The Deputy Chief Executive and Corporate Director of Residents Services will aim to respond to Stage 2 complaints within 10 working days.

Table 6 – Total number of complaints progressing to Stage 2

Period	Total number
2018/19	24
2019/20	31

- 29% (7) more Stage 2 complaints registered when comparing the figures for 2018/19 of 24 with the figure of 31 for 2019/20.

Table 7 – Outcome of complaints

Period	Upheld	Partially upheld	Not upheld	Total
2018/19	2	1	21	24
2019/20	4	3	24	31

The table below provides a summary of all the 31 Stage 2 complaints.

Complaint details	Decision at Stage 2
Complaint ref: 7682478 Ms X complained that the voids contractor was at fault for the leak.	Upheld The Council accepted that its voids contractor was at fault for the first leak and agreed to reimburse Ms X's excess payment in full in settlement of her complaint.
Complaint ref: 7699104 Ms X complained that no-one had attended the property since the Stage 1 complaint response to follow up on the work.	Upheld Ms X was informed that the Council had just set up a new contract and due to an administrative error the works order was not processed correctly. We apologised for this and advised that the new contractor will be attending to undertake an inspection.
Complaint ref: 7769771 Ms X was unhappy that a letter was sent requesting a re-charge for work undertaken during the void process.	Upheld The Council apologised for the way in which her re-housing was managed and for the fact that her circumstances were not fully taken into account as part of our stage 1 complaint response. We waived the re-charge fee and offered her a sum of money in compensation.
Complaint ref: 7932873 Ms X complained that she was left without heating from 15 December 2019 to 23 January 2020.	Upheld The Council accepted that Ms X was inconvenienced by the time taken to complete the repairs. An apology was given and a small amount of money by way of redress was offered.
Complaint ref: 8058711 Ms X complained about the repairs to her flooring and the number of visits made to fix it.	Partially Upheld The Council apologised to Ms X for the misunderstanding namely that the carpenters who attended believed they were undertaking a repair of the flooring rather than the renewal of the flooring they were sent to do. Ms X was informed that her request for a partial rent rebate for loss of the use of her lounge was refused as the room was not un-usable.
Complaint ref: 7679604 Mrs X complained about the condition of her house.	Partially upheld The Council apologised for the delay in undertaking the renewal of her kitchen and that her kitchen renewal had now been authorised. Repairs had been completed in her bathroom and no other work was planned.

<p>Complaint ref: 7881771 Ms X complained that she paid a plumber to be there from 8-10am and the Council's plumber did not arrive until 9.15am. She wanted the Council to pay for her plumber.</p>	<p>Partially Upheld The Council accepted that if the Council plumber had arrived at 8am, it could possibly have been established earlier that the stopcock could not be located. However, even if the Council's plumber had attended at 8am, her plumber would not have been able to do any work through no fault of the Council.</p>
<p>Complaint ref: 7591626 Mr X complained that the temporary accommodation allocated to him was unsuitable and that it was not furnished.</p>	<p>Not upheld Mr X was informed that the accommodation provided was self contained, for his exclusive use and that it met his needs. We understood that the landlord provided him with some furnishings.</p>
<p>Complaint ref: 7682155 Mr X complained about the condition of his kitchen and that it needed to be replaced.</p>	<p>Not upheld Mr X was informed that his address had been added to the property list for planned works and that a kitchen planner would visit to plan the replacement kitchen. Once this is done, his property would then be added to the current kitchen and bathroom program.</p>
<p>Complaint ref: 7396988 Mrs X complained about a letter she received from the Council requesting payment for voids work that was needed as a result of damage she had caused.</p>	<p>Not upheld Mrs X was informed that she had already admitted causing damage and is liable for charges to remove the carpet and to re-fix two bedroom door handles.</p>
<p>Complaint ref: 7455827 Mr X complained about a bill for void repairs as he says that he left the property in good order.</p>	<p>Not upheld Mr X was informed that the Council's repair history for his tenancy shows more than 50 separate jobs undertaken by the Council and we do not accept that the house was generally in a poor state. As part of the mutual exchange process he accepted the house in the condition it was in at that time, including any alterations made by the previous tenant.</p>
<p>Complaint ref: 7558602 Mr X complained about the leaks into his property from the flat above and that this is the sixth time it has happened.</p>	<p>Not upheld Mr X was informed that we cannot tell him what we are doing in relation to his neighbour because of the General Data Protection Regulations. He was informed that we could not re-house him as this only applies where after a leak it makes a property uninhabitable.</p>
<p>Complaint ref: 7589352 Ms X complained that when she called to report a problem with her patio door, it was not treated as an emergency.</p>	<p>Not upheld Ms X was informed that where there are other means of escape in the event of an emergency, we will defer works until the next working day</p>
<p>Complaint ref: 7625894 Ms X complained that the blockage to her drain was caused by the Council's sub contractor.</p>	<p>Not upheld Ms X was informed that the drain had been inspected and there were no issues to the integrity of the drainage run except grease in the middle pipe. As this drainage pipe only serves her property it was her responsibility to arrange clearance of this build up but as a gesture of goodwill, the Repairs Service arranged the build up of grease to be cleared.</p>

<p>Complaint ref: 7650037 Ms X complained that the plumber who attended her property to undertake work informed her that her water tank had a lot of loft insulation in it</p>	<p>Not upheld Ms X was informed that the contractor who identified the loft insulation in the water tank had immediately completed a full anti-bacterial clean to her cold water storage tank and associated water feeds.</p>
<p>Complaint ref: 7578886 Mr X complained that neighbours were creating bad smells, hoarding and not keeping their garden tidy.</p>	<p>Not upheld Mr X was informed that the current condition of the garden does not reach the threshold for tenancy enforcement action and that we will make spot checks to establish whether "bad" smells were being created by his neighbour.</p>
<p>Complaint ref: 7719395 Mr and Mrs X complain that their neighbour was harassing them.</p>	<p>Not upheld Mr and Mrs X were informed that there was little that we could tell them of what action, if any, we had taken against their neighbour because of the General Data Protection Regulations. We did inform Mr and Mrs X that the CCTV installed by their neighbour did not capture images of their property.</p>
<p>Complaint ref: 7452012 Ms X complained that the Council had not dealt properly with the housing and benefit applications made by a relative who has been living in his house and whose continued presence causes overcrowding which affects his health.</p>	<p>Not upheld Ms X was informed that there was a limit to what we could say to her without breaching the General Data Protection Regulations. We informed her that her relatives housing situation had been dealt with in accordance with the Council's Social Housing Allocation Policy.</p>
<p>Complaint ref: 7717739 Ms X complained that she had been told she would be moved because of harassment by her neighbour but this has now been refused.</p>	<p>Not upheld Ms X was informed that following a review of the case, it had been decided that she does not meet the threshold for a Management Transfer under the Social Housing Allocation Policy.</p>
<p>Complaint ref: 7582847 Ms X complained that the Council's advice to her in the aftermath of the fire had been inconsistent.</p>	<p>Not Upheld Ms X was informed that the Council's insurance covered the fabric of the building and we do not provide cover for her personal items. Ms X was told that she is responsible for obtaining appropriate cover for her belongings through household contents insurance.</p>
<p>Complaint ref: 7719241 Mr X's solicitors were unhappy with the way the Council dealt with his homeless application.</p>	<p>Not Upheld The solicitors were informed that Mr X informed the Housing Officer that in the interim he would be making his own arrangements to find accommodation and that is why temporary accommodation was not offered.</p>
<p>Complaint ref: 7647787 Mr X complained that the lead flashing and tiles on the roof were incorrectly installed and it had not been corrected.</p>	<p>Not Upheld Mr X was informed that the roof had been fully inspected and no faults were found.</p>
<p>Complaint ref: 7773501 Mr X complained that the new</p>	<p>Not Upheld Mr X was informed that it was his responsibility to seal the</p>

<p>tiles do not match the existing sizes of his current tiles.</p>	<p>bathroom wall next to the shower but as a gesture of goodwill the Council did this for him. Unfortunately the tiles that were already in his bathroom are of an old imperial size and we no longer have any of these tiles in stock. Officers aligned the tiles as best as possible with the tiles we had in stock.</p>
<p>Complaint ref: 7775282 Mr X complained that even though we had undertaken repair work, his garage roof was still leaking.</p>	<p>Not Upheld Mr X was informed that further work was needed to renew the fascia and guttering as the ongoing blockage had caused these to rot.</p>
<p>Complaint ref: 7828280 Ms X was unhappy that her back door was checked when she reported problems with her front door, which she wanted replaced.</p>	<p>Not Upheld Ms X was informed that a carpenter attended and he noted that the front door was being pushed slightly out of alignment with the frame and locks because she had fitted a draft excluder. He adjusted the locks so they matched the door position and he left both of them working. In his professional opinion her front door is secure and weather-proof so it does not need to be replaced. Her back door was checked to make sure that it was in good working order.</p>
<p>Complaint ref: 7926180 Ms X complained that the Council had not resolved the damp and mould in her property.</p>	<p>Not upheld Ms X was informed that officers recommended that she allow the Maintenance Service to apply thermal insulated wall paper to the walls by way of a solution to her damp and mould issue but this was declined by her.</p>
<p>Complaint ref: 7733321 Ms X complained that officers were rude to her and her mother and that they behaved in an unprofessional way.</p>	<p>Not Upheld Ms X was informed that there was no evidence to show that officers had been rude or behaved unprofessionally towards her and her mother.</p>
<p>Complaint ref: 7943112 Ms X complained about the outcome of the review and compensation for the cost of moving her belonging.</p>	<p>Not Upheld Ms X was informed that the review was dealt with in accordance with Section 204 of the Housing Act 1996. Ms X's claim for compensation was refused as there was no evidence to show that she requested or informed the Council that she had furniture that she needed transportation for.</p>
<p>Complaint ref: 7987798 Ms X complained that she was discriminated by the Council because she had not been provided with larger accommodation and that a property she had viewed could be adapted after she moved in.</p>	<p>Not Upheld Ms X was informed that her application for social housing had been dealt with in accordance with the Council's Social Housing Allocation Policy. Ms X was also informed that all new tenancies are probationary for the first year and no adaptation can take place during this period.</p>
<p>Complaint ref: 7822011 Ms X complained about damage to her property as a result of a roof leak.</p>	<p>Not Upheld Ms X was informed that as a leaseholder, it was her responsibility to arrange repairs and that she could make a claim against the buildings insurance to recover her costs.</p>
<p>Complaint ref: 7900726 Ms X complained of continued,</p>	<p>Not upheld Ms X was informed that on a shared main, when water is</p>

intermittent losses of water in her flat.	run in one property it should only slightly and temporarily affect the mains water pressure in the other. To help a plumber attended to undertake an inspection and no faults were found with her water pressure and flow rate and that the external stopcock was correctly set.
---	--

Table 8 – Time taken to respond to a complaint at Stage 2 (working days)

	2018/19	2019/20
Average time taken to respond to a complaint	8.83	10.50
Target	10	10
Variance	- 1.17	+ 0.50

- The average time taken to respond to a Stage 2 complaint is 10.50 working days against the target of 10 working days.

