



HILLINGDON
LONDON



VIRTUAL Residents, Education and Environmental Services Policy Overview Committee

Councillors on the Committee

Wayne Bridges, (Chairman)
John Morgan (Vice-Chairman)
Allan Kauffman
Devi Radia
Stuart Mathers
Paula Rodrigues
Jan Sweeting
Colleen Sullivan
Alan Chapman

Date: THURSDAY, 3 SEPTEMBER
2020

Time: 7.00 PM

Venue: Watch a live broadcast of this meeting on the Council's YouTube channel: [Hillingdon London](#)

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Putting our residents first

Lloyd White
Head of Democratic Services
London Borough of Hillingdon,
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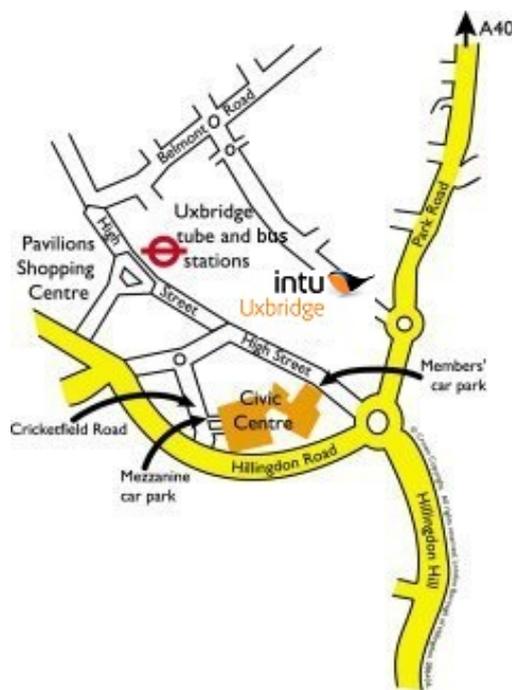
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Terms of Reference

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

1. Education Services and statutory education authority functions
2. School performance and attainment
3. School Transport
4. Relationships with Local Academies / Free Schools
5. Pre-School & Early Years Services
6. Youth Services & Careers Services
7. Juvenile justice & probation services
8. Adult Learning
9. Education and learning partnerships
10. Music & The Arts
11. Highways, traffic, parking & street environment
12. Local transport, including rail, cycling & London Underground
13. Footpaths and Bridleways
14. Road safety and education
15. Planning & Building Control
16. Libraries
17. The Borough’s heritage and history
18. Sport & Leisure services
19. Waste management & recycling
20. Green spaces, allotments, woodlands, conservation and sustainable development
21. Consumer Protection, Trading Standards & Licensing
22. Registrars & Bereavement Services
23. Local watercourses, drainage and flooding
24. Environmental Health, Air & Noise Quality
25. Local impacts of Heathrow expansion
26. Local impacts of High Speed Rail

Agenda

Chairman's Announcements

- 1 Apologies for Absence
- 2 Declaration of Interest in matters coming before this meeting
- 3 To confirm that all items marked Part 1 will be considered in Public and that any items marked Part 2 will be considered in Private
- 4 To agree the Minutes of the previous meetings 1 - 8
- 5 Annual Complaints & Service Update Report 9 - 40
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Minutes

RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE

19 March 2020



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

	<p>Committee Members Present: Councillors Wayne Bridges (Chairman), Stuart Mathers, John Morgan, Paula Rodrigues, Jan Sweeting, Steve Tuckwell and Tony Little</p> <p>LBH Officers Present: Neil Fraser (Democratic Services Officer), Dan Kennedy (Director, Housing, Environment, Education, Performance, Health & Wellbeing), Rani Dady (School Improvement / Governance / Moderation Manager) and Naveed Mohammed (Service Manager for Business Performance)</p>
71.	<p>APOLOGIES FOR ABSENCE (<i>Agenda Item 1</i>)</p> <p>Apologies were received from Councillors Kauffman, Markham and Radia.</p>
72.	<p>DECLARATION OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>None.</p>
73.	<p>TO CONFIRM THAT ALL ITEMS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT ANY ITEMS MARKED PART 2 WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 3</i>)</p> <p>It was confirmed that all items would be considered in public.</p>
74.	<p>TO AGREE THE MINUTES OF THE PREVIOUS MEETING (<i>Agenda Item 4</i>)</p> <p>Matters outstanding included:</p> <ul style="list-style-type: none"> the Committee's previous request for clarity around the use of the £2.5m allocation for Youth Services outlined in the budget item considered at the January meeting, and the request for detail of CIL use by Ward, (which had since been raised at the Major Applications Planning Committee.) <p>It was agreed the clerk would look into these matters before reporting back to the Committee.</p> <p>RESOLVED: That the minutes of the meeting held on 25 February 2020 be approved as a correct record.</p>
75.	<p>STANDARDS AND QUALITY IN EDUCATION IN HILLINGDON 2018/2019 (<i>Agenda Item 5</i>)</p>

