



HILLINGDON
LONDON

A

Corporate Services, Commerce and Communities Policy Overview Committee

Date: TUESDAY, 13 OCTOBER 2020

Time: 7.30 PM

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

Meeting Details: Members of the Public and Media are welcome to attend.

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



Councillors on the Committee

Richard Mills, (Chairman)

Vanessa Hurhangee (Vice-Chairman)

Lindsay Bliss

Wayne Bridges

Nicola Brightman

Alan Deville

Jazz Dhillon, (Opposition Lead)

Scott Farley

Martin Goddard

Published: Monday, 5 October 2020

Contact: Luke Taylor

Tel: 01895 250693

Email: ltaylor3@hillingdon.gov.uk

Putting our residents first

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. Democratic Services
2. Localism
3. Central Services, incl. Human Resources, ICT, Communications & Legal Services
4. Capital programme, property, construction & facilities management
5. Financial Planning & Financial Services
6. Enforcement and anti-fraud activities
7. Procurement
8. Performance Improvement
9. Economic development & town centres and regeneration
10. Local commerce, employment, skills and job creation
11. Local Strategic Partnership and Sustainable Community Strategy;
12. Community engagement, partnerships and the voluntary sector
13. Equalities and Community Cohesion
14. Community Safety
15. Public Safety & Civil Protection
16. Climate Change
17. Energy use and carbon reduction
18. Health & Safety

Agenda

CHAIRMAN'S ANNOUNCEMENTS

1	Apologies for absence	
2	Declarations of Interest	
3	Minutes of the meeting held on 17 September 2020	1 - 4
4	Exclusion of Press and Public	
5	Annual Complaint & Service Monitoring Report	5 - 42
6	Review D: Scoping Report	43 - 50
7	Forward Plan	51 - 54
8	Work Programme 2018/2022	55 - 58

This page is intentionally left blank

Minutes

**Corporate Services, Commerce and Communities
Policy Overview Committee**
Thursday, 17 September 2020
**Meeting held at VIRTUAL - Live on the Council's
YouTube channel: Hillingdon London**



Published on:
Come into effect on: Immediately (or call-in date)

Members Present:

Councillors Richard Mills (Chairman)
Vanessa Hurhangee (Vice-Chairman)
Lindsay Bliss
Nicola Brightman
Alan Deville
Jazz Dhillon
Scott Farley
Martin Goddard
Wayne Bridges

Officers Present:

Luke Taylor, Democratic Services Officer
Iain Watters, Financial Planning Manager

3. APOLOGIES FOR ABSENCE

There were no apologies for absence.

4. DECLARATIONS OF INTEREST

There were no declarations of interest.

5. MINUTES OF THE PREVIOUS MEETINGS

RESOLVED: That the minutes of the meetings held on 4 February 2020 and 14 May 2020 be agreed as a correct record.

6. EXCLUSION OF PRESS AND PUBLIC

It was confirmed that all items were marked as Part I and would be considered in public.

7. 2020/21 BUDGET PLANNING REPORT FOR SERVICES WITHIN THE REMIT OF THE CORPORATE SERVICES, COMMERCE AND COMMUNITIES POLICY OVERVIEW COMMITTEE

The Financial Planning Manager introduced the report that introduced the current stage of development of budget planning work with regard to services within the remit of the Corporate Services, Commerce and Communities Policy Overview Committee.

The Committee heard that the report was being presented a little later than in previous years due to the COVID-19 pandemic. The Financial Planning Manager noted that the General Fund had an anticipated £20m saving requirement over the next two years, allowing for an assumed Council Tax increase and the Adult Social Care Precept.

Members were informed that this position was unlikely to move materially heading into the budget setting cycle, despite the COVID-19 pressures currently experienced. The Financial Planning Manager stated that the Council were facing pressures of around £26m in terms of the impact of COVID-19 on income streams and the direct cost to the Council of some of the measures taken to respond and support the local community. However, the Committee was informed that all but £3m of that planned expenditure has been covered by grant funding from Government, and there is a remaining balance of £9m set aside in earmarked reserves to manage anything that Government grants are not available for.