4. STAGE 3 COMPLAINTS

At Stage 3, the Chief Executive commissions an investigation by an officer in Democratic Services and the aim is to respond within 15 working days.

- There were no Stage 3 complaints.

5. INVESTIGATION BY THE COUNCIL'S DESIGNATED PERSON

If a complaint is about a tenancy, leasehold, or other housing management issue, a complainant can either refer their complaint to the 'Designated Person' to see if they can help to the complaint. If the 'Designated Person' cannot resolve a complaint or if 8 weeks have elapsed since the Stage 3 response, a complainant can then complain to the Housing Ombudsman Service.

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

6. INVESTIGATIONS BY THE LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN AND HOUSING OMBUDSMAN SERVICE

Where it appears that a Council's own investigations have not resolved the complaint, the complainant is entitled to refer their complaint to the relevant Ombudsman at any stage of the complaint process.

Table 9 – Total number of Ombudsman investigations

Period	Total number
2018/19	16
2019/20	15

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

Complaint details	Ombudsman decision
<p>Complaint ref: 7388809 Ms X complained that the decision to provide accommodation for her and her daughter failed to properly consider her needs, her daughter's needs, or its suitability.</p>	<p>Upheld The Ombudsman found that the Council failed to properly consider her and her daughter's needs when providing them with accommodation out of borough. The Ombudsman also found that the Council did not keep under review, the suitability of the property because of her daughter's needs and the 4 hours it took Miss X to get her daughter to and from school.</p>
<p>Complaint ref: 7527480 Ms X complained about the Council's handling of her request to be allowed to succeed to the tenancy when her father passes away and the way her complaint was handled.</p>	<p>Partially Upheld The Ombudsman found no maladministration by the Council in respect of Ms X request to be allowed to succeed to the tenancy when her father passes away. However, it found that the complaint response from the Council did not deal with all the issues complained of.</p>
<p>Complaint ref: 7635309 Mr X complained that the Council gave him inconsistent information and advice, delayed in finding him suitable accommodation, failed to properly consider his medical conditions and lost forms and information he provided with his application</p>	<p>Partially Upheld The Ombudsman found fault in the way the Council decided whether it owed Mr X a duty in respect of his housing application and that the Council failed to complete a personalised housing plan. The Ombudsman did not find fault in the way the Council considered Mr X's medical conditions in respect of his accommodation.</p>
<p>Complaint ref: 7868010 Mr X complained the temporary accommodation the Council provided for him when he became homeless in 2014 was unsuitable due to damp and mould. He said the condition of the property was so bad he had been sleeping in his car since June 2019.</p>	<p>Partially Upheld The Ombudsman found that there was a delay in inspecting the flat but this did not cause a significant injustice because Mr X did not allow access to the flat when the Council asked the landlord to carry out repairs.</p>
<p>Complaint ref: 7582847 Ms X complained that the Council caused a fire at her property, mishandled her personal belongings after the fire and did not organise her move to a temporary property whilst work was carried out at the property, well.</p>	<p>Not Upheld The Housing Ombudsman Service found no fault in the way the Council dealt with Ms X situation.</p>
<p>Complaint ref: 7521274 Mr X complained that the Council did not properly consider his circumstances when refusing his application to join the Housing Register and that the supported accommodation he lives in is no longer necessary as he cannot</p>	<p>Not Upheld Clients who are placed in supported accommodation who are ready for independent living will be considered for move on accommodation. To be considered under this section of the Council's Social Housing Allocation Policy a referral form must be completed. The Ombudsman found that Mr X had not submitted a referral form and so there is no fault by</p>

afford it.	the Council.
<p>Complaint ref: 7503220</p> <p>Mrs X complained that the Council sent her a letter accusing her of harassment when it had no evidence to support the allegation. Mrs X wanted the officer moved to another role.</p>	<p>Did not investigate</p> <p>The Ombudsman did not investigate this complaint as there is insufficient evidence of fault and because the Ombudsman could not achieve the outcome the complainant wanted.</p>
<p>Complaint ref: 7452012</p> <p>Mr X complained that the Council had not dealt properly with the housing benefit applications made by a relative who has been living in his house and whose continued presence causes overcrowding which affects his health.</p>	<p>Did not investigate</p> <p>The Ombudsman did not investigate the complaint as there are insufficient grounds to warrant an investigation.</p>
<p>Complaint ref: 7649903</p> <p>Ms X complained about the decision to remove her from the Housing Register in June 2018. She says it was unfair and she still wants to be able to bid for social housing.</p>	<p>Did not investigate</p> <p>The Ombudsman did not investigate this complaint as there is insufficient evidence of fault by the Council which would warrant an investigation</p>
<p>Complaint ref: 7426076</p> <p>Mrs X was unhappy that she could not be a joint tenant with her husband if they apply for housing for tenants over 60 years old. She says this is unfair and that it prevents them from applying for properties which they would find suitable.</p>	<p>Did not investigate</p> <p>The Ombudsman did not investigate this complaint as it concerns tenancy matters relating to a social housing landlord and is outside the Ombudsman's jurisdiction.</p>
<p>Complaint ref: 7554733</p> <p>Ms X complained that the Council did not give her housing application sufficient priority. She says she needs an additional bedroom because of her son's medical needs.</p>	<p>Did not investigate</p> <p>The Ombudsman did not investigate this complaint because there is insufficient evidence of fault on the Council's part which would warrant an investigation.</p>
<p>Complaint ref: 7669247</p> <p>Ms X complained about the Council's handling of matters relating to a housing Improvement notice she received and about the behaviour of the officer dealing with her case. She says the officer was biased and rude to her and that he did not explain the procedures properly.</p>	<p>Did not investigate</p> <p>The Ombudsman did not investigate the complaint because it is unlikely that they could add to the investigation already carried out by the Council and that any investigation they undertook is unlikely to lead to a different outcome.</p>
<p>Complaint ref: 7773670</p> <p>Ms X complained about the Council's handling of her Right To Buy application.</p>	<p>Did not investigate</p> <p>The Housing Ombudsman Service informed Ms X that matters relating to the Right to Buy application is outside their jurisdiction.</p>

<p>Complaint ref: 7872932 Ms X complained about issues that arose while she was buying a leasehold property under the Right to Buy legislation. She complained about delays and errors by the Council for which she incurred a financial loss.</p>	<p>Did not investigate The Ombudsman did not investigate this complaint because Ms X could have used the legal remedies available to her.</p>
<p>Complaint ref: 8011481 Mr X complained that the Council did not investigate his complaint about a Councillor failing to refer him to the Housing Ombudsman Service. Mr X said that this delayed the Housing Ombudsman from considering his complaint.</p>	<p>Did not investigate The Ombudsman did not investigate this complaint as an investigation is unlikely to find fault by the Council or significant personal injustice to Mr X.</p>

7. COMPLIMENTS

Table 10 – number of compliments received

Period	Total number
2018/19	67
2019/20	92

Housing receives the most number of compliments of any service area. 92 compliments received for 2019/20 which is a 37% rise (25) from the 2018/19 figure of 67.

Here's what some people said about housing services:

"Just wanted to say thank you for all your help and thank you for the good news (hormones have me crying happy tears) it's been quite stressful these past few months and this news is really good for me. Again thank you for everything along with your patience with us."

"I just wanted to say a massive thank you for everything you did. We are extremely grateful and so happy. And feel so much safer, Sorry haven't been in touch sooner as been extremely busy as you can imagine. But again thank you from the bottom of my heart."

"To Hillingdon Council housing department, I was recently homeless and I would like to say all at Hillingdon Council were wonderful and quickly aided me to a new home. I know there are lots of demands on Council resources but they really went the extra mile recommending me for a studio flat with an estate agent in a scheme they had. Whenever I went in everyone from the receptionist were always very friendly, welcoming and highly professional."

"The repair man and the apprentice who came this morning were so considerate even though they had to use a kango in the kitchen, they did a brilliant job and tidied up after themselves".

"I would just like to say a huge thank you to your team and contractors for the support ,work and services I have received in relation to works carried out at my property above, over the last recent months. Having worked for LBH for 27 years prior to my retirement, I am aware that thanks and gratitude can sometimes be overlooked, and I thought it only fair to acknowledge positive feedback on the concerns and issues that I raised with you during the recent refurbishment to my

flat."

"Today we had a new door entry system fitted on our side of the block (other side was done last year) so awaiting the £250 bill from the council. The contractor who did it was a really nice young lad and a credit to his company. He was helpful as well, cleared up all his mess and took away all the old items, not just dump them in our bin shed.

"he has done a sterling job of pointing the damp course area of the walls around the bungalow and also explaining that the window vents though open, needed cleaning out to be effective in stopping condensation from building up. He kindly sprayed each one to loosen the dirt. Please thank him for me as I now feel confident that the damp around the inside walls and the mould in the kitchen will soon be resolved."

