

ANNUAL COMPLAINT REPORT FOR HOUSING AND SOCIAL CARE SERVICES FOR 1 APRIL 2018 TO 31 MARCH 2019

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

HEADLINES

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

RECOMMENDATIONS:

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

SUPPORTING INFORMATION

This report provides information and analysis of complaints and Members' Enquiries received between 1 April 2018 and 31 March 2019 for Housing and Social Care Services and satisfies the requirements to publish annual information about complaints. It includes

- Appendix A: Background to the complaints process
- Appendix B: Complaints, compliments and Members' Enquiries trends for 2018/19
- Appendix C: Housing Services
- Appendix D: Children & Young People Services
- Appendix E: Adult Social Care

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

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

5. Mediation

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

APPENDIX B

COMPLAINTS, COMPLIMENTS AND MEMBERS' ENQUIRIES FOR 2018/19

1. Total number of complaints/compliments recorded for 1 April 2018 to 31 March 2019

Directorate	Informal complaints	Stage 1 complaints	Stage 2 Complaints	Stage 3 complaint	Ombudsman Investigations	Compliments
Administration and Finance	108	235	27	0	12	2
Adult Social Care	76	40	N/A	N/A	9	68
Children and Young People's Services	91	55	2	0	5	52
Residents Services	2,481	507	44	0	59	112
Total for 2018/19	2,756	837	73	0	85	234
Comparison - 1 April 2017 to 31 March 2018	3,077	860	56	1	75	54

- Officers focus remains on addressing concerns raised informally and the figures above reflect this. We will continue to take this approach wherever possible.
- 3% (23) fewer Stage 1 complaints were registered when comparing the figure of 837 for 2018/19 with the figure of 860 for 2017/18.
- Of the 837 Stage 1 complaints registered, Residents Services accounted for 61% (507), Administration and Finance 28% (235), Adult Social Care 5% (40) and Children Services 7% (55).
- Of the 837 Stage 1 complaints, 9% (73) escalated to Stage 2. This suggests that 91% of formal complaints are being resolved at Stage 1.
- It is taking the Housing Ombudsman (HO) roughly 9 months and the Local Government and Social Care Ombudsman (LGO) between 3 and 6 months to conclude their investigations. For 2018/19, 85 enquiries were concluded by the HO and LGO which is roughly 10% of all Stage 1 complaints responded to during this period. There has been a small increase in the number of complaints considered by the Ombudsman from 75 for 2017/18 to 85 in 2018/19, this is not significant as 51 out of the 85 complaints were not investigated by the Ombudsman.
- During this period, 234 compliments were also recorded, which is a significant rise when compared with the 2017/18 figure of 54. This is as a result of articles in All Staff E-mail and Managers' Roundup.

- Officers continue to apply the revised Corporate complaints procedure (to escalate a complaint direct from Stages 1 and/or 2 to the Ombudsman where it is felt that the decision cannot be overturned through the complaint process). That is why volumes of Stage 2 and 3 complaints remain low.

2 Complaint outcomes - 1 April 2018 to 31 March 2019

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	19	24	191	1	0	235
	Stage 2	0	1	26	0	0	27
	Ombudsman	1	0	0	0	11	12
Adult Social Care	Stage 1	5	7	25	3	0	40
	Ombudsman	1	1	6	0	1	9
Children & Young People's Services	Stage 1	5	18	28	4	0	55
	Stage 2	0	2	0	0	0	2
	Ombudsman	0	1	0	0	4	5
Residents Services	Stage 1	81	72	337	16	1	507
	Stage 2	3	7	34	0	0	44
	Stage 3	0	0	0	0	0	0
	Ombudsman	8	4	13	0	34	59
Total for 2018/19		123	137	660	24	51	995
Comparison - 1 April 2017 to 31 March 2018		130	134	575	21	N/A	860

- The volume of upheld (123) and partially upheld (137) complaints is low at 12% and 14% respectively when compared against the complaints not upheld figure of 660 (66%)
- Of the 85 complaints investigated by the Ombudsman, 10 were upheld, 6 partially upheld, 19 not upheld and 51 not investigated.
- Please note that in one investigation (LGO 17016682), a public report was issued by the LGO because they felt that the Council had not made reasonable adjustments to meet the complainant's needs. The Council accepted the findings and recommendations of the Ombudsman and have already taken a number of steps to address the concerns identified, including the need for all frontline staff to attend equality refresher training.