Dan Kennedy (Director - Housing, Environment, Education, Performance, Health & Wellbeing), Rani Dady (School Improvement Officer / Governance / Moderation Manager) and Naveed Mohammed (Head of Business Performance and Insight) introduced the annual Standards and Quality in Education in Hillingdon report for the year 2018/19.

Members were informed that within Early Years, attainment was at or above London and national averages. Key Stage 4 outcomes were above the national average, while Key Stage 5 remained challenging but was improving.

Ofsted inspection data showed that school ratings had declined slightly, with 88% of schools now judged good or better, compared to 91.3% of schools during 2017/18. Five schools had been downgraded following the most recent inspections, with one school the subject of intensive intervention.

Of specific cohorts, SEND attainment showed good progress, CLA remained stable, while children with EHCP's and children with English as a Second Language had done well. White British boys remained an area of focus,

Members asked a number of questions, including:

White boys had struggled for a number of years. How was Hillingdon addressing this?

The attainment of white pupils remained challenging, though this was not unique to Hillingdon. To address this, the School Improvement Team had commissioned a White British disadvantaged project in 2019 to improve outcomes, and next year's data would measure the impact of that project. Engagement and support was required at an early age, to promote interest and motivation in education. Family support was also key. Targeted intervention was in place for specific individuals.

How was Hillingdon tracking performance against the 9 priorities listed?

A dedicated team who work with only early year's providers was in place, alongside an assessment framework for each of those individual providers, which allowed the Council to track progress. All providers were currently 'good', though further work was required to reach 'outstanding'. A review was conducted every quarter, broken down by provider, which allowed officers to identify providers who needed additional support to achieve targets.

Were there mechanisms in place to ensure sustainability of improvements?

Officers worked closely with schools to ensure sustainability. Challenges to sustainability included turnover of staff, or occasionally specific cohorts of pupils.

Was there any data regarding permanent exclusions for 2018-19?

The report contained detail of exclusions for the 2017-18 academic year, which was the most recent published data available.

Could the officers comment on the unfilled Year 7 places in the south of the Borough? (The available spaces were predominantly in the north of the Borough)

Officers were attempting to balance the need for places based on the data available, versus the risk of oversupply. It was important to recognise that the placement data was a snapshot in time, and that a clearer picture would emerge once parents confirmed their acceptance of the places offered, as well as completion of processing of late or in-year applications.

Some Members raised concerns that results at Key Stages 1 and 2, and Hillingdon's performance at these stages versus statistical neighbours and other London boroughs, was disappointing. These Members also raised concerns that comparing against national statistics was not providing a robust indication of performance. It was suggested that by looking at the problems in the context of the 14 Education Planning areas, the Council may be able to identify further actions aimed at improving results.

Members thanked the officers for the comprehensive report but requested additional detail of:

- how Hillingdon was performing in comparison to statistical neighbours and other London boroughs;
- how Hillingdon was identifying and working with underperforming schools;
- trends across multiple previous years;
- performance of NEET children;
- progress against the September guarantee;
- clarity around increased IYFAP placements;
- the performance of schools within the 14 education planning areas;
- how Hillingdon was learning from its neighbours, some of whom were performing better within more deprivation;
- detail around secondary school places for children with EHCPs; and
- feedback from parents around the schools admission process.

It was agreed that the clerk would liaise with officers regarding the sharing of this additional information to the Committee. It was requested that Members email the clerk should they have requests for any further specific information.

Members noted the contents of the report, and Councillor Tuckwell suggested:

“That the Committee welcomes the improvements set out in that report, but requests additional information to allow for further scrutiny, with particular regard to Hillingdon's performance versus its statistical neighbours and neighbouring London boroughs. The Committee also request that the Council looks at ways of improving outcomes for families in areas where schools may be facing external challenges.”

Following a proposal by the Chairman, the above comments were approved by the Committee as comments to be submitted to Cabinet.