APPENDIX D

COMPLAINT AND COMPLIMENT REPORT FOR ADULT SOCIAL CARE FOR 2019/20

SUMMARY OF ANALYSIS

Informal Complaints

- 23 fewer informal complaints recorded when comparing the 2018/19 figure of 76 with the 2019/20 figure of 53.

Stage 1 complaints

- 45 formal complaints were recorded for 2019/20 which is 5 more than the 2018/19 figure of 40.
- The average time taken to respond to a Stage 1 complaint is 8.51 working days. 93% (42 out of 45) Stage 1 complaints were responded to within our internal target of 10 working days and 100% was responded to within our published target of 20 working days.

Local Government and Social Care Ombudsman (LGO)

- The Ombudsman concluded 8 investigations, 1 complaint was upheld, 3 partially upheld, 3 not upheld and they did not investigate the remaining complaint.

Compliments

- 65 compliments were recorded for 2019/20, which is more than the total number of Stage 1 complaints (45) and Ombudsman investigations (8) combined.

DETAILED COMPLAINT REPORT

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 and Social Care Ombudsman should the complainant be dissatisfied with the response from the Local Authority. The intention of this procedure is to achieve resolution at the first attempt, to remove bureaucracy and is designed to empower complainants in shaping from the outset the approach to resolving the complaint.

THE COMPLAINT PROCEDURE

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

A detailed explanation of all complaints and compliments for Adult Social Care is set out 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.

Table 11 - Informal Complaints received – (Service requests)

Year	1 April to 30 June (Q1)	1 July to 30 Sept (Q2)	1 Oct to 31 Dec (Q3)	1 Jan to 31 March	Total
2018/19	17	23	20	16	76
2019/20	18	10	14	11	53

- 30% (23) fewer informal complaints (service requests) recorded when comparing the 2018/19 figure of 76 with the 2019/20 figure of 53.

2. STAGE 1 COMPLAINT - LOCAL RESOLUTION

At Stage 1 of the complaint process a Director or Assistant Director or Head of Service will carry out an investigation and aim to respond within 10 working days.

Table 12 – Total number of Stage 1 complaints

Period	Total number
2018/19	40
2019/20	45

- 13% (5) more formal Stage 1 complaints recorded for 2019/20 (45) when compared with the same period in 2018/19 of 40.

Table 13 – Outcome of complaints

Period	Upheld	Partially upheld	Not upheld	Withdrawn/ cancelled	Total
2018/19	5	7	25	3	40
2019/20	10	9	25	1	45

- The outcomes remain broadly similar when comparing 2018/19 and 2019/20 figures.

Table 14 – Time taken to respond to a Stage 1 complaint (working days)

	2018/19	2019/20
Average time taken to respond to a complaint	10.50	8.51
Target	20	20
Variance	- 9.50	- 11.49

- The average time taken to respond to a Stage 1 complaint is 8.51 working days which is within our internal target of 10 working days and 100% of complaints were responded to within our published target of 20 working days.

Table 15 - Number and % of complaints responded to within 10 working days

Period	Total number of complaints	Number of complaints responded to within 10 working days	% responded to within 10 working days
2018/19	40	33	83 %
2019/20	45	42	93 %

- 42 (93%) of Stage 1 complaints were responded to within our internal target of 10 working days and all 45 complaints were responded to within our published target of 20 working days.

3. LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN INVESTIGATIONS (LGO)

Where it appears that a Council's own investigation has not resolved the complaint, the complainant is entitled to refer their complaint to the LGO and at any stage of the complaint process.

Table 16 – Total number of LGO investigations

Period	Total Number
2018/19	9
2019/20	8

The table below provides details of the complaints considered by the Ombudsman.

Complaint details	LGO decision
<p>Complaint ref: 6494635 Mrs X complained that the Council had failed to provide the care and support needed to meet her son's eligible care needs.</p>	<p>Upheld The Ombudsman found that the Council failed to produce a care and support plan, delayed in processing direct payments and failed to put in place interim arrangements whilst awaiting a financial assessment or a personal assistant. The Council accepted the findings and fully complied with all the recommendations made by the Ombudsman.</p>
<p>Complaint ref: 7002220 Mr X complained that the Council delayed responding when he asked the Council to intervene when the nursing home raised its fees by 20%.</p>	<p>Partially upheld The Ombudsman found that the Council was not at fault for not carrying out an unplanned care review. However, it was at fault for not arranging appropriate third party top-up agreement in 2014 when it began paying for his mother's care and that the Council did not have sufficient oversight of Mrs X's fees and this led to a large debt accruing.</p>
<p>Complaint ref: 6708250 Mr X complained that the Council delayed completing major adaptations as necessary for his wife's safety.</p>	<p>Partially upheld The Ombudsman does not find fault in the Council's handling of adaptations but finds the Council failed to communicate properly with Mr X.</p>

<p>Complaint ref: 7014895 Ms X complained on behalf of her late father that the Council forced him to accept a care package that he did not want or need, and that there was an unreasonable delay in the care package being reduced/stopped.</p>	<p>Partially upheld The Ombudsman found fault with the Council's failure to ask Ms X's father whether he agreed to receive the proposed care support package and if it had done, the Ombudsman believed that he would have refused the care support. The Council agreed to waive the cost of the care package between April and July 2018. The Ombudsman did not find that the Council 'forced the care package' on Ms X's father as it had discussed it with Ms X's brother, who agreed that there was a need to put a support package in place.</p>
<p>Complaint ref: 7279070 Mr X complained that the Council should not have referred the outcome of a Safeguarding Enquiry to the Office of the Public Guardian. Mr X says the actions taken by the Council were unprofessional.</p>	<p>Not upheld The Ombudsman did not investigate Mr X's complaint because the injustice Mr X claims from the actions of the Council is not significant enough to warrant an investigation by the Ombudsman.</p>
<p>Complaint ref: 7807198 Ms X complained on behalf of her mother, Mrs Y that the Council failed to provide enough notice or information about the contribution Mrs Y had to pay towards the cost of her care.</p>	<p>Not upheld The Ombudsman did not find fault in the way the Council communicated with Mrs X about the charges for her mother's care.</p>
<p>Complaint ref: 7123975 Mrs X complained that the Council unreasonably refused her transport to school.</p>	<p>Not upheld The Ombudsman found no evidence of fault.</p>
<p>Complaint ref: 7823117 Mrs X complained that the Council refused her application for free school transport for her son.</p>	<p>Did not investigate The Ombudsman did not investigate Mrs X's complaint as the Council agreed to her request. An investigation by the Ombudsman could not achieve anything more for Mrs X.</p>

4. LEARNING FROM COMPLAINTS

Listed below are the main themes:

Communication

- In nine complaints we apologised that our communication should have been clearer and for giving incorrect information such as wrong contact details, referred to the wrong charging policy, incorrect key code, etc.

Delays

- In two complaint we apologised for the delay in responding to enquiries

Action taken as a result of complaints:

Social Care, Housing and Public Health Policy Overview Committee Report
23 September 2020

- Ensure appropriate third party top-up agreements are in place.
- Reminded a nursing home that it cannot increase top-up fees without written agreement from the Council and the third party and the potential consequences should the proper processes not be followed.
- Agreed an action plan with a care provider which is being monitored through the contract and commissioning team.

5. COMPLIMENTS

Table 17 – number of compliments received

Period	Total number
2018/19	68
2019/20	65

4% (3) fewer compliments recorded for 2019/20 (65) than in 2018/19 of 68. We have recorded more compliments (65) than formal Stage 1 complaints (45) and investigations by the Ombudsman (8) combined.

Here's what some people have said.

"I did want you to know that when I met with X yesterday as planned, I told him that you are the only social worker I've met who has offered me such support. I'm so glad you have my dad's case and very grateful for all you've done to help us".

"I would be grateful if you could pass on my thanks to her for her help and support on 18.4 in relation to issues concerning my Mother in Law, Y. X was knowledgeable, perceptive and very professional, in what was for me a very sensitive situation".

I wanted to write and say a big thank you on behalf of the Church Leadership and the users of the building for an excellent job done with the minimum of inconvenience. This will aid our disabled users and vulnerable adults in their ease of access in and out of the building. Please pass our thanks onto Cllr X for authorising the work".

"District Judge X, who is usually quite critical, went out of her way to thank the Local Authority and Mental Health for their hard work in this case in supporting Y, her family and their recovery. This kind of judicial praise for social work is rare, particularly from X".

"Thank you so much for your email and your support for our team. You have been an amazing mentor during my time as the LBH and without your continued support and advice I do not think I would have fared as well as I seem to have".

"I just wanted to say a big thank you to you all, and especially to X, Y and Z, for sorting out transport for my son D this year. It wasn't a straight forward case but thanks to their support and perseverance we have ended up with a solution that is working really well".

"We are really grateful to you for taking the time to reply our email on your day off. And thank you for all your hard work that X can be on time at College. You really are a star and God sent to help us".

APPENDIX E

COMPLAINT REPORT FOR CHILDREN AND YOUNG PEOPLE SERVICE'S FOR 2019/20

SUMMARY OF ANALYSIS

Informal Complaints

- 88 informal complaints (service requests) were recorded for 2019/20 and 91 for 2018/19.

Stage 1 complaints

- 85 Stage 1 complaints were recorded for 2019/20. The time taken to complete Education Health Care Plans including the naming of schools, delays in responses from the SEND team accounted for some of the rise in formal Stage 1 complaints for this service.
- The average time taken to respond to a Stage 1 complaint is 9.75 working days. 86% (73 out of 85) Stage 1 complaints were responded to within 10 working days.

Stage 2 and 3 Complaints

- There were no stage 2 or 3 investigations commissioned during this period.

Local Government and Social Care Ombudsman (LGO)

- One complainant complained direct to the Ombudsman who decided not to investigate the complaint.

Compliments

- Compliments are slightly down from 52 in 2018/19 to 46 for 2019/20.