Outside of COVID-19 pressures, the Financial Planning Manager confirmed that the Council were £360k under spent at this point in the year and on track. The Committee heard that, outside of the Council's General Fund, the housing revenue account continued to be backed by a fully funded 30-year business plan, and the Council is confident that it has the underwriting from the Department for Education to ensure that often reported pressure on high needs and SEND within the school's budget is not a concern for the General Fund and would not directly hit budget setting for the Council's own operations.

The Financial Planning Manager noted that a number of service transformation proposals were expected, along with zero based reviews, savings related to procurement and managing demand, and ensuring that fees and charges are set at an appropriate level. The final budget proposals will be approved at Cabinet in December, and will then go to public consultation and will return to the Committee in January for final comments.

Councillors sought clarification on the use of cash balances against reported expenditure, and were informed that this was a planned use of reserves following the Council's actions to build up their balance in the early 2010s, so it only used money that was set aside for this purpose and was part of the Council's strategy. Additionally, the Financial Planning Manager confirmed that the savings programme will adapt to what was required through the year.

Responding to questioning from the Committee, the Financial Planning Manager also noted that a rise in Council tax would not bridge the shortfall in itself, and would communicate these figures to the Committee, along with the figures that outlined the acquisition of new dwellings in the Borough.

RESOLVED: That the financial context in which the 2021/22 budget setting process will take place in advance of detailed saving proposals being developed and approved at Cabinet in December 2020 was noted.

8. REVIEW: LOCAL COMMERCE, EMPLOYMENT, SKILLS AND JOB CREATION

The Chairman noted that the final report of the Committee's review into Local Commerce, Employment, Skills and Job Creation was contained within the agenda, but since the conclusion of the review, the world had changed as a result of the COVID-19 pandemic.

The Committee agreed that the pandemic meant that the report was currently out of date and incomplete, and it would not be right to send to Cabinet in its current form, given the recommendations contained were based on the local economy pre-COVID.

Members noted that it was important to demonstrate the depth and breadth of the review by sending it to the relevant Cabinet Members, and questioned whether it may be a subject that the Committee can reconsider in the future. The Committee agreed that there was a lot of uncertainty at current, and agreed that the review should be revisited at some point, although the current situation meant that the Committee should wait to see the full impact of COVID-19 on the local economy before committing to this.

RESOLVED: That the Committee:

- 1. Agreed the final report on “Local Commerce, Employment, Skills and Job Creation”;**
- 2. Noted the change in circumstances as a result of the COVID-19 pandemic, and the impact it had on the review; and,**
- 3. Agreed to send the review to the Cabinet Member for Finance, Property and Business Services and Cabinet Member for Community, Commerce and Regeneration with a letter highlighting the impact of the pandemic upon the review.**

9. FUTURE REVIEW TOPICS

The Committee discussed potential topics for the next Policy Overview Committee's review.

Members suggested reviewing the voluntary sector's response to the COVID-19 pandemic in Hillingdon. This topic would include considering how the voluntary sector reacted to the pandemic, and how the Council were able to support it. The Committee recognised that Hillingdon 4 All faced challenges in its response and needed the Council's assistance, so it was important to look at what support was provided or funded.

Councillors also suggested a number of other issues, including:

- How the Council's Anti-Social Behaviour (ASB) responded to the increase in ASB during the COVID-19 pandemic;
- Reviewing the performance of Hillingdon First Limited;
- Considering the maintenance and upkeep of Council-owned buildings, including cladding;
- Looking at building regulations regarding Houses of Multiple Occupation;
- Issues surrounding the Alleygating Scheme, including community safety.

The Democratic Services Officer noted that he would explore the suggestions, and provide a written update to Councillors regarding which topics may fall under the Committee's remit.

The Committee agreed that any suggestions that fell within the Committee's remit could be provided as information items and added to Committee's work programme. Members agreed a scoping report on the Voluntary Sector's response to COVID-19 be prepared and presented at the next meeting.

RESOLVED: That a scoping report be prepared on the topic of the “Voluntary Sector’s Response to the COVID-19 Pandemic”.