RESOLVED:

- 1. That the report be noted;**
- 2. That the comments of the Committee, as outlined above, be included in the forthcoming report to the Cabinet; and**
- 3. That the clerk liaise with officers regarding the provision of further information to the Committee.**

Dan Kennedy (Director - Housing, Environment, Education, Performance, Health & Wellbeing), provided the Committee with a report relating to Elective Home Education.

A parent's right to choose Home Education for their child, and the Council's responsibilities to those children, were set out as per the report. At the time of publication of the report, 240 children were being educated at home. Reasons for parents electing to home educate their children were many, and included a lack of places at their preferred school, issues with teaching staff, or issues with pupils at their last school.

Generally, pupils were split evenly between male and female, though a higher percentage of home schooled students were in the older age brackets. Often, children would be home schooled for a short period of time, as they would return to school once whatever issue they had experienced was resolved.

As of October 2019, Hillingdon Council had introduced a new procedure, aligned with the recent recommendations from the Children's Commissioner's report 'Skipping School', which now required all schools to provide the Borough's Elective Home Education Officer with detailed information on pupils now being home schooled, including the reasons for the decision.

Among the actions taken by Hillingdon set out in the report, Hillingdon had contributed to recent DfE consultations, and it was hoped that in the future the DfE would grant local authorities additional powers, including the right to require parents to register their child with their local authority as being home schooled. Currently, parents were not obligated to provide such detail to their local authority.

Members asked a number of questions, including:

How was the Council working to support parents who had chosen to home school their children?

The Council signposted parents to a number of available resources, including learning materials and resource packs that were available through the website, as well as local support groups.

How did the Council work to resolve issues that had resulted in elective home schooling?

The Council would endeavour to understand the reasons for the parent's choice to home school, though often these reasons were not forthcoming. Where possible, officers would work to overcome the issue(s) through working with parents and schools, e.g. by instigating behaviour management processes to overcome issues of bullying, etc.

Were there any geographical trends to elective home schooling?

Children being home schooled did not appear to be localised within particular areas. However, this picture would change year on year, and within each year. The number of children being home schooled in Hillingdon was not dissimilar to numbers seen nationally or across London.

How did the Council resolve children missing from school? Was any kind of risk assessment in place?

The Council relied on schools notifying the local authority when children were off rolled. It would be incumbent on the original school to then pass the child's details to their new school. Missing children would be reviewed via a national database, which detailed their off rolling and enrolling at various schools, as well as through contact with other local authorities. If the child was not found through these means, the Council had powers to escalate the matter to other services.

How did the Council work to support child carers, some of whom could be missing education due to their carer responsibilities?

School were very good at identifying child carers and notifying the Council accordingly. The Council would then provide additional support to those young people to ensure that they did not miss out on education. There were also excellent carer support groups available to young carers.

Councillor Sweeting raised the issue of Traveller children regularly moving in and out of school, and referred to a previous Traveller Education Officer post that was no longer active within the Council. In addition, Councillor Sweeting referred to SEND children who were waiting for a school place at their required school. It was agreed that Councillor Sweeting would discuss these matters with officers outside of the meeting.

RESOLVED: That the report be noted.

77. **UPDATE ON REVIEW INTO LITTERING AND FLY-TIPPING** (*Agenda Item 7*)

Consideration was given to the revised draft recommendations, circulated prior the meeting.

Members were supportive of the draft recommendations, though made a number of suggestions for the final report, including:

- Highlighting of the most viable 'suggestions' for the implementation of recommendations
- Advice for cross departmental communication to ensure roadside beautification is not disrupted by the clearing of shrubbery
- Detail around the collection of refuse from blocks of flats
- Highlighting of plain and easy to understand language and terminology for all communications to the public

It was agreed that the clerk would circulate a draft of the final report at the next available Committee meeting, (or, if meetings continued to be postponed by the Covid19 pandemic, by email), once ready to be shared.

78. **CABINET FORWARD PLAN** (*Agenda Item 8*)

Members requested further clarity on the Douay Martyrs School, Ickenham item due for consideration at the April Cabinet meeting. It was agreed that the clerk would liaise with officers on this matter before feeding back to the Committee.

RESOLVED: That the Cabinet Forward Plan be noted.

79. **WORK PROGRAMME** (*Agenda Item 9*)

Members were advised that, due to the current Covid19 pandemic, the forthcoming

April meeting had been cancelled. All postponed items would be rescheduled to a future meeting.
The meeting, which commenced at 7.00 pm, closed at 8.14 pm.