DETAILED COMPLAINT REPORT

Complaints made by children or on their behalf are governed by the Children's Act 1989, Representations Procedure (England) Regulations 2006 (Statutory Instrument 2006 No. 1738). This sets out the three stage complaint procedure that Local Authorities are required to follow when dealing with complaints made by for example any child or young person, any local authority foster carer, children leaving care, etc. Hillingdon's procedure operates as follows:

THE COMPLAINT PROCEDURE

- The Informal Complaint (service request).
- Stage 1 – Local Resolution - response from the Head of Service or Assistant Director.
- Stage 2 – Independent Investigation by two people (Investigating Officer and Independent Person).
- Stage 3 – Review Panel comprising of three independent people

- Local Government and Social Care Ombudsman.

A detailed report of all complaints and compliments for Children and Young People Service's is set out 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.

Table 18 - Informal Complaints received – (Service requests)

Year	1 April to 30 June (Q1)	1 July to 30 Sept (Q2)	1 Oct to 31 Dec (Q3)	1 Jan to 31 March	Total
2018/19	14	23	33	21	91
2019/20	21	16	25	26	88

The number of informal complaints (service requests) recorded for 2018/19 and 2019/20 remains broadly similar, 91 for 2018/19 and 88 for 2019/20.

2. STAGE 1 – LOCAL RESOLUTION

An Assistant Director or Head of Service will investigate and aim to respond to complaints within 10 working days.

Table 19 – Total number of complaints recorded

Period	Total number
2018/19	55
2019/20	85

55% (30) more Stage 1 complaints were registered for 2019/20 (85) than in the same period for 2018/19 of 55. The time taken to complete Education and Health Care Plans including the naming of schools, delays in responses from the SEND team accounted for some of the rise in formal Stage 1 complaints.

Table 20 – Complaints by service area

Period	Upheld	Partially upheld	Not upheld	Withdrawn	Total
2018/19	5	18	28	4	55
2019/20	14	21	45	5	85

The number of upheld (14), partially upheld (21) and not upheld (45) is broadly the same for 2018/19 and 2019/20 and accounts for 16%, 25% and 53%, respectively, of all complaints received for 2019/20.

Table 21 – Time taken to respond to a complaint (working days)

	2018/19	2019/20
Average time taken to respond to a complaint	10.82	9.75
Target	10	10
Variance	+ 0.82	- 0.25

The average time taken to respond to a Stage 1 complaint is 9.75 working days.

Table 22 - Number and % of complaints responded to within 10 working days

Period	Total number of complaints	Number of complaints responded to within 10 working days	% of complaints responded to within 10 working days
2018/19	55	42	76 %
2019/20	85	73	86 %

73 (86%) of Stage 1 complaints were responded to within the 10 working day target. An improvement from 2018/19 of 76%.

3. STAGE 2 INVESTIGATIONS

A Stage 2 investigation is conducted by an Investigating Officer (IO) and Independent Person (IP) with specialist skills and knowledge of the Children's Act. The timescale to conclude such an investigation is set by statute at 25 working days but this may be extended to a maximum of 65 working days.

There were no Stage 2 investigations during this period.

4. STAGE 3 INVESTIGATIONS

At Stage 3 of the statutory complaint process, three people independent of the Council, will consider the complaint and wherever possible work towards a resolution. The timescale to conclude such an investigation is 45 working days.

There were no Stage 3 investigations during this period.

5. INVESTIGATION BY THE LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN (LGO)

Where it appears that a Council's own investigations have not resolved the complaint, the complainant is entitled to refer their complaint to the Local Government and Social Care Ombudsman and at any stage of the complaint process.

One complaint was investigated by the Ombudsman and the findings are set out below.

Complaint details	LGO decision
Complaint ref: 7793327 Ms X complained about the actions of the Council which led to her children being removed from her care. She says the Council failed to assess her case properly and lied in court.	Did not investigate The Ombudsman did not investigate Ms X's complaint because the matters she complained about have already been considered in court and is out of the Ombudsman's jurisdiction.

6. LEARNING FROM COMPLAINTS

Listed below are the main themes:

Communication

There was one instance when we apologised for the way an officer spoke to the complainant, one instance when we failed to tell a resident how to complain and one instance when we apologised for not explaining to a resident the level of self funding they would be required to pay.

Delays

People complained about delays in commissioning services, delays in writing to student finance, the time taken to sort out their personal budget and the time taken to name a school on the Education and Health Care Plan. We apologised in all cases.

7. COMPLIMENTS

Table 23 – number of compliments received

Period	Total number
2018/19	52
2019/20	46

Compliments are slightly down from 52 for 2018/19 to 46 for 2019/20.

Here's what some people have said.

"I would just like to say thank you to all of you. I'm just doing what any parent should do, no big deal. Yes it's given X stability but what you all have done collectively and are still doing, is priceless. The opportunities that X receives are giving him confidence."

"I am writing to formally thank you and commend you both on making SP's case a success story. It is your hard work and commitment to achieve best for her that led to her stability. Like I said in xx, the journey isn't over (yet!) but I would like you to reflect on what a huge achievement it has been. Without your non-conventional approach and seamless combined intervention, it was highly likely that SP would probably still be in specialist assessment & treatment centre somewhere / medicated / possibly away from family etc. This all would have landed her with additional emotional trauma and would have made her recovery much harder."

"As part of my son's EHCP application for Autism support, L has been exceptional in his care, dedication, management, responsiveness and quality of output and has delivered impressive results upon each relevant milestone. The support of our young children relies on amazing individuals such as L doing great work"

"We held the review conference for E and M yesterday and X has worked really hard on this case. There has been such a turnaround in E since the initial conference, given the level of risks and concern. X wrote an excellent report, which really identified the reduction in risk to E and E came to the conference and expressed his views, which is also reflective of the relationship X has built with him. Excellent work X"

"I would just like to take this opportunity to say that I was very impressed with the service received during the visits to the above addresses during August. Although in the past I have had S here monitoring the young people. D and her colleagues whom I cannot remember their names, so my apologies, did an absolutely brilliant job. They were very professional in their duties, they were alongside the young people all the time and were very encouraging. There was lots of praise from residents living at both Schemes saying what a great job done this time round. These young ladies are a credit to the department."

I would like to leave a positive feedback for my son's case worker ME. I have had around four case workers for my son DT. However I have to say, ME, has been so amazing. She always took out the time to respond to my emails. She is very patient every time I called and responded to me with kindness. She has always called back when she wasn't available. She has been very immediate in helping me out with the transfer of my son's mainstream school to his special school. I have honestly appreciated her help so much."

This is a poem that a young person wrote about her social worker and Personal Assistant:

Dreams, is a word most people can relate to, Dreams are also things that can be forgotten. I'm going to tell you about my Dreams, see my Dreams are different My dreams aren't a made up character or a monster chasing me, my dreams are also not what I hope to be or an aspiration, my dreams are things I know will come true. My Dreams are targets. So I have a list of what my Dreams are, My dreams are to not let my past effect me in a negative way, my dreams are to fight all the demons inside me, my dreams are to stop drawing pictures on my arms and most important of all My dream is to make Mum And Dad proud.

Now there's a few people who I would like to thank for helping me reach my dreams and a few people who's traits I could only dream of having , xxxx, A social worker who I will always be grateful to she taught me so many things about myself taught me how to go from a girl into a women and I dream that I can' teach my own children how to become a women based on the example she showed me. xxxxx is my current PA and I dream that I can be as kind and caring and understanding as her I hope to be as strong as her, she has the most beautiful spirit a conversation with her can brighten up my day she can do so much by saying so little she is an amazing person and has a laugh that is contagious. If I could grow up and be like her then that in it's self will be a dream come true and last but most certainly not least xxxx. He is manger of xxx and xxx and he has taught me how to remain calm in situations that may be stressful how to not argue when things don't go my way how to Create solutions to problems where solutions seem impossible, He is someone I will always look up to . So my dreams are that all my targets are met and I can become as amazing and those who support me because without them creating the stairs for me to climb I would never be able to teach those dreams, without them putting in hard work and be the only people in my life who have never given up on me and believing in me when I didn't even believe in myself I wouldn't be strong enough to chase my dream I would still be that girl who sat and looked at herself in the mirror and I would say you will amount to nothing you are Social Care, Housing and Public Health Policy Overview Committee Report

23 September 2020

worthless but because of their support I am now looking in the mirror and say no matter what happens you can do it, you are worth something. I never think I will be able to find a way to repay them for making me the person I am today but I will spend a lifetime trying.

APPENDIX F

COMPLAINT AND COMPLIMENT REPORT FOR EDUCATION SERVICES FOR 2019/20

SUMMARY OF ANALYSIS

Informal Complaints

- Informal complaints (service requests) are down from 20 in 2018/19 to 8 for 2019/20.

Formal Complaints

- 50% (16) fewer Stage 1 complaints registered when comparing the figure for 2018/19 of 32 with the figure for 2019/20 of 16. Of the 16 complaints, 2 were upheld, 6 partially upheld and 8 not upheld. The average time taken to respond to a Stage 1 complaint is 8.94 working days against the target of 10 working days.
- There was one Stage 2 investigation which was partially upheld.
- There were no Stage 3 investigations.

Local Government and Social Care Ombudsman (LGO)

- There were no LGO investigations during this period.

Compliments

- 18 compliments were received during this period, 15 of the compliments received were for services provided at a College.

DETAILED COMPLAINT REPORT

Complaints about education and schools are governed by the Education Act 2002. The Local Authority will only deal with complaints that are education related such as the provision of the national curriculum, school admission appeals, exclusions, special educational needs assessments, child protection issues, allegations of child abuse, etc.

Complaints about the internal management of a school must initially be made in writing to the Headteacher of the school. If this fails to resolve the issue, concerns should then be raised with the chair of governors. If a complainant remains dissatisfied they can then escalate their complaint to the Department for Education and beyond that to the Parliamentary and Health Service Ombudsman via a Member of Parliament.

THE COMPLAINT PROCEDURE

For those complaints where this Local Authority has a statutory duty to investigate, we will deal with these complaints under the corporate complaints procedure as follows:

- The Informal Complaint (service request)

- Stage 1 – response from the Director for Housing, Environment, Education, Performance Health and Wellbeing.
- Stage 2 – response from the Deputy Chief Executive and Corporate Director of Residents Services.
- Stage 3 – response from the Chief Executive of the Council.
- Local Government and Social Care Ombudsman.