10. FORWARD PLAN

The Committee sought clarification on the review of the new Licensing Policy, and the Democratic Services Officer confirmed an update on when Councillors could contribute to the policy review would be sent to Members via email.

RESOLVED: That the forward plan be noted.

11. WORK PROGRAMME 2020/21

RESOLVED: That the Work Programme be noted, subject to:

1. The information provided by officers on potential information items outlined in Item 7, items be added to the Work Programme where necessary.
2. Discussions with Lead Officers regarding the viability of presenting an update on the Committee's previous review on “Recruitment”.

Agenda Item 5

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

Committee name	Corporate Services, Commerce & Communities 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.

RECOMMENDATION

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

SUPPORTING INFORMATION

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

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

Implications on related Council policies

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

How this report benefits Hillingdon residents

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

Financial Implications

There are no direct financial implications associated with this report.

Legal Implications

None

BACKGROUND PAPERS

NIL

BACKGROUND TO THE COMPLAINT PROCESS

1. The Council's Vision

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

2. What is a Complaint?

In general terms a complaint can be considered as:

"an expression of dissatisfaction by telephone, personal visit or in writing, about the standard of service, actions or lack of action by the Council or its staff affecting an individual or group of customers."

3. How can people complain?

Complaints can be made in person, by telephone, in writing, via our website or email, either directly to the service area, Contact Centre or to the Complaints and Enquiries Team.

4. Remedies for redress

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

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

5. Mediation

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

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
	Stage 1	14	21	45	5	0	85
Children & Young People Services	Stage 2	0	0	0	0	0	0
	Ombudsman	0	0	0	0	1	1
	Stage 1	71	85	343	19	0	518
Residents Services	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

- 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.

COMPLAINT AND COMPLIMENT REPORT FOR HOUSING SERVICES FOR 2019/20**SUMMARY OF ANALYSIS****Informal complaints**

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

Stage 1 complaints

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

Stage 2 complaints

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

Stage 3 complaints

- There were no Stage 3 complaints.

Investigation by the Local Government or Housing Ombudsman

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

Compliments

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

DETAILED COMPLAINT REPORT

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

- The Informal Complaint (service request).
- Stage 1 – response from a Director or Head of Service.

- Stage 2 – response from the Deputy Chief Executive and Corporate Director of Residents Services
- Stage 3 – response from the Chief Executive of the Council
- Stage 4 - Designated Person for the Council
- Local Government and Social Care Ombudsman or Housing Ombudsman Service

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

1. INFORMAL COMPLAINTS

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

Table 1 – Informal complaints (Service Requests)

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

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

2. STAGE 1 COMPLAINTS

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

Table 2 – Total number of Stage 1 complaints

Period	Total number
2018/19	157
2019/20	177

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

Table 3 – Outcome of complaints

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

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

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

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

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

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

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

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

3. STAGE 2 COMPLAINTS

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

Table 6 – Total number of complaints progressing to Stage 2

Period	Total number
2018/19	24
2019/20	31

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

Table 7 – Outcome of complaints

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

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

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

condition of her house.	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 treated as an emergency.	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
Complaint ref: 7625894	Not upheld

Ms X complained that the blockage to her drain was caused by the Council's subcontractor.	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 Mr X's solicitors were unhappy with the way the Council dealt with his homeless application.	Not Upheld The solicitors were informed that Mr X informed the Housing Officer that in the interim he would be making his own arrangements to find accommodation and that is why temporary accommodation was not offered.
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 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.	Not Upheld Ms X was informed that her application for social housing had been dealt with in accordance with the Council's Social Housing Allocation Policy. Ms X was also informed that all new tenancies are probationary for the first year and no adaptation can take place during this period.
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 resolve 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
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.	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.
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.	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.
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	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.
Complaint ref: 7868010 Mr X complained the temporary accommodation the Council provided for him when he became homeless in 2014 was unsuitable	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

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.	repairs.
Complaint ref: 7582847 Ms X complained that the Council caused a fire at her property, mishandled her personal belongings after the fire and did not organise her move to a temporary property whilst work was carried out at the property, well.	Not Upheld The Housing Ombudsman Service found no fault in the way the Council dealt with Ms X situation.
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	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.

properties which they would find suitable.	
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 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.	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 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

Classification: Public

Corporate Services, Commerce & Communities Policy Overview Committee – 13 October 2020

received for 2019/20 which is a 37% rise (25) from the 2018/19 figure of 67.