3. Time taken to respond to complaints

Timeliness of response			
Directorate		Total number of complaints	Number and % responded to within target
Administration & Finance	Stage 1	235	231 (98%)
	Stage 2	27	26 (96%)

Adult Social Care	Stage 1	40	33 (83%)
Children & Young People's Services	Stage 1	55	42 (76%)
Residents Services	Stage 1	507	429 (85%)
	Stage 2	44	33 (75%)

- **Administration and Finance.** 231 (98%) out of 235 Stage 1 complaints were responded to within 10 working days and 96% 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.** 33 (83%) out of 40 Stage 1 complaints were dealt with within our internal 10 working day target. 39 (98%) out of 40 Stage 1 complaints were responded to within our published target of 20 working days.
- **Children Services.** 42 (76%) out of 55 Stage 1 complaints were responded to within 10 working days. An area for improvement.
- **Residents Services.** 429 (85%) out of 507 Stage 1 complaints were responded to within 10 working days.

4. Residents Services

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

Residents Services	Stage 1	Stage 2	Stage 3	Ombudsman	Compliments
ASBET	41	8	0	4	0
Education	32	0	0	0	1
Green Spaces includes Libraries	26	1	0	7	15
Highways	46	2	0	4	3
Housing	157	26	0	16	67
Planning and Building Control	105	0	0	18	2
Technical and Admin Support (Parking, Cemeteries)	43	4	0	5	7
Transport and Projects	10	1	0	4	0
Waste	47	2	0	1	17
Total	507	44	0	59	112

- Housing accounts for 31% (157) of all Stage 1 complaints registered for Residents Services with Planning, Highways and Waste services next highest at 21% (105), 9% (47) and 9% (46) respectively.
- Of the 32 Stage 1 Education Service complaints, 29 related to complaints to Ofsted who then asked the Council to investigate. The remaining 3 complaints related to parents dissatisfaction with the handling of their application or the decision not to admit their child to a particular school by the School Placement and Admission Team.

- The number of compliments recorded has risen from 54 for 2017/18 to 112 for 2018/19. This is largely due to the number of compliments for the Repairs Team (67) which accounted for 60% of all compliments received for Residents Services

5. Comparative benchmarking data on how Hillingdon compares against other neighbouring Local Authorities 1 April 2018 to 31 March 2019.

a. Children and Young People's Service

Local Authority	Total number of Stage 1 complaints	Total number of Stage 2 complaints	Total number of Stage 3 complaints	Total Number of Ombudsman investigations
Barnet	38	1	0	4
Brent	79	12	0	1
Ealing	90	2	0	4
Buckinghamshire	44	11	3	3
Hillingdon	55	2	0	5
Islington	80	4	0	1

b. Adult Social Care

Local Authority	Total number of Stage 1 complaints	Total Number of Ombudsman investigations
Barnet	95	4
Brent	97	9
Ealing	109	5
Buckinghamshire	156	10
Hillingdon	40	9
Westminster	106	5

In comparison with the Local Authorities near to us, the volume of formal complaints for the above two areas is low. This is mainly due to the effort made by staff to bring about early resolution of a complaint at the informal stage and Stage 1 of the complaint procedures.

Comparative figures for Corporate complaints is not available as these are not published or shared amongst Local Authorities.

6. Members Enquiries

Period	Residents Services	Social Care	Admin and Finance	Total
2017/18	8,110	205	187	8,502
2018/19	11,308	186	181	11,675

- 37% (3,173) more (overall) enquiries from Elected Members when comparing the figure for 2017/18 of 8,502 with the figure for 2018/19 of 11,675.

