

Minutes

SOCIAL SERVICES, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE



HILLINGDON
LONDON

Tuesday 6 September 2016

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

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

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

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

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

Members were provided with the following information:

In relation to the **Housing Service**:

Informal complaints

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

Stage 1 complaints

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

Stage 2 complaints

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

Stage 3 complaints

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

Action By:

Investigation by the Housing or Local Government Ombudsman (LGO)

- 18 referrals had been concluded by the Ombudsman during this period. Of the 18 referrals, 1 had been upheld, 2 partially upheld, 11 not upheld and 4 referrals were not investigated by the Ombudsman

Action By:

Compliments

- The number of compliments recorded was down from 40 for 2014/15 to 23 for 2015/16.

In relation to complaints regarding Adult Services, reference was made to the impact which the Care Act would have on the number of complaints. Regular liaison took place with Healthwatch Hillingdon which helped with dealing with complaints and often provided opportunities for intervention.

The Committee was also informed that a Team had been set up to deal with complaints regarding hospital discharges.

In relation to **Adult Social Care:**

Informal complaints

- 26% more complaints had been dealt with informally when compared to the 2014/15 figure of 104 with the figure for 2015/16 of 131.

Stage 1 complaints

- There had been 26% more Stage 1 complaints registered when compared to the 2014/15 figure of 31 against the 2015/16 figure of 39.
- The average time taken to conclude a Stage 1 complaint was 7.97 working days against a target of 20 working days. 100% of complaints were responded to within the Council's published target of 20 working days.

Local Government Ombudsman (LGO)

- Seven referrals had been concluded by the Ombudsman. Of these, 2 were upheld, 4 not upheld and 1 complaint was considered premature.

	<p>Compliments</p> <ul style="list-style-type: none"> The number of compliments recorded is down from 61 for 2014/15 to 49 for 2015/16. <p>Discussion took place on complaints which were made to other parties such as charities and whether these were accounted for in the data. The Business Manager, Complaints and Enquiries would have a look at this and respond to Members.</p> <p>Members Enquiries</p> <p>Discussion took place on the increase in Members Enquiries in both the Housing Service and Adult Services service areas.</p> <p>The Committee was informed of the intervention work which was carried out by officers in this area which averted many enquiries from escalating into complaints. Many Member Enquiries were treated as service requests, rather than complaints. The Business Manager, Complaints and Enquiries said he would have a look at the number of Member Enquiries which could have been treated as complaints.</p> <p>RESOLVED –</p> <p>1. That the information provided in the annual complaint report be noted.</p>	<p>Ian Anderson Action By:</p> <p>Ian Anderson</p>
<p>15.</p>	<p>FORWARD PLAN</p> <p>Noted.</p>	
<p>16.</p>	<p>WORK PROGRAMME</p> <p>The Committee asked that consideration be given to scheduling a meeting of the Committee in December, if required.</p> <p>Members asked for an update on the Stroke Prevention review for the next meeting.</p> <p>Noted.</p>	<p>Khalid Ahmed</p> <p>Khalid Ahmed</p>
	<p>Meeting commenced at 7.00pm and closed at 7.45pm Next meeting: 4 October 2016 at 7.00pm</p>	

These are the minutes of the above meeting. For more information on any of the resolutions please contact Khalid Ahmed on 01895 250833. These minutes are circulated to Councillors, Officers, the Press and Members of the Public.