Here's what some people said about housing services:

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

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

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

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

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

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

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

COMPLAINT AND COMPLIMENT REPORT FOR ADULT SOCIAL CARE FOR 2019/20**SUMMARY OF ANALYSIS****Informal Complaints**

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

Stage 1 complaints

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

Local Government and Social Care Ombudsman (LGO)

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

Compliments

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

DETAILED COMPLAINT REPORT

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

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

THE COMPLAINT PROCEDURE

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

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

1. THE INFORMAL COMPLAINT

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

Table 11 - Informal Complaints received – (Service requests)

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

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

2. STAGE 1 COMPLAINT - LOCAL RESOLUTION

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

Table 12 – Total number of Stage 1 complaints

Period	Total number
2018/19	40
2019/20	45

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

Table 13 – Outcome of complaints

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

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

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

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

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

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

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

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

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

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

Table 16 – Total number of LGO investigations

Period	Total Number
2018/19	9
2019/20	8

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

Complaint details	LGO decision
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.	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.
Complaint ref: 7002220 Mr X complained that the	Partially upheld The Ombudsman found that the Council was not at fault for

Council delayed responding when he asked the Council to intervene when the nursing home raised its fees by 20%.	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.
Complaint ref: 6708250 Mr X complained that the Council delayed completing major adaptations as necessary for his wife's safety.	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.
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.	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.
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.	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.
Complaint ref: 7807198 Ms X complained on behalf of her mother, Mrs Y that the Council failed to provide enough notice or information about the contribution Mrs Y had to pay towards the cost of her care.	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.
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".

COMPLAINT REPORT FOR CHILDREN AND YOUNG PEOPLE SERVICE'S FOR 2019/20**SUMMARY OF ANALYSIS****Informal Complaints**

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

Stage 1 complaints

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

Stage 2 and 3 Complaints

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

Local Government and Social Care Ombudsman (LGO)

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

Compliments

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

DETAILED COMPLAINT REPORT

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

THE COMPLAINT PROCEDURE

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

- Stage 3 – Review Panel comprising of three independent people
- Local Government and Social Care Ombudsman.

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

1. THE INFORMAL COMPLAINT

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

Table 18 - Informal Complaints received – (Service requests)

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

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

2. STAGE 1 – LOCAL RESOLUTION

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

Table 19 – Total number of complaints recorded

Period	Total number
2018/19	55
2019/20	85

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

Table 20 – Complaints by service area

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

The number of upheld (14), partially upheld (21) and not upheld (45) is broadly the same for

2018/19 and 2019/20 and accounts for 16%, 25% and 53%, respectively, of all complaints received for 2019/20.

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

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

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

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

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

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

3. STAGE 2 INVESTIGATIONS

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

There were no Stage 2 investigations during this period.

4. STAGE 3 INVESTIGATIONS

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

There were no Stage 3 investigations during this period.

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

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

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

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

6. LEARNING FROM COMPLAINTS

Listed below are the main themes:

Communication

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

Delays

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

7. COMPLIMENTS

Table 23 – number of compliments received

Period	Total number
2018/19	52
2019/20	46

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

Here's what some people have said.

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

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

additional emotional trauma and would have made her recovery much harder."

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

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

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

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

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

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

Now there's a few people who I would like to thank for helping me reach my dreams and a few people who's traits I could only dream of having , xxxx, A social worker who I will always be grateful to she taught me so many things about myself taught me how to go from a girl into a women and I dream that I can't 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.

COMPLAINT AND COMPLIMENT REPORT FOR EDUCATION SERVICES FOR 2019/20**SUMMARY OF ANALYSIS****Informal Complaints**

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

Formal Complaints

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

Local Government and Social Care Ombudsman (LGO)

- There were no LGO investigations during this period.