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

A. 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.

Table 24 - Informal Complaints received – (Service requests)

Year	1 April to 30 June (Q1)	1 July to 30 Sept (Q2)	1 Oct to 31 Dec (Q3)	1 Jan to 31 March	Total
2018/19	8	2	6	4	20
2019/20	4	2	0	2	8

60% (12) fewer informal complaints recorded for 2019/20 than in 2018/19 of 20.

B. STAGE 1 – LOCAL RESOLUTION

The Director for Housing, Environment, Education, Performance Health and Wellbeing will aim to respond within 10 working days.

Table 25 – Total number of complaints recorded

Period	Total number
2018/19	32
2019/20	16

The number of complaints has reduced by 50% from 32 for 2018/19 to 16 for 2019/20. This is mainly because fewer complaints about schools have been forwarded from Ofsted for us to investigate and in a number of complaints the Council received, we have informed complainants to raise their concerns directly with the school.

Table 26 - Outcome of complaints

Period	Upheld	Partially upheld	Not upheld	Withdrawn	Total
2018/19	1	1	29	1	32
2019/20	2	6	8	0	16

The number of upheld (2), partially upheld (6) and not upheld (8) complaints accounted for 13%, 37% and 50%, respectively, of all complaints recorded in 2019/20.

Table 27 – Time taken to respond to a complaint (working days)

	2018/19	2019/20
Average time taken to respond to a complaint	10.84	8.94
Target	10	10
Variance	+ 0.84	- 1.06

The average time taken to respond to a Stage 1 complaint is 8.94 working days, which is within the 10 working day target and is an improvement from 2018/19 performance of 10.84 working days.

Table 28 - Number and % of complaints responded to within 10 working days

Period	Total number of complaints	Number of complaints responded to within 10 working days	% responded to within 10 working days
2018/19	32	25	78 %
2019/20	16	14	88 %

Two complaints missed the 10 working day target. 7407185 relates to information that we needed from the school and we needed the school to re-open before the complaint could be responded to. Complaint ref 7579050 was responded to on the 11th working days, which just missed the target.

c. STAGE 2 COMPLAINTS

The Deputy Chief Executive and Corporate Director of Residents Services will aim to respond to Stage 2 complaints within 10 working days.

One complaint escalated to Stage 2 and the details of this complaint are below:

Complaint details	Decision at Stage 2
<p>Complaint ref: 7579050 Mrs X complained about the lack of therapy provision (Speech and Language Therapy, Occupational Therapy and Play Therapy) which she says the Council failed to provide.</p>	<p>Partially upheld The Council explained that the play therapy was stopped as it was felt that this was not beneficial for her son. We accepted that this was an error, apologised and agreed to source a play therapist. Speech and Language Therapy had already been provided.</p>

d. STAGE 3 COMPLAINTS

At Stage 3, the Chief Executive commissions an investigation by an officer in Democratic Services and the aim is to respond within 15 working days.

- There were no Stage 3 complaints during this period.

e. LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN (LGO) INVESTIGATIONS

Where it appears that a Council's own investigations have not resolved the complaint, the complainant is entitled to refer their complaint to the LGO and at any stage of the complaint process.

Table 29 – Total number of LGO investigation

Period	Total Number
2018/19	4
2019/20	0

There were no investigations concluded by the Ombudsman during this period.

f. **LEARNING FROM COMPLAINTS**

Listed below are the main themes:

In five complaints, we apologised for delays in providing an Education and Health Care Plan and in providing a play therapy provision.

g. **COMPLIMENTS**

Table 30 - compliments received

Period	Total number
2018/19	1
2019/20	18

Unusually, we have recorded more compliments (18) than complaints (16) for 2019/20. 15 of the compliments received were for services provided a College.

Here's what one person said:

"I have known X since my son was small and she has been very supportive with her advice, visits and getting us professional help when my son needed it. She always signposted us to the relevant people and clubs. As we are very private people, we needed someone to trust and X was there for us. You can see that she is doing her job because of her passion not as a duty. She always has time to listen and always offers help when needed. I would definitely say that the family she works with will always be supported. We have been very fortunate that she has journeyed with us until our son has turned 18. We will miss her but would like to say thank you with this small note of appreciation."

This page is intentionally left blank

Cover Report - Working Title: Making the Council more autism friendly

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Liz Penny, Democratic Services
Papers with report	Scoping Report - Working Title: 'Making the Council more autism friendly' Member site visit notes
Ward	All

HEADLINES

To receive the draft scoping report on the proposed review topic, an update on the review and agree the witness sessions.

RECOMMENDATIONS

That the Committee:

- 1. Gives consideration to the updated scoping report and makes comments and suggestions on the detail contained therein.**
- 2. Considers the information it receives from officers.**

SUPPORTING INFORMATION

Following discussion at the October 2019 meeting, it was agreed that officers would produce a scoping report for consideration at the November 2019 meeting. An initial witness session was held on 15 January 2020 at which Members heard from The Assistant Director – Adult Social Work and the Head of Service – Learning Disability and Mental health. The Committee met again on 6 February 2020 and approved the updated scoping report for the review.

The following Member site visits subsequently took place:

- 1) 25 February 2020 - site visit to Uxbridge and Eastcote libraries to review the services available to people with autism (see site visit notes attached);
- 2) 9 March 2020 – site visit to the Centre for ADHD and autism support in Eastcote (see site visit notes attached).

Due to the Covid – 19 pandemic, a number of POC meetings have since been cancelled. This meeting aims to update the Committee on the current position of the review, provide Members with an opportunity to review the notes from the Member site visits and agree the witness sessions going forward. The scoping report has been updated to reflect this.

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 23 September 2020

Implications on related Council policies

The role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

None at this stage, pending any findings approved by Cabinet.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

Updated Scoping Report and Member Site Visit notes.



Social Care, Housing and Public Health
Policy Overview Committee
Review Scoping Report (DRAFT)

**Working Title: 'Making the Council
more autism friendly'**

1. REVIEW OBJECTIVES

Background to the review

The aim of this review is to consider how the Council can improve its customer service to support its local residents with autism. Subject to any findings, the review could make practical, feasible and supportive recommendations to promote inclusion when accessing our universal services.

Autism is being increasingly recognised within our society, with many organisations now being obliged to have appropriate awareness and support in place. Many changes have been introduced but work is still underway to help transform people's attitudes, understanding and perceptions of autism. This review is concerned with understanding how the Council can make reasonable adjustments to assist autistic people to access our universal services fairly.

The review will hear from expert witnesses explaining the current work in progress and how further initiatives could enhance the way the Council works to become more autism friendly. This review could also afford the Committee an opportunity to meet with autistic people and parents of autistic children to hear their perspective. It will

also review the impact of various initiatives in the private and public sector and will consider whether the Council has a supportive culture when autistic residents approach Council services.

At the Committee meeting on 23 October 2019, it was unanimously agreed to review autism. At this meeting, the Committee agreed to progress a review for its next topic, and it is considered this would be a sufficiently targeted review, that could take place over the span of a number of committee meetings.

Subsequently, at a meeting on 27 November 2019, the Committee considered the draft scoping report. Members also provided further helpful steers regarding the review, including agreeing the possibility of additional witnesses sessions and a broadening of the scope to include autism friendly access to children's and adults services (all-age), along with all other universal council service provision. This has been reflected in the indicative timetable at the end of the scoping report.

Terms of Reference

The following Terms of Reference are suggested for the review, subject to any changes agreed by the Committee:

1. To understand the different types of autism and how residents' lives can be impacted by autism, including the direct views of local residents with experience of autism;
2. To understand national legislation and guidance about autism and consider how the Council is currently complying with this;
3. To assess the work already taken across front-line services and other all-age council services areas, to be aware of and support autistic people when they access our services;
4. To review autism friendly actions and initiatives across the voluntary, private and public sector to improve customer experience when accessing services;
5. To consider feasible, practical ways the Council could, going forward, make its front-line services more autism friendly;
6. To influence or propose any emerging Council plans, guidance or policies with respect to autism;
7. Subject to the Committee's findings, to make any conclusions, propose actions, service and policy recommendations to the decision-making Cabinet.

2. INFORMATION AND ANALYSIS

Context

Around 700,000 people in the UK are on the autism spectrum, according to the National Autistic Society. Autism is different for everyone. It is not an illness but a developmental disability which impacts the way people act, interact with others and

perceive things. Autism is not something that can be “cured” but methods and strategies can be used to try and manage it.

Key information

Autism is a spectrum condition meaning that people can have different types or vary in terms of the level of their autism. All autistic people share certain difficulties, but being autistic will affect them in different ways. Some autistic people also have learning disabilities, mental health issues or other conditions, meaning people need different levels of support. The features of autism can include having difficulties in social interactions, resistance to change and having distinctive behaviours. All people on the autism spectrum learn and develop. With the right sort of support, autistic people can be helped to live a more fulfilling life of their own choosing.

For some autistic people many things can be overwhelming and taking part in everyday activities can be difficult. People with autism can be perceived to be acting a certain way which may cause misunderstandings.

The Autism Act

To avoid people being lost in the system and not being effectively diagnosed with autism, campaigners campaigned for legislative protection to support people with autism. In light of this, a number of autism charities worked together to campaign for the Autism Act to ensure that legal duties were set on adult services to encourage them to provide support and assistance to those that required it.

The Act was implemented in November 2009 and stated:

“The Act says that there has to be a Government strategy for improving services for autistic adults, underpinned by legally binding guidance to councils. It also has a built-in review – every five years or so – when the strategy and the statutory guidance are updated.”

Since the introduction of the Act, and as a result of proactive campaigning, the Government's Autism Strategy will now also cover children's care.

The introduction of the Act evidences the progress that has been made, with autism now simply even being recognised. However, notwithstanding all of the positive progress made to date, autistic people still face judgement and misunderstanding. Attitudes and perceptions of autism needs to be improved through further education, awareness and training.