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

Minutes

RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE

14 May 2020



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

	<p>Committee Members Present: Councillors Wayne Bridges (Chairman), Allan Kauffman, Devi Radia, Stuart Mathers, John Morgan (Vice-Chairman), Paula Rodrigues, Jan Sweeting, Alan Chapman and Colleen Sullivan</p>
1.	<p>ELECTION OF CHAIRMAN (<i>Agenda Item 1</i>)</p> <p>RESOLVED: That Councillor Bridges be elected as Chairman of the Resident's, Education and Environmental Services Policy Overview Committee for the 2020/21 municipal year.</p>
2.	<p>ELECTION OF VICE CHAIRMAN (<i>Agenda Item 2</i>)</p> <p>RESOLVED: That Councillor Morgan be elected as Vice-Chairman of the Resident's, Education and Environmental Services Policy Overview Committee for the 2020/21 municipal year.</p>
	<p>The meeting, which commenced at 7.53 pm, closed at 8.03 pm.</p>

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

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

Committee name	Residents, Education and Environmental Services 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 recommend 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.

Classification: Public

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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

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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 day

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

Classification: Public

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- 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

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	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.
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.	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.
Complaint ref: 7591626 Mr X complained that the temporary accommodation allocated to him was unsuitable and that it was not furnished.	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.
Complaint ref: 7682155 Mr X complained about the condition of his kitchen and that it needed to be replaced.	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.
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.	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.
Complaint ref: 7455827 Mr X complained about a bill for void repairs as he says that he left the property in good order.	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.
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.	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.
Complaint ref: 7589352 Ms X complained that when she called to report a problem with her patio door, it was not	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

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treated as an emergency.	
Complaint ref: 7625894 Ms X complained that the blockage to her drain was caused by the Council's sub contractor.	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.
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	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.
Complaint ref: 7578886 Mr X complained that neighbours were creating bad smells, hoarding and not keeping their garden tidy.	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.
Complaint ref: 7719395 Mr and Mrs X complain that their neighbour was harassing them.	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.
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.	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.
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.	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.
Complaint ref: 7582847 Ms X complained that the Council's advice to her in the aftermath of the fire had been inconsistent.	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.
Complaint ref: 7719241	Not Upheld

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Mr X's solicitors were unhappy with the way the Council dealt with his homeless application.	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.
Complaint ref: 7647787 Mr X complained that the lead flashing and tiles on the roof were incorrectly installed and it had not been corrected.	Not Upheld Mr X was informed that the roof had been fully inspected and no faults were found.
Complaint ref: 7773501 Mr X complained that the new tiles do not match the existing sizes of his current tiles.	Not Upheld Mr X was informed that it was his responsibility to seal the 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.
Complaint ref: 7775282 Mr X complained that even though we had undertaken repair work, his garage roof was still leaking.	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.
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.	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.
Complaint ref: 7926180 Ms X complained that the Council had not resolved the damp and mould in her property.	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.
Complaint ref: 7733321 Ms X complained that officers were rude to her and her mother and that they behaved in an unprofessional way.	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.
Complaint ref: 7943112 Ms X complained about the outcome of the review and compensation for the cost of moving her belonging.	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.
Complaint ref: 7987798 Ms X complained that she was	Not Upheld Ms X was informed that her application for social housing

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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.	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.
Complaint ref: 7822011 Ms X complained about damage to her property as a result of a roof leak.	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.
Complaint ref: 7900726 Ms X complained of continued, intermittent losses of water in her flat.	Not upheld Ms X was informed that on a shared main, when water is 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</p>	<p>Not Upheld The Housing Ombudsman Service found no fault in the way the Council dealt with Ms X situation.</p>

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move to a temporary property whilst work was carried out at the property, well.	
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 afford it.	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 the Council.
Complaint ref: 7503220 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.	Did not investigate 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.
Complaint ref: 7452012 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.	Did not investigate The Ombudsman did not investigate the complaint as there are insufficient grounds to warrant an investigation.
Complaint ref: 7649903 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.	Did not investigate The Ombudsman did not investigate this complaint as there is insufficient evidence of fault by the Council which would warrant an investigation
Complaint ref: 7426076 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.	Did not investigate 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.
Complaint ref: 7554733 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.	Did not investigate The Ombudsman did not investigate this complaint because there is insufficient evidence of fault on the Council's part which would warrant an investigation.
Complaint ref: 7669247 Ms X complained about the Council's handling of matters relating to a housing Improvement	Did not investigate 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

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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.	that any investigation they undertook is unlikely to lead to a different outcome.
Complaint ref: 7773670 Ms X complained about the Council's handling of her Right To Buy application.	Did not investigate The Housing Ombudsman Service informed Ms X that matters relating to the Right to Buy application is outside their jurisdiction.
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.	Did not investigate The Ombudsman did not investigate this complaint because Ms X could have used the legal remedies available to her.
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.	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.