Compliments

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

DETAILED COMPLAINT REPORT

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

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

THE COMPLAINT PROCEDURE

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

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

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

A. THE INFORMAL COMPLAINT

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

Table 24 - Informal Complaints received – (Service requests)

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

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

B. STAGE 1 – LOCAL RESOLUTION

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

Table 25 – Total number of complaints recorded

Period	Total number
2018/19	32
2019/20	16

The number of complaints has reduced by 50% from 32 for 2018/19 to 16 for 2019/20. This is mainly because fewer complaints about schools have been forwarded from Ofsted for us to

investigate and in a number of complaints the Council received, we have informed complainants to raise their concerns directly with the school.

Table 26 - Outcome of complaints

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

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

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

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

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

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

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

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

c. STAGE 2 COMPLAINTS

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

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

Complaint details	Decision at Stage 2
Complaint ref: 7579050 Mrs X complained about the lack of therapy provision	Partially upheld The Council explained that the play therapy was stopped as it was felt that this was not beneficial for her son. We

(Speech and Language Therapy, Occupational Therapy and Play Therapy) which she says the Council failed to provide.	accepted that this was an error, apologised and agreed to source a play therapist. Speech and Language Therapy had already been provided.
--	---

d. **STAGE 3 COMPLAINTS**

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

- There were no Stage 3 complaints during this period.

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

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

Table 29 – Total number of LGO investigation

Period	Total Number
2018/19	4
2019/20	0

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

f. **LEARNING FROM COMPLAINTS**

Listed below are the main themes:

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

g. **COMPLIMENTS**

Table 30 - compliments received

Period	Total number
2018/19	1
2019/20	18

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

Here's what one person said:

"I have known X since my son was small and she has been very supportive with her advice, visits and getting us professional help when my son needed it. She always signposted us to the relevant people and clubs. As we are very private people, we needed someone to trust and X

was there for us. You can see that she is doing her job because of her passion not as a duty. She always has time to listen and always offers help when needed. I would definitely say that the family she works with will always be supported. We have been very fortunate that she has journeyed with us until our son has turned 18. We will miss her but would like to say thank you with this small note of appreciation."

This page is intentionally left blank

Agenda Item 6

REVIEW D: SCOPING REPORT

Committee name	Corporate Services, Commerce and Communities Policy Overview Committee
Officer reporting	Luke Taylor, Democratic Services
Papers with report	Scoping Report

HEADLINES

Officers have provided a draft scoping report for the Committee that puts forward an initial plan for the review. Members can chose to accept this scoping report or make relevant changes.

RECOMMENDATION

That the Committee comment on and consider the scoping report to initiate the review.

INFORMATION

1. The Committee is responsible for undertaking the ‘policy overview’ role in relation to the Chief Executive’s Office and Finance areas of the Council. The full range of services under the Committee’s remit is outlined in the terms of reference at the start of the agenda. These are primarily strategic policy and internal functions such as finance, property, personnel, democratic services, legal services, ICT, economic development, as well as equalities and diversity and the voluntary sector.
2. At the Committee meeting held on 17 September 2020, Members discussed potential topics for a review. Further discussions with officers took place following the meeting, and it was agreed that a scoping report on “The Voluntary Sector’s Response to the COVID-19 Pandemic in Hillingdon” be brought to the meeting scheduled for 13 October 2020.
4. Other topics discussed at the previous meeting are scheduled to come to the Committee as information items and are included in the Work Programme.

Classification: Public

Corporate Services, Commerce & Communities Policy Overview Committee – 13 October 2020

This page is intentionally left blank



Corporate Services, Commerce & Communities Policy Overview (Scrutiny) Committee Review Scoping Report

The Voluntary Sector's Response to the Covid-19 Pandemic in Hillingdon

1. REVIEW OBJECTIVES

Aim and background to review

The Covid-19 pandemic has been the single largest challenge faced by both national and local governments for nearly a century, and, nationwide, has led to the deaths of over 40,000 people. This review aims to understand how the voluntary sector and Council collaborated to respond to the challenges of the pandemic, and support residents during such a difficult time.

The review will hear from key witnesses on the response and consider how the voluntary sector and Council worked together to help residents, in particular the Borough's most vulnerable residents, during the pandemic.