Autism Friendly Award and Initiative

Although 1 in 100 people in the UK are autistic, when families and carers are taken into account, approximately 2.8 million lives are directly affected by autism. It was with this in mind that the National Autistic Society's Autism Friendly Award was introduced to recognise the contributions businesses and organisations made to support people with autism. It was also hoped to encourage other businesses and organisations to invest in making services more autism friendly. It was emphasised that changes did not need to be costly, but small steps could make significant differences.

According to research conducted by the National Autistic Society:

79% of autistic people and 70% of families said they felt socially isolated;
50% of autistic people and their families sometimes avoided going out due to concerns about people's reaction to their autism.

A number of initiatives have already taken place in the Borough to support autism, including the recent introduction of a quiet shopping hour in the Uxbridge INTU on the first Saturday of each month. Other support offered by current services in the Borough includes:

- *Attention Hillingdon* - a project running across 80 nurseries, playgroups and children's centres offering intervention support services to develop listening and attention skills.
- *Centre for ADHD and Autism Support (CAAS)* - supports, educates and empowers individuals with ADHD and/or on the autism spectrum, their families and the community. Through raising awareness they change perceptions and break down barriers. They offer a wide range of support services to families across North West London.

Other initiatives across the country have been introduced to make services autism friendly. However, one that has been particularly well received is Wigan Council's introduction of an Autism Friendly Wigan Passport. The passport is a small document that autistic people can use to access services around the Borough. This includes access to surgeries, council services, leisure facilities and supermarkets and shopping centres. This helps to tailor communications and provide the best support for people with autism.

Making the London Borough of Hillingdon more autism friendly

It is proposed that the Committee reviews the existing customer service environment across front-line and key services in respect of people with autism, e.g. housing, libraries, receptions, benefits etc... This would also involve access to children's and

adults' social care services thereby ensuring that the Committee's review covers all age groups.

This review of service access can establish current practices, along with a gap analysis to identify areas for improvement. It is intended that the review will hear from expert witnesses in the autism area to consider ways in which services can be made more autism friendly. Examples, though not necessarily being recommended at this time, could include introducing more autism friendly signage such as pictures and calming colours in service areas, reducing bright lights, having autism friendly hours and creating open spaces in libraries to allow more space to read and relax and stocking autism friendly books.

Remit and related Cabinet responsibilities

This review would fall fully under this Policy Overview Committee's approved remit set out in the Constitution and also cut across the Cabinet Member portfolios of:

- Social Services, Housing, Health and Wellbeing;
- Education and Children's Services

Discussions on draft or emerging recommendations may be undertaken with Cabinet Members as per the Protocol on Overview & Scrutiny and Cabinet Relations approved by full Council on 12 September 2019.

Further information

NHS website, "What is autism" (online) accessed on 4 November 2019:

<https://www.nhs.uk/conditions/autism/what-is-autism/>

Dimensions website, "Free autism friendly training for libraries" (online) accessed on 30 October 2019:

<https://www.dimensions-uk.org/get-involved/campaigns/dimensions-autism-friendly-environments/autism-friendly-libraries/free-autism-friendly-training-libraries/>

Kent County Council website, "Autism Spectrum Disorder Select Committee Report" (online) accessed on 31 October 2019:

<https://democracy.kent.gov.uk/documents/s14884/ASD%20Report%20FINAL.doc.pdf>

National Autistic Society website "Autism Friendly Award guidelines" (online) accessed on 30 October 2019:

<https://www.autism.org.uk/professionals/autism-friendly-award/guidelines.aspx>

National Autistic Society website "What is the Autism Act?" (online) accessed on 30 October 2019:

<https://www.autism.org.uk/get-involved/campaign/not-enough/what-is-the-autism-act.aspx>

Intu Uxbridge website, “ National Autistic Society- Quiet Hour” (online) accessed on 30 October 2019:

<https://intu.co.uk/uxbridge/events/national-autistic-society-quiet-hour>

Living Autism website, “How to create an autism-friendly environment” (online) accessed on 4 November 2019:

<https://livingautism.com/create-autism-friendly-environment/>

Coventry City Council, “Autism friendly libraries” (online) accessed on 30 October 2019:

https://www.coventry.gov.uk/info/126/libraries/3218/libraries_-_core_services

Southampton City Council, “Autism Friendly Chill Out Sessions” (online) accessed on 30 October 2019 :

<https://www.southampton.gov.uk/libraries/library-activities/autism-friendly-chill-out-sessions.aspx>

3. EVIDENCE & ENQUIRY

Lines of Enquiry and Witness testimony

Lines of enquiry will be worked up prior to witness sessions.

A possible gap analysis exercise could be undertaken in which services are asked to complete surveys identifying areas that are being met. This information would then be analysed and areas of improvement identified.

Potential witnesses could include:

- Testimony from LBH Officers;
- Testimony from Hillingdon Autistic Care & Support (HACS);
- Testimony from autistic people and parents of autistic children to gain the user perspective;
- Testimony from the Cabinet Member;
- National autism experts.

Emerging conclusions or themes for development

These will emerge and become apparent as the review progresses.

4. REVIEW PLANNING & ASSESSMENT

As Policy Overview Committees now operate under a multi-year work programme, the Committee has scope to undertake a more detailed review.

It is advised that witnesses attend in 'themed' sessions to better focus questions and discussion. A draft time-frame & milestones are set out below and can be extended or reduced as the Committee sees fit:

Meeting Date	Objectives	Possible witnesses / activity
27 November 2019	Consider and agree Scoping Report	Committee recommended an updated scoping report - to be circulated to Members.
15 January 2020	Hold Witness Session 1 - Adult Autism	Review of the current statutory framework for adults and how this is being delivered in Hillingdon.
Outside Committee	Possible Member Briefing on Adult Autism (based around current Adult Autism training offer)	
Outside Committee	Member site visit to two libraries in the Borough - Uxbridge and Eastcote Library to take place on 25 February 2020	
Committee deliberations were suspended temporarily during the peak of the COVID-19 pandemic. A virtual committee briefing was held on 18 June in advance of an expected formal meeting in September.		
23 September 2020	Committee to receive an update on the review so far and review minutes from Member site visits.	
21 October 2020	Hold Witness Session 2 - Children's Services/ Transitions/preparation for adulthood	Council Officers - Children's Services
Outside Committee / Informal	Gap analysis survey undertaken (survey by Democratic Services with front-line services)	
26 November 2020	Hold Witness Session 3 - Wider Council services	HACS / voluntary sector Representative from the National Autistic Society Local authority exemplars Feedback from gap analysis

Outside Committee / Informal	Informal meeting with people with autism / parents to understand views (with officers and in appropriate setting)	
19 January 2021	Consider initial recommendations to evaluate further	Cabinet Member may wish to be invited at this stage.
9 February 2021	Findings and recommendations	Clarification from officers, if required
25 March 2021	Consider Draft Final Committee Report	Delegate authority to finalise text to Chairman and Labour lead.
Cabinet - TBC	Report presented to Cabinet (target date)	Cabinet considers and decides whether to agree recommendations to be actioned / become council policy.
TBC	Monitoring of implementation of any recommendations	

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

Financial Assessment

This review is not expected to require a financial assessment at the scoping stage.

However, as the review progresses, Committees should seek to ensure any recommendations are feasible, cost-effective or indeed can save the Council money. Any early findings or recommendations by the Committee which may result in a call on Council budgets should be discussed at the earliest opportunity by the Chairman, with the relevant Cabinet Member for Finance, Property and Business Services and Leader of the Council to assess viability.

This is in accordance with the approved Protocol on Overview & Scrutiny and Cabinet Relations approved by full Council on 12 September 2019.

Resource requirements (for review)

None identified - officer support from Democratic Services.

Equalities impact

This review will seek to strengthen the Council's efforts ensuring equal access by residents to council services.

Learning points/highlights from the meeting on 25 February 2020 with Uxbridge Library and Eastcote Library

Uxbridge Library

Members met with the library managers and the following points were noted:

- Uxbridge library engaged with a diverse range of people as it was located in the centre of the Borough, including people with autism and carers. Good practice was usually shared amongst different organisations. Uxbridge was the flagship library and its interaction with residents often identified areas where service improvements might be made.

Although the Tovertafel had been introduced for dementia friendly purposes, it was found to be a good resource and worked really well for people with autism. Advertising for the service had increased and schools came in regularly to use the Tovertafels. It was noted that the service was not available without staff supervising and that its location in the library did not lend itself to informal supervision.

The library service is exploring with HACS the employment of autistic staff to run dementia sessions on Tovertafel.

- Lego therapy was another good service in place which was thoroughly enjoyed by children with autism. It currently ran well in Harefield as the only specialist trained member of staff was located at this library. An example case study was provided of a mother being pleased with her child's progress, as her child who did not talk often was really enthusiastic about the service. The ambition is to cascade the training to allow lego therapy sessions at Uxbridge, Botwell and Ruislip Manor libraries.
- Access to work for people with autism was being explored collaboratively with HCAS. There was work in the pipeline to make a more structured programme, however there were already work experiences in place. It was noted that work experience including for autistic children is largely reactive to requests of school and is considered on a case by case basis. An example case study was provided of a person who supported the library and a real difference could be seen in the development of their communication skills. This work was paid and made a significant contribution to the running of the library.
- Recruitment procedures were explained to Members and what reasonable adjustments were made at interviews for people with autism. This included removing clocks and rephrasing questions.
- Support groups regularly approach library to run specific groups/sessions to meet needs eg craft, Tovertafel, IT. Library staff were always willing to support new groups but this was dependent on interest and the level of skills required as some activities

required professional input. If there was a demand for services they usually started small and then became more established with time.

- In terms of building settings, there needed to be a balance of meeting different disabilities and challenges as dementia friendly initiatives may not have suited autistic friendly initiatives. Part of the dementia initiatives were as a result of a nationally recognised need.
- Staff training was explained to Members and it was confirmed that there are half, one (front line staff) and two day (managers) training courses that focussed on working with residents and raising awareness of different needs. All new starters had to attend the training.
- The library was keen to develop partnership working with third sector organisations such as HCAS, MIND and other different groups to consider how further support could be provided to service users. It was noted that there was not an equivalent group to the Dementia Action Alliance for people with autism.