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"

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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

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</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>

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had to pay towards the cost of her care.	
Complaint ref: 7123975 Mrs X complained that the Council unreasonably refused her transport to school.	Not upheld The Ombudsman found no evidence of fault.
Complaint ref: 7823117 Mrs X complained that the Council refused her application for free school transport for her son.	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.

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:

- 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

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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 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

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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."

2020/21 BUDGET PLANNING REPORT FOR SERVICES WITHIN THE REMIT OF RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Marcus Briginshaw
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 Residents, Education and Environmental Services 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.

RECOMMENDATION

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.
5. 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

6. 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.
7. 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.
8. 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 £25,812k 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 MTFP 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 Residents, Education and Environmental Services 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

REVIEW INTO LITTERING AND FLY-TIPPING WITHIN HILLINGDON

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Neil Fraser, Democratic Services
Papers with report	None
Ward	All

HEADLINES

The Committee has considered evidence and information to support its review into Littering and Fly-Tipping within Hillingdon. This information is now contained in a draft report, for the Committee's consideration.

RECOMMENDATIONS

That the Residents, Education and Environmental Services Policy Overview Committee endorses the report for submission to Cabinet.

SUPPORTING INFORMATION

At the meeting on 26 July 2019, Members agreed that the Committee's next review topic would be 'Littering and Fly-Tipping within Hillingdon'. Following this agreement, witness sessions were conducted, and information was received from Cathy Knubley – Head of Waste Services, Nathan Welch, ASB & Environment Manager, David Brough – Chairman of the Hayes Town Partnership, A S Puar – Chairman of the Hayes Town Business Forum, Colleen Sullivan – Oak Farm Residents Association, Jane Turnbull - Oak Farm Residents Association, Claire King – Resident of Barnhill Ward, Kiran Soor – Resident of Barnhill Ward, and Rose Tehan, Research and Innovation Development Manager for Keep Britain Tidy.

This information has now been set out within a draft final report, alongside the recommendations that were approved at the meeting on 21 January 2020. This draft final report will be circulated to the Committee prior to the meeting on 03 September 2020, and it is requested that the Committee consider the draft final report for endorsement to Cabinet.

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

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.

Classification: Public

Residents, Education and Environmental Services Policy Overview Committee – 3 September 2020

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.

SELECTING A NEW REVIEW TOPIC - REVIEW B

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Neil Fraser – Democratic Services
Papers with report	None
Ward	All

HEADLINES

To provide Committee Members with information about:

1. How reviews are undertaken and ways in which Members can add value to their findings; and
2. Potential next review topic ideas.

RECOMMENDATIONS:

That the Committee:

1. **Note the information within the report; and**
2. **Consider potential topics for the next review.**

SUPPORTING INFORMATION:

Undertaking policy reviews

Over the years, Policy Overview Committees have undertaken successful in-depth reviews of Council services and policies. This has resulted in a number of positive changes locally, with some also affecting policy at a national level. Such committees engage Councillors in a wide range of Council activity and build a greater understanding about service provision to residents.

Review phases

The typical phases of a review are as follows:

1. Selection of topic
2. Scoping the review / setting out objectives
3. Witness & evidence stage (this is the main activity)
4. Draft recommendations considered / early draft of review report
5. Final report approved by Committee
6. Referred to Cabinet for consideration
7. Monitoring the implementation of recommendations once approved / amended by Cabinet at meetings, i.e. in six months

Selecting review topics

It is always best to sound out potential review topics early on. In respect ideas of areas to review these can come from a variety of sources e.g.: Committee Members; Council officers; External partners / residents and Cabinet Members. When a Committee considers a potential review topic, we recommend running it past the following criteria as part of our scorecard (see Appendix A); i.e. topics that are:

- Resident-focused
- Under the correct remit of the Committee
- Matters the Council has influence over
- New issues
- Achievable for the Council
- Can gain wider organisational buy-in and support
- Drive improvement / efficiency
- Provide early warning or resilience for national changes
- Investigate the 'big issues' locally or nationally within Hillingdon

Witness and evidence stage

Ultimately, any Policy Overview Committee's efforts are at their best when external witnesses and residents participate, adding value to intelligence gathering and findings. In support of this, Committees have undertaken a variety of both formal and informal activity "in meetings" and "outside meetings". It is important to pull together a broad evidence based for any potential findings later on. Additionally, the ability for Councillors to bring their 'local' insight is highly valuable. Activities the Committee can undertake include:

- Surveys / social media
- Promotion of review to seek views
- Invite the relevant Cabinet Member to attend for their views
- Question key council officers
- Hold informal workshops
- Networking events, e.g. with partners
- Have closed meetings, i.e. confidential, such as social care clients
- Commission reports from council officers / externally
- Request data and intelligence on the topic
- Visits to other local authorities
- Undertake site visits within the Borough or council facilities
- Appoint experts or advisors to join the Committee throughout its review
- Selecting the best range of witnesses to get a real user / resident perspectives
- Invite national experts in their field

Whilst information will be provided to Councillors, it may be helpful when preparing for this stage of a review, that Councillors:

- Prepare their draft questions for each witness in advance;
- Read a witness bio or find out more about their organisation;
- Do their own additional research on the topic - you may find something officers don't!

- Use their network of councillors in other local authorities to seek views;
- Tell residents at Surgeries / Ward Walks about your review, get their thoughts.

Drafting recommendations

After hearing from witnesses and receiving evidence, the Committee then will meet to pull together all the information and shape its collective findings. Any final recommendations that come to Cabinet ideally should:

- Meet the initial aims / objectives of the review
- SMART: Specific, Measurable, Achievable, Relevant, Time-bound
- Not be a short-term fix, but a lasting outcome
- Affordable or can be aligned neatly with the MTFP process
- Based on a broad evidence base as possible
- Seek to review or amend existing approved policies (as opposed to new ones)
- If publicity or wider engagement or education is recommended, to target such communications as best as possible
- Consider 'conclusions' as well as specific recommendations

Nearer this time, Democratic Services staff supporting the Committee will advise further on drafting recommendations. Throughout this process, their role is critical to the Committee, to guide Members and secure the information and witness activity that Members wish to undertake. They also draft alongside the Chairman, the final report for the Committee to consider.

Possible next review topic ideas

Below is a list of recent review topics over the last 5 years (within the Committee's revised remit) to give an example of what has already been done.

2015/16

- Hoarding in Hillingdon
- The mechanism for reviewing major developments in the Borough and identifying lessons to be learned for the planning process

2016/17

- Charity Waste
- The Council's current and future relationship with Academies and Free Schools
- Supporting educational aspiration for disadvantaged children

2017/18

- Shisha Establishments
- Air Quality

2018/19

- Payment Modernisation across Key Resident Services

2019/20

- Littering and Fly-Tipping within Hillingdon

It is requested that the Committee suggest and discuss potential topics for the next review, for further consideration by the Chairman and relevant officers.

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

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

Council Constitution.

Appendix A - Review topic selection scorecard

<p>Resident-focused - High impact on residents and the community, with public interest and scope for making a positive difference (whether universal or a targeted group or area, e.g. young people or a particular town centre)</p>	
<p>Correct remit - is it covered in the Committee's Terms of Reference and does it cut across into the domain of other Committees? If it does, narrow the topic or consider suggesting the Corporate Services POC considers it, or perhaps a joint Committee working group review if the respective Chairmen and Committees agree.</p>	
<p>Influence - A topic that affects residents, groups, businesses and other key stakeholders in Hillingdon and relates to a service, event or issue in which the Council is in control of, has a significant stake in or has influence over, e.g. with partners.</p>	
<p>New - A new and fresh topic preferably. One which has not previously been reviewed by a Committee in the last 2-3 years, or which is not currently being reviewed by another Committee or internally.</p>	
<p>Achievable - A good level of expertise, best practice and information is available to draw on to complete this review. Committee resources, departmental plans and organisational timings permit a successful review with positive recommendations, during the current municipal year. Is the review ToR too wide and need to be narrowed to be achievable? Will the Committee's work programme accommodate the review?</p>	
<p>Wider organisational support - A topic that is likely to receive organisational buy-in from the Committee and wider Council. Possibly support from partner organisations to add value to existing work.</p>	
<p>Drives improvement - a service or area of partnership that has been identified internally or externally that requires improvement in the medium-long term and would benefit from Members' insight. Performance risks or areas of consistent under-performance.</p>	
<p>Drives transformation and efficiency - in support of the Council's objectives, any areas where service re-modelling is under consideration in the longer-term, that with Members' insight can help to deliver future savings, efficiencies and VFM.</p>	
<p>National and local - a topic that will assist the Council in the implementation or awareness of external challenges, new legislation, national policy or the changing role of the public sector. A topic relevant to Hillingdon's residents that seeks to lobby change in national legislation, policy or practice.</p>	