At the meeting on 17 September 2020 it was agreed to further explore the voluntary sector's response to the pandemic as a potential review topic, and officers were requested to provide a scoping report that set out the guidelines and timelines to investigate the issue.

Terms of Reference

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

1. *To consider how the voluntary and community sector (VCS) in Hillingdon was able to respond to needs of residents during the Covid-19 lockdown period.*
2. *To hear how the pandemic impacted on the VCS sector and its ability to deliver services, raise funds, and recruit volunteers.*
3. *To review how the Hillingdon Community Hub worked with the VCS to meet emergency needs.*
4. *To make any recommendations that would increase resilience of VCS to respond to any future lockdown or restrictions.*

2. INFORMATION AND ANALYSIS

Current context

A coordinated response to the Covid-19 pandemic was vital to help protect the most vulnerable residents in the Borough. The Council worked closely with local voluntary and community organisations to respond to such an unprecedented event.

Hillingdon is home to a vibrant and diverse voluntary and community sector. From more established and well-known charities, to the more local residents groups, from a wide range of faith venues, to sporting, cultural, youth and social groups. Hillingdon's communities demonstrated their support for key workers and the Borough saw neighbours, friends and families coming together to support each other at times of need, as people were required to shield and isolate.

This review will consider how the VCS was able to respond to needs of residents during the Covid-19 pandemic and better understand what were the successes of voluntary organisations when tackling this issue.

Key Information

The VCS generally was at the forefront of responding to the emerging and changing demands of the Covid-19 pandemic and was well placed to pick up issues on the ground and provide support. The sector was also impacted directly, as it saw loss of income due to reduced donations or fee income from activities. Volunteers were not always able to continue working, as they themselves required isolation. The sector has had to adjust and transform to continue to support local residents.

Early on in the process, the Council established the Hillingdon Community Hub in collaboration with Hillingdon 4 All (H4All) - the local consortium which brings together five of the main local charities (AgeUKHHB, Hillingdon Carers Trust, Harlington Hospice, Hillingdon MIND and DASH). The Hub also formed part of the pan-london

emergency response. It was widely promoted as the place to call in event of urgent need, should residents be required to shield or isolate.

Emergency food became one of the largest requests and the hub responded quickly with a bespoke paid-for shopping service, and with emergency food parcels, co-ordinated by the Council's Business Assurance Team. The Hub was seen by the Government as the provider of "last resort", where local needs should be met. Nationally, a free food parcel scheme was offered by the NHS to those who were designated as being extremely vulnerable to Covid and required to shield.

The Borough's foodbanks, faith groups and voluntary organisations also helped respond to many different needs during the pandemic, distributing food, prescriptions and checking on the people with "befriending" calls.

As lockdown requirements changed, the Council has worked closely with the two main established foodbanks in Hillingdon - the Hillingdon Foodbank and the UB7 Foodbank - to support them so that they have the resources and capacity to meet any increased need and to take referrals from the Hub. This has allowed the emergency food distribution elements of the Community Hub to be reduced and moved to a more sustainable model. This was taking place from September and will be kept under review.

In parallel to the process of emergency food distribution, the Community Hub and officers in social care received notification of some 15,000 residents deemed extremely vulnerable and required to shield. Whilst the NHS had offered free food to each, the Council also contacted every person in the shielded cohort to ensure that they had access to food, medication and any other support requirements. The Council invested in a new ICT system to record and monitor actions on each of these case records, and referrals were made via the Hub to H4All to respond to non-food issues, such as medication, befriending and dog walking.

The Council from contact with community groups that, post-lockdown, wider issues beyond immediate food needs are becoming more significant. There are reports of mental health services coming under increased pressure, and an upturn in reports of domestic abuse. Some of the pressures being felt by the VCS in Hillingdon will be hard to fully quantify, so it may be useful for the committee to hear directly from providers about their challenges, responses and plans.

The Committee will also be aware that the Council supports the Borough's VCS through a core grants programme of approximately £2m a year. Applications for the grants round for 2021/22 have been received and are being evaluated, with recommendations to go to Cabinet in December 2020.