Eastcote Library

Members met with the library manager and the following points were noted:

- There was engagement with people on the autism spectrum during the course of ordinary business.
- The scope of the building was limited which restricted community engagement activities. Activities such as coffee mornings took place once a month and the adult colouring group. The layout of the library was explored.
- The library was open to explore activities within the autism provision. There were already activities in place in Manor library. It was questioned whether activities would increase if local organisational groups came forward.
- There was an emphasis on shared practices and a determined approach of signposting residents to different services, support and charities in place to support people with autism. Partnership working was key.
- All staff had received induction training however refresher training may be appropriate.
- Demand for services needed to be identified and practically worked to meet resident needs.

Learning points/highlights from the meeting on 9 March 2020 with the Centre for ADHD and Autism Support

Members met with the Director of Autism Services at the Centre and the following points were noted:

- Members asked for information regarding Council services, the accessibility of services for people with autism, the provisions that were in place and whether anything further could be done to support residents.
- The Director of Autism's experience with the Council was largely good. They knew who to contact, what their rights were and where to ask for help. For example, the Director knew how to access the most suitable rather than the cheapest continence pads, which was not always the case for other carers, parents of people with autism.
- Generally parents of children with autism were directed to the local offer for support.
- It was found from experience that families where English was not the first language tended to encounter more issues and seemed to be less supported with translation services. Other issues were around schools complaints and not being able to access CAMHS.
- It was noted that the Centre helped people with a diverse background and social demographics did not impact on autism. The Centre received funding from the London of Borough of Hillingdon to support residents but was commissioned by the London Borough of Harrow to deliver health and social care services.
- In 2019, the Centre supported 2000 people and delivered over 37 services including services for parents/carers, services for young people, services for adults and training for professionals.
- The Centre employed 18 members of staff all on a part-time basis.
- The process for being diagnosed as a child with autism was explained and it was noted that it could take a period of time. The process included going to the GP/health visitor, being referred to the child development centre or CAMHS depending on the age of the child, waiting for an appointment with speech language or paediatrician. It could take several months for the results and it was noted that there was not always an Education Health Care Plan in place.
- Many parents were not aware of the support that schools could offer to support children with autism and this often led to miscommunications and complaints. It was however acknowledged that some peoples' expectations were unmanageable.
- Although the service was not linked to childrens centres, the Centre regularly supported people that had been signposted to them.
- Some of the services provided by the Centre included drop in sessions for support groups and three different parenting courses. Sometimes the family support teams offered workshops for parents for free but if this was offered to school staff then there would be a cost involved. The courses and workshops were heavily subsidised to £35 depending on circumstances and the costs of hiring experts to deliver services.

- Generally there has been an increase in autism diagnoses and more awareness. School provisions were being explored to better support children with autism with the notion of satellite schools.
- Generally Council services were well received. It was noted that there were some issues with the summer schools programme as it was not always suitable or friendly for people with autism. Places like fiesta and orchards were good resources however the different needs of children had to be explored and tailored as some children with autism were not able to cope with large groups of other children.
- It was noted that many resources and products that related to SEND or learning disabilities instantly increased.
- There were autism friendly events that took place at the Beck theatre, cinemas and shopping centres however it was questioned whether timings could be made more accessible as many of the events took place during the day when children were at school.
- The Centre also worked with adults with autism and supported them in various ways with work experience and drop in sessions. It was noted that there were barriers with getting into employment.
- The executive function of adults was explained to Members and how this impacted every day actions such as cooking or turning on the washing machine. The executive function was described as being able to forward think and the ability to plan tasks. It was noted that 70% of autism groups were male dominated and it was usually easier to recognise the signs in men. It was easier to mask symptoms with women.
- It was suggested that the system could be improved by:
 1. Staff training that recognised triggers and general awareness.
 2. Communication and making it easier for people with autism to access services such as the Civic Centre. An example was given from Harrow council where they had a separate waiting area and trialled using sticky labels.
- The Partnership Board in Hillingdon worked well, was empowering and focused.
- The Centre raised donations through social funding.

Minutes



CORPORATE PARENTING PANEL

19 March 2020

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

	<p>Committee Members Present: Councillors Nick Denys (Chairman) and Heena Makwana (Vice-Chairman)</p> <p>Non – voting Panel Members Present: Helen Smith (Principal Social Worker for Children & Corporate Parenting Manager) and Deborah Price Williams (The Local Authority’s designated LAC Doctor)</p> <p>LBH Officers Present: Anisha Teji (Democratic Services Officer) and Poppy Reddy (Head of Service - Children with Disabilities and Leaving Care)</p>
28.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>Apologies for absence were received from Councillor Tony Eginton, Children in Care Council Members, Lisa Fenaroli (the Virtual School Head Teacher) and Lesley Deville (Foster Carer Representative) due to public health matters.</p>
29.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>There were no declarations of interest.</p>
30.	<p>MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 3</i>)</p> <p>RESOLVED: That the minutes of the meeting held on 17 December 2019 be agreed as a correct record.</p>
31.	<p>PRESENTATION BY CARE LEAVERS - NEEDS, SERVICES AND VIEWS & FEEDBACK FROM CARE LEAVERS CONFERENCE (<i>Agenda Item 4</i>)</p> <p>The Principal Social Worker for Children & Corporate Parenting Manager and Head of Service - Children with Disabilities and Leaving Care updated the Panel on recent work and activities undertaken in the field of children’s services.</p> <p>The panel received a presentation detailing activities undertaken. It had been a busy period as a number of children and young people had been involved with service development and activities including:</p> <ul style="list-style-type: none"> - engaging with external organisations to provide consultatio. - attending the Beck Theatre. - attending the Giffgaff academy which involved activities such as marketing and designing campaigns. - ‘Walking in our shoes’ training which was a good opportunity to hear from the young people and their different experiences.

- February fun day attended by 17 looked after children and hosted by the Beck Theatre.
- Care Leavers Conference which took place on 22 October 2019 and was attended by many external organisations providing stalls such as Brunel University, Heathrow Academy, LAC Health and more. 32 young people attended the event and it was well received. The theme was cultural identities and young people presented the conference in their first languages. Suggestions were also put forward on how services could be improved. Some of the suggestions made included staying in contact, having more checks by social workers, improving advice to care leavers and an event to explain and show what living alone was like.
- case audits were conducted in October 2019 and showed that there were no cases as being inadequate. A majority of cases were outstanding and it was good feedback for auditors and social care workers.

Feedback from Stepping Up was noted and areas for improvement were identified. It was noted that activities such as Jamie's Farm, Brunel mentoring and residential, KICA, Care Leavers BBQ, football event were all well received and made the young people feel that they were part of a bigger family. Areas for improvement included further information on what 18 looked like and avoiding moving house on birthdays. The priorities for 2020 included focussing reviewing and updating the local offer for care leavers.

The Panel was impressed with the work undertaken and considered that services and officers were working well to engage with young people to create a family feel. The Panel was keen for young people to grow in different ways and welcomed the positive work.

RESOLVED: That the presentation be noted.

CORONA VIRUS

The Panel noted the public health concerns in relation to Corona Virus and asked for information on how the young people had reacted to the situation.

The Panel was informed that the Council had identified a small number of young people that needed more support and additional resources with shopping. This had been provided and there was constant engagement and monitoring on a regular basis.

It was noted that there were some difficulties with young people unwilling to attend health centres. The local authority was kept up to date in regards to this and other ways of consultation were being explored such as the use of Zoom videos and teleconferences.

The virtual schools was also working proactively to ensure that Government guidance was met in considering what provisions would be made for children and young people that would not be able to attend school.

The Panel was assured that vulnerable young people and children had been identified, the delivery services had been altered to accommodate these people and there was regular contact.

RESOLVED: The update on public health – corona virus was noted.

32. **BRIEFING ON BROADER CONTEXT OF CORPORATE PARENTING** (*Agenda Item 5*)

The Principal Social Worker for Children & Corporate Parenting Manager and Head of Service - Children with Disabilities and Leaving Care presented the briefing on the broader context of Corporate Parenting. The briefing explained how similar panels functioned in other boroughs and how Hillingdon's Corporate Parenting Panel was working in comparison to other council arrangements.

It was noted that five other local authorities' corporate parenting function, that had been rated Outstanding by Ofsted, had been reviewed. Based on the available information, it was confirmed that there was consistency across their arrangements and Hillingdon, particularly in relation to the types of items discussed, frequency of meetings and membership of panels.

Examples of areas of development included opportunities for Member training and member involvement and attendance at fun events such as the summer barbecue.

RESOLVED: The Panel noted the contents of the briefing paper on the broader context of Corporate Parenting.

33. **CORPORATE PARENTING PANEL TERMS OF REFERENCE UPDATE & WORKING ARRANGEMENTS** (*Agenda Item 6*)

Members considered the report on the Corporate Parenting Panel terms of reference update and working arrangements. The report updated the Panel on the recent changes to the terms reference including the increase in the frequency of meetings and substitutes.

The Panel discussed new ideas and ways of working to increase efficiency and productivity. It was considered that thematic meetings may be a good way to explore children's and young people's priorities in areas such as education, health, housing and participation (opportunities and aspiration raising). The information received over the year could then be consolidated as an annual report which would then be presented to the Social Care, Policy and Overview Committee and the Cabinet.

It was considered that working in this way would allow the Panel to demonstrate the different work that was undertaken by officers, external organisations, children and young people. It was agreed that the Cabinet Member for Education, Children and Youth Services and the Chairman of the Social Care, Housing and Public Health Policy Overview Committee could be invited to attend a meeting allowing further opportunity of insight into the Panel's work.

The Panel was asked to increase the Membership of the Panel to allow the attendance of a senior officer from children's services at all meetings. It was noted that this requested would need to be made to the Social Care, Housing and Public Health Policy Overview Committee.