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CABINET FORWARD PLAN

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Neil Fraser, Democratic Services Officer
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).

RECOMMENDATIONS

That the Residents, Education and Environmental Services Policy Overview Committee notes and comments on items going to Cabinet.

SUPPORTING INFORMATION

The latest published Forward Plan is attached.

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

NIL.

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Ref	Upcoming Decisions	Further details	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Public / Private Decision & reasons
SI = Standard Item each month									
Council Departments: RS = Residents Services SC = Social Care AD = Administration FD= Finance									
Cabinet 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
002	School Admissions Criteria	Cabinet will consider a report on proposals for	All		Cllr Susan O'Brien	RS - Julie Markwell		New	Private (3)

		minor changes to the Schools Admissions Criteria Policy, for consultation prior to approval at a later date.							
004	Response to Government Consultation: Changes to the Current Planning System	The Ministry of Housing, Communities and Local Government has set out proposals for measures to improve the effectiveness of the current planning system. The 4 main proposals are: (1) changes to the standard method for assessing local housing need; (2) securing of First Homes through developer contributions in the short term until the transition to a	All		Cllr Keith Burrows	RS - James Rodger / Julia Johnson		New	Public

		new system; (3) supporting small and medium-sized builders by temporarily lifting the small sites threshold below which developers do not need to contribute to affordable housing and (4) extending the current Permission in Principle to major development. This report to Cabinet will set out the Council's response to the consultation prior to the submission deadline of 1 October 2020.							
005	Borough wide Public Space Protection Orders 2020	Public Space Protection Orders (PSPOs) should be reviewed every 3	All		Cllr Douglas Mills	RS - Nathan Welch, Glen Egan, Joanne Howells	Statutory consultation	New	Public

		<p>years. The Council has extended its current Public Space Protection Orders to the 19 October. These enable the issuing of fines for the enforcement of a range of anti-social prohibited activities.</p> <p>Following the required review, this report to Cabinet will seek formal approval to adopt / re-adopt these key enforcement powers going forward, subject to the statutory process.</p>							
008	Consideration of setting a licensed deficit budget in 2020/21 for five maintained	Five maintained schools have been unable to set a balanced budget for 2020/21 and have, therefore,	Hillingdon East, Northwood, West Drayton, West Ruislip		Cllr Susan O'Brien / Cllr Jonathan Bianco	FD - Graham Young		New	Public

	schools in the Borough	requested to set a licensed deficit budget. Cabinet is asked to agree to this to enable the schools to function with the certainty of funding, whilst the schools take reasonable steps to manage their costs.							
009a	Statement of Licensing Policy for consultation - POLICY FRAMEWORK	Every 5 years the Council is required to review its licensing policy, which forms the basis of decisions made on licensing matters by Officers and the Licensing Sub-Committee. Cabinet will be asked to consult on the policy, with a final version to consider in December 2020.	All	To full Council 14/01/2021	Cllr Douglas Mills	RS - Daniel Ferrer	Statutory consultation , Policy Overview Committee and Licensing Committee	New	Public

		This is a policy framework document and will require formal adoption by the Council also.							
011	Transport for London Local Implementation Plan - Annual Spending Submission 2020/21	Cabinet will consider the Council's submissions to Transport for London for funding on local transport infrastructure projects.	All		Cllr Keith Burrows	RS – Alan Tilly			Public
Cabinet Member Decisions expected - September 2020									
012	Accreditation of the Museum, Archives and Local Studies Service & approval of related policies	Member approval is sought to enable the Museum, Archives and Local Studies Service to achieve full accreditation as a museum service by the Arts Council for England. This requires	All		Cllr Sir Ray Puddifoot MBE / Cllr Richard Lewis	RS - Tim Saward / Susan Dalloe	Various		Public