Responsibilities

The Council's Covid-19 response was led by the Leader of the Council. The portfolio Cabinet Member responsible for the voluntary sector is Councillor Douglas Mills, Cabinet Member for Communities, Commerce and Regeneration.

Connected activity

Not applicable at this time.

Current intelligence, best practice and research

- Data collected through the Community Hub's response.
- Potential figures regarding the number of shielded contacts in the Borough.

Further information

Hillingdon Council Support for Vulnerable Residents, found at:
www.hillingdon.gov.uk/community-support

Government COVID-19 Guidance for voluntary, community and social enterprise organisations, found at:
www.gov.uk/guidance/covid-19-guidance-for-voluntary-community-and-social-enterprise-organisations

Special Report to Cabinet detailing "Hillingdon Council's Response to Coronavirus", found at:
<https://modgov.hillingdon.gov.uk/documents/s48342/Draft%20Cabinet%20Report%20-%20Hillingdons%20response%20to%20Coronavirus%203.pdf>

3. EVIDENCE & ENQUIRY

Witness testimony

Lines of enquiry will need to be worked up in due course.

Potential witnesses, among others, could include:

- Testimony from LBH Officers; Mike Talbot and Kevin Byrne (and Tracey Bushell ??)
- Testimony from H4All; Julian Lloyd (Age UK) and Sally Chandler (Carers Trust)
- Testimony from local foodbanks; UB7 and Hillingdon Foodbanks
- Testimony from Mental Health Charities; Hillingdon MIND
- Testimony from other local charities involved with the response to the pandemic.

Members may wish to suggest alternative witnesses.

The Committee must also consider that witnesses may be constrained if external partners are required to deploy again to deal with the continuing pandemic. Written testimonies could also prove helpful in these cases.

Potential Consultation & Communications

To be confirmed.

4. REVIEW PLANNING & ASSESSMENT

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

It is advised that witnesses attend in themed sessions. Draft timeframes & milestones are set out below and can be extended or reduced as the Committee sees fit:

Meeting Date	Action	Purpose / Outcome
13 October 2020	Agree Scoping Report	Information and analysis
4 November 2020	Witness Session 1	Evidence & enquiry
12 January 2021	Witness Session 2	Evidence & enquiry
3 February 2021	Witness Session 3	Evidence & enquiry
4 March 2021	Draft Final Report	Proposals – agree recommendations and final draft report
6 April 2021	Cabinet - Consider Final Report	Agree recommendations and final report
December 2021	Monitoring of implementation of recommendations	

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

Financial assessment

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

Generally, Committees should seek to ensure any recommendations are cost-effective or save the Council money. However, any early findings or recommendations by the Committee which may result in a call on Council budgets should be discussed at the earliest opportunity by the Chairman, relevant Cabinet Member and Leader of the Council to assess viability.

Resource requirements

Not applicable at this stage.

Equalities impact

Not applicable at this stage.

Agenda Item 7

FORWARD PLAN

Committee name	Corporate Services, Commerce & Communities Policy Overview Committee
Officer reporting	Luke Taylor, Democratic Services
Papers with report	Appendix A – Forward Plan

HEADLINES

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

RECOMMENDATION

That the Committee note the Forward Plan, and comment on any items coming before Cabinet if they see fit.

SUPPORTING INFORMATION

The Forward Plan is updated on the 15th of each month. An edited version to include only items relevant to this Committee's remit is attached as Appendix A.

This page is intentionally left blank

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 or Private (with reason)
SI = Standard Item each month									
Cabinet meeting - 22 October 2020									
027	Disposal of garage sites	Cabinet will consider declaring 2 small garage sites surplus to requirements and to market them with planning approval for residential development. The sites are: (1) Fairacre, Malmesbury Close, Eastcote, HA5 2NG and (2) Morello Avenue, Uxbridge, UB8 3ER.	Brunel, Northwood Hills		Cllr Jonathan Bianco	RS - Julie Markwell		NEW	Private (3)
024 Page 53	Council's Insurance Contracts 2015 - 2021	The Council's contracts for its insurance policies expire on 30 November 2020 and this report seeks approval to extend the insurance contracts by a period of one year.	N/A		Cllr Jonathan Bianco	FD - Stephanie Rao		NEW	Private (3)
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)
017	Counter Fraud Strategic Plan	Cabinet will approve an updated Counter Fraud Strategic Plan, comprising updated associated policies and protocols in relation to Prosecutions, Surveillance, Investigations, Whistleblowing, Anti-Money Laundering and Anti-Bribery. These policies will also focus on fraud post COVID-19 and set out the robust and zero tolerance approach Hillingdon takes to fraud of any kind.	All		Cllr Sir Ray Puddifoot MBE	FD - Zac O'Neil			Public