RESOLVED: That the Panel:

- 1. noted the Policy Overview Committee's amendments to the Terms of Reference to hold six meetings a year, but to keep this frequency under review;**
- 2. noted the Policy Overview Committee's amendments to the Terms of Reference of the Panel to now provide for substitutes;**

	<ol style="list-style-type: none"> 3. collectively discussed ideas and best practice; 4. authorised the Democratic Services Officer, in consultation with the Chairman and Members of the Panel, to amend the Panel's Terms of Reference to the parent Policy Overview Committee; and 5. suggested to the parent Policy Overview Committee that the Membership of the Corporate Parenting Panel be increased to include a 'Senior Officer from Children's Services'.
34.	<p>WORK PROGRAMME (<i>Agenda Item 7</i>)</p> <p>The work programme was noted with the suggested changes on thematic meetings focussing on different priorities such as education, health, housing and participation (opportunity and aspiration raising).</p> <p>RESOLVED: That the work programme be noted with the suggested changes.</p>
	<p>The meeting, which commenced at 5.30 pm, closed at 6.17 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Anisha Teji on 01895 277655.

SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE - FORWARD PLAN

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Liz Penny, Democratic Services
Papers with report	Appendix A – Forward Plan
Ward	All

HEADLINES

The Committee is required by its Terms of Reference to consider the Forward Plan and comment as appropriate to the decision-maker on key decisions which relate to services within its remit (before they are taken by the Cabinet or by the Cabinet Member).

RECOMMENDATION

That the Social Care, Housing and Public Health Policy Overview Committee notes and comments on items going to Cabinet.

SUPPORTING INFORMATION

The latest published Forward Plan is attached, with items relevant to the Committee's brief.

Implications on related Council policies

A role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents and external partners in the work they do.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.

This page is intentionally left blank

Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Public or Private (with reason)
--------------------------------	-------------------------------	---	------------------------------	----------	---------------------------------

SI = Standard Item each month

Council Departments: RS = Residents Services SC = Social Care CR&S = Corporate Resources & Services FD= Finance

Cabinet meeting - 24 September 2020

001	COVID-19: Hillingdon Local Outbreak Control Plan	This special report will update Cabinet on the Local Outbreak Control Plan. This plan sets out how the Council is working with residents, businesses and partner organisations to prevent the spread of the Covid-19 virus and how the response would be managed in the event of a local outbreak, including local test and trace.	All		Cllr Sir Ray Puddifoot MBE / Cllr Jane Palmer	RS - Dan Kennedy		NEW	Public
006	The Installation of New Domestic Gas Heating Systems and System Upgrades	Hillingdon proposes to award a contract to a single contractor to deliver the Council's requirements for new domestic gas boiler installations and system upgrades to its housing stock. Cabinet will consider accepting a tender for these services for a period of up to four (4) years with an option to extend for a further one (1) plus one (1) years subject to agreement and satisfactory performance.	All		Cllr Jonathan Bianco	RS / FD - Gary Penticost / Michael Breen		NEW	Private (3)
007	The Service, Maintenance & Repair of Door Entry & Access Control Systems	Hillingdon proposes to award a contract for the servicing and maintenance of door entry and access control systems including automatic doors and gates for corporate and housing properties at various locations across the Borough. Cabinet will consider accepting a tender for these services for a period of up to three (3) years with options to extend for up to a further one (1) plus one (1) years subject to agreement and satisfactory performance.	All		Cllr Jonathan Bianco	RS / FD - Gary Penticost / Michael Breen		NEW	Private (3)
SI	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the Council's revenue and capital position and other key financial decisions required.	All		Cllr Sir Ray Puddifoot MBE / Cllr Jonathan Bianco	FD - Paul Whaymand			Public

Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Public or Private (with reason)
--------------------------------	-------------------------------	---	------------------------------	----------	---------------------------------

SI = Standard Item each month

Council Departments: RS = Residents Services SC = Social Care CR&S = Corporate Resources & Services FD= Finance

Cabinet meeting - 22 October 2020

014	The Annual Report Of Adult and Child Safeguarding Arrangements	This report provides the Cabinet with a summary of the activity undertaken by the Safeguarding Children Partnership Board and the Safeguarding Adults Board to address the identified local priorities. The Cabinet will consider this report and approve the activity and the local priorities for the two forums.	All		Cllr Jane Palmer / Cllr Susan O'Brien	SC - Alex Coman, Claire Solley, Suzi Gladish	Social Care, Housing and Public Health Policy Overview Committee	NEW	Public
-----	---	---	-----	--	---------------------------------------	--	--	-----	--------

Cabinet Member Decisions expected - October 2020

018 Page 130	Home to School Transport Policy	The Leader and Cabinet Member will consider approval of an updated Home to School Transport Policy following a review and consultation.	All		Cllr Sir Ray Puddifoot MBE / Cllr Susan O'Brien	SC- Sandra Taylor / Gareth Blakett / Jan Major	Consultation will take place, along with an Equalities Impact Assessment		Public
-----------------	--	---	-----	--	---	--	--	--	--------

Cabinet meeting - 12 November 2020

019	Contract extension - Revenues and Benefits Service	Cabinet will consider an extension to the current contract for the Revenue and Benefits service, which undertakes the collection and recovery of Council Tax, business rates, the processing of benefits claims and related queries.	All		Cllr Jonathan Bianco	FD - Muir Laurie		NEW	Private (3)
SI	Older People's Plan update	Cabinet will receive it's twice yearly update on progress on the Older People's Plan (May and November annually).	All		Cllr Sir Ray Puddifoot MBE / Cllr Philip Corthorne	RS - Kevin Byrne	Older People, Leader's Initiative		Public

Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Public or Private (with reason)
--------------------------------	-------------------------------	---	------------------------------	----------	---------------------------------

SI = Standard Item each month

Council Departments: RS = Residents Services SC = Social Care CR&S = Corporate Resources & Services FD= Finance

Cabinet meeting - Thursday 10 December 2020

020 a	The Council's Budget - Medium Term Financial Forecast 2021/22 - 2025/26 (BUDGET FRAMEWORK)	This report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2021/22 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	All	TO FULL COUNCIL 25/2/21	Cllr Sir Ray Puddifoot MBE & Cllr Jonathan Bianco	FD - Paul Whaymand	Public consultation through the Policy Overview Committee process and statutory consultation with businesses & ratepayers	NEW	Public
021	Financial assistance to Hillingdon's local voluntary organisations	This report to Cabinet will make recommendations on the level of financial support to voluntary organisations for the 2020/21 financial year, demonstrating continued commitment to the vital work they do for residents in Hillingdon.	All		Cllr Douglas Mills	RS - Kevin Byrne		NEW	Public
SI Page 131	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the Council's revenue and capital position and other key financial decisions required.	All		Cllr Jonathan Bianco	FD - Paul Whaymand			Public

The Cabinet's Forward Plan is an official document by the London Borough of Hillingdon, UK

This page is intentionally left blank

SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE - WORK PROGRAMME

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Liz Penny, Democratic Services
Papers with report	Appendix A – Work Programme
Ward	All

HEADLINES

To enable the Committee to track the progress of its work in 2020/21 and forward plan its work for the current municipal year.

RECOMMENDATION

That the Social Care, Housing and Public Health Policy Overview Committee considers the report and agrees any amendments.

SUPPORTING INFORMATION

- The Committee's meetings tend to start at 7pm and the witnesses attending each of the meetings are generally representatives from external organisations, some of whom travel from outside of the Borough. The meeting dates for this municipal year are as follows:

Meetings	Room
23 September 2020, 7pm	Virtual
21 October 2020, 7pm	TBC
26 November 2020, 7pm	TBC
19 January 2021, 7pm	TBC
9 February 2021, 7pm	TBC
25 March 2021, 7pm	TBC
13 April 2021, 7pm	TBC

Implications on related Council policies

A role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents and external partners in the work they do.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.

Multi year work programme

May 2018 - May 2022

2021

Social Care, Housing & Public Health Policy Overview Committee	September 23	October 21	November 26	December CABINET	January 19	February 9	March 25	April 13	May CABINET	June TBC
--	--------------	------------	-------------	------------------	------------	------------	----------	----------	-------------	----------

REVIEW : Making the Council more autism friendly

Topic selection / scoping stage	Review update									
Witness / evidence / consultation stage		Witness 2	Witness 3							
Findings, conclusions and recommendations					Findings	Agree recommendations	Present draft report			
Final review report agreement								CABINET?		
Target Cabinet reporting										

Regular service & performance monitoring

Mid year Budget Update	X									
Annual complaints & service update report	X									
Children's Safeguarding Partnership (formerly the LSCB)	X									
Annual SAB (Adults Safeguarding Board report)	X									
Quality and Capacity of the Community Mental Health Services in Hillingdon		X								
Child & Adolescent Mental Health Services update		X				X				
Looked After Children Performance Data										
Report / minutes from the Corporate Parenting Panel		X	X				X			X
Cabinet's budget proposals for next financial year					X					
Cabinet Forward Plan Monthly Monitoring	X	X	X		X	X	X	X		X

One-off service monitoring

Hillingdon Homelessness Prevention and Rough Sleeping Review and Strategy							X			
Better Care Fund Plan							X			
Update on Telecare Line							X			
Semi - independent living for young people								X		
Update on the Carers Strategy Update		X								
Follow up on Ofsted visit						X				
Online Housing Benefit Applications			X							
Housing Briefing										
Management of voids					X					

Multi year work programme										
May 2018 - May 2022					2021					
Social Care, Housing & Public Health Policy Overview Committee	September	October	November	December	January	February	March	April	May	June
	23	21	26	CABINET	19	9	25	13	CABINET	TBC
Past review delivery										
Universal Credit 1 year on (as per recommendation approved with claimant stats and experience)			X							
Becoming an Autism Friendly Council										
Internal use only										
Report deadline	11 Sept 2020	13 Oct 2020	13 Nov 20		6 Jan 21	27 Jan 20	12 March 21	1 April 21		
Agenda published	15 Sept 2020	9 Oct 2020	18 Nov 20		11 Jan 21	1 Feb 21	17 March 21	5 April 21		