		approval of the Council's updated Collections Development Policy and associated Documentation Policy, Care and Conservation Policy, Access Policy and service Forward Plan. This will enable the service to continue its work to preserve and promote the heritage of Hillingdon for all its residents.							
Cabinet Meeting – 22 October 2020									
013	Self-Build & Custom-Build Housing (Charging and Eligibility Criteria)	Following consultation approved by Cabinet on 21 May 2020, to seek approval to introduce a charging schedule and eligibility criteria	All		Cllr Keith Burrows / Cllr Philip Corthorne	RS - James Rodger / Julia Johnson		New	Public

		for inclusion on Hillingdon's Self-Build and Custom-Build Housing Register.							
015	Response to Government Consultation: Planning for the future	The Ministry of Housing, Communities and Local Government has set out proposed reforms of the planning system to streamline and modernise the planning process, bring a new focus to design and sustainability, improve the system of developer contributions to infrastructure, and ensure more land is available for development where it is needed. This report to Cabinet will set out the	All		Cllr Keith Burrows	RS - James Rodger / Julia Johnson		New	Public

		Council's response to the consultation prior to the submission deadline of 29 October 2020.							
016	Award of Building Contract: Uxbridge Mortuary Extension	This report will seek approval to appoint a works contractor for extension and reconfiguration of the existing facilities at Uxbridge Mortuary to increase its capacity.	Brunel		Cllr Jonathan Bianco / Cllr Richard Lewis	RS - Bobby Finch			Private (3)
Cabinet Member Decisions expected - October 2020									
018	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 Blackett / Jan Major	Consultation will take place, along with an Equalities Impact Assessment		Public
Cabinet Meeting - 10 December 2020									

020a	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
009b	Statement of Licensing Policy for consultation - POLICY FRAMEWORK	Every 5 years the Council is required to review its licensing policy, which forms the basis of decisions made on licensing matters by Officers and the Licensing Sub-	All	To full Council 14/01/2021	Cllr Douglas Mills	RS - Daniel Ferrer	Statutory consultation , Policy Overview Committee and Licensing Committee	New	Public

		Committee. Following consultation, Cabinet will consider the policy for recommendation to Full Council for adoption.							
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RESIDENTS, EDUCATION AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE - WORK PROGRAMME

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Neil Fraser, Chief Executive's Office
Papers with report	Appendix A – Work Programme
Ward	All

HEADLINES

To enable the Committee to note future meeting dates and to forward plan its work for the current municipal year.

RECOMMENDATIONS

That the Residents, Education and Environmental Services Policy Overview Committee considers the report and agrees any amendments.

SUPPORTING INFORMATION

- The Committee's meetings will 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. Forthcoming meeting dates are as follows:

Meeting Date	Room
3 September 2020	VIRTUAL
15 October 2020	TBC
3 November 2020	TBC
27 January 2021	TBC
23 February 2021	TBC
17 March 2021	TBC
20 April 2021	TBC

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

Policy Overview Committees directly engage residents in shaping policy and recommendations and 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

NIL.

Multi year work programme

May 2018 - May 2022

2021

	September 3	October 15	November 3	December CABINET	January 27	February 23	March 17	April 20
Residents, Education & Environmental Services Policy Overview Committee								
REVIEW:								
Topic selection / scoping stage	Topic Discussion	Topic Selection	Scoping Report					
Witness / evidence / consultation stage								
Findings, conclusions and recommendations								
Final review report agreement								
Target Cabinet reporting								
Regular service & performance monitoring								
Quarterly School Places Planning Update	X	X			X		X	
Annual complaints & service update report	X						X	
Standards Attainment report (incl. School Improvements)						X		
CIL Expenditure Monitoring - Annual Report	X				X			
Budget Planning Report for Residents Services	X				X			
Cabinet's budget proposals for next financial year	X				X			
Cabinet Forward Plan Monthly Monitoring	X	X	X		X	X	X	X
One-off service monitoring								
Enforcement of Parking Schemes across the Borough		X						
Update on the new SEN Strategy, and the new Additional Needs Strategy (DATE 2021 TBC)								
Strategic plan for the Adult Learning Service			X					
Information item on empty properties								
New Licensing Policy		X						
School Admissions Criteria Minor Changes			X					
Past review delivery								
Air Quality Action Plan		X						
Payment Modernisation for Key Resident Services (tbc)								

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