Cabinet meeting - 12 November 2020								
019	Contract extension - Revenues and Benefits Service	Cabinet will consider an extension to the current contract for the Revenue and Benefits service, which undertakes the collection and recovery of Council Tax, business rates, the processing of benefits claims and related queries.	All		Cllr Jonathan Bianco	FD - Muir Laurie		Private (3)
Cabinet meeting - Thursday 10 December 2020								
020 a	The Council's Budget - Medium Term Financial Forecast 2021/22 - 2025/26 (BUDGET FRAMEWORK)	This report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2021/22 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	All	TO FULL COUNCIL 25/2/21	Cllr Sir Ray Puddifoot MBE & Cllr Jonathan Bianco	FD - Paul Whaymand	Public consultation through the Policy Overview Committee process and statutory consultation with businesses & ratepayers	Public
Page 54	Financial assistance to Hillingdon's local voluntary organisations	This report to Cabinet will make recommendations on the level of financial support to voluntary organisations for the 2020/21 financial year, demonstrating continued commitment to the vital work they do for residents in Hillingdon.	All		Cllr Douglas Mills	RS - Kevin Byrne		Public

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

Agenda Item 8

WORK PROGRAMME 2020 - 2021

Committee name	Corporate Services, Commerce and Communities Policy Overview Committee
-----------------------	--

Officer reporting	Luke Taylor, Democratic Services
--------------------------	----------------------------------

Papers with report	Appendix A – Work Programme
---------------------------	-----------------------------

HEADLINES

To enable the Committee to track the progress of its work in 2020-2021 and forward plan its work for the current, and next, municipal year.

RECOMMENDATIONS:

That the Committee note the Work Programme 2020 – 2021 and agree any amendments.

SUPPORTING INFORMATION

The Committee's meetings start at 7.30pm (unless stated otherwise below), and the meeting dates for the next municipal year are as follows:

Meetings	Room
17 September 2020	Virtual
13 October 2020	TBC
4 November 2020	TBC
12 January 2021	TBC
3 February 2021	TBC
4 March 2021	TBC
6 April 2021	TBC

This page is intentionally left blank

Multi Year Work Programme

May 2018 - May 2022

Corporate Services, Commerce & Communities Policy Overview Committee

2020

September 17	October 13	November 4	December CABINET
--------------	------------	------------	------------------

2021

January 12	February 3	March 4	April 6	May CABINET
------------	------------	---------	---------	-------------

Review D: Voluntary Sector Response during COVID-19 Pandemic

Topic selection / scoping stage

Scoping Report

Witness / evidence / consultation stage

Witness 1

Findings, conclusions and recommendations

Witness 2

Witness 3

Final review report agreement

Findings

Target Cabinet reporting

Final report

Regular service & performance monitoring

Mid year Budget Update

X

Annual complaints & service update report

X

Biennial Safety Review - Sports Grounds

Cabinet's budget proposals for next financial year

X X X

Cabinet Forward Plan Monthly Monitoring

X All POCs

X X

X X

One-off service monitoring

Performance Improvement

X

Safety of Council-Owned Properties & Buildings

X

Alley Gating Scheme

X

Hillingdon First Limited

X

Anti-Social Behaviour during Lockdown

X

Carbon Reduction

X

Prevent

X

Officer Presentation - Climate Change

TBC

Future Review Topics

X

Past review delivery

Recruitment

X

Homophobic, Biphobic & Transphobic Bullying

X

Local Policing & Community Safety in Hillingdon

X

Local Commerce, Employment, Skills & Job Creation

X

This page is intentionally left blank