- Residents Services accounts for 97% of all enquiries from Elected Members. Waste Services (5,813), Planning and Building Control (1,891), Housing (1,240) and Green Spaces (1,050) receive the most number of enquiries from Elected Members.
- Adult Social Care and Children and Young People's Service received 117 and 69 enquiries from Elected Members, respectively. Whilst the number of enquiries is significantly lower than those received in Residents Services they tend to be more complex enquiries.
- The number of enquiries for Administration and Finance remains broadly similar for 2017/18 (187) and 2018/19 (181).

HOUSING SERVICES

SUMMARY OF ANALYSIS

Informal complaints

- The number of informal complaints (service requests) remains broadly similar when comparing 2017/18 figure of 408 with the 2018/19 figure of 421.

Stage 1 complaints

- The number of Stage 1 complaints registered remains broadly similar when comparing 2017/18 figure of 170 with the 2018/19 figure of 157. Of the 157 Stage 1 complaints, 22 were upheld, 44 partially upheld, 84 not upheld and 7 were withdrawn. The average time taken to respond to a Stage 1 complaint is 8.50 working days, with 82% (129 out of 157) Stage 1 complaints responded to within the 10 working day target.

Stage 2 complaints

- The number of Stage 2 complaints has risen from 10 for 2017/18 to 24 for 2018/19. Of the 24 Stage 2 complaints, 2 were upheld, 5 partially upheld and 17 not upheld. The average time to respond to a Stage 2 complaint is 8.83 working days.

Stage 3 complaints

- There were no Stage 3 complaints.

Investigation by the Local Government or Housing Ombudsman

- 16 complaints were considered by the Ombudsman - 3 were upheld, 1 partially upheld, 2 not upheld and in the other 10 the Ombudsman decided not to investigate.

Compliments

- 67 compliments were recorded for 2018/19 which is 179% (43) rise from the 2017/18 figure of 24.

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
2017/18	104	88	102	114	408
2018/19	94	90	114	123	421

- The number of informal complaints recorded for 2017/18 and 2018/19 remains broadly similar.

2. **STAGE 1 COMPLAINTS**

A Director from Residents Services will aim to respond within 10 working days.

Table 2 – Total number of Stage 1 complaints

Period	Total number
2017/18	170
2018/19	157

- The number of Stage 1 complaints registered for 2017/18 and 2018/19 remains broadly similar.

Table 3 – Outcome of complaints

Service Area	Total number	% responded within 10 working days	Upheld	Partially upheld	Not upheld	With drawn
Homeless Prevention	52	94 %	5	6	37	4
Repairs including	80	66 %	12	23	43	2

Heating						
Programme and Asset Management	8	75 %	4	1	3	0
Tenancy Services	17	100 %	1	14	1	1
Total	157	82 %	22	44	84	7

- Of the 157 complaints Stage 1 complaints, 14% (22) were upheld, 28% (44) partially upheld and 54% (84) not upheld.

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

	2017/18	2018/19
Average time taken to conclude a complaint	7.80	8.50
Target	10	10
Variance	- 2.2	- 1.5

- The average time taken to respond to a Stage 1 complaint is 8.50 working days against the target of 10 working days. A good performance.

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

Period	Total number of complaints	Number dealt with within 10 working days	% dealt with within 10 working days
2017/18	170	152	89 %
2018/19	157	129	82 %

- 82% (129 out of 157) Stage 1 complaints were responded to within 10 working days. This is an area for improvement and not as good as last year.
- Table 3 above provides performance data by service area.

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
2017/18	10
2018/19	24

- The number of Stage 2 complaints has risen particularly in the repairs service (heating and maintenance) and a summary of all the complaints are provided below.

Table 7 – Outcome of complaints

Period	Upheld	Partially upheld	Not upheld	Total
2017/18	4	2	4	10
2018/19	2	1	21	24

- The % of upheld complaint (2) in comparison with the total number of Stage 2 complaints (24) remains low.

The table below provides a summary of the 24 Stage 2 complaints.

Complaint details	Decision at Stage 2
<p>Complaint ref: 7083878 Ms X complained that the Stage 1 response was factually incorrect as it advised that a replacement pump had been installed to her boiler when it had not.</p>	<p>Upheld We apologised and advised when the replacement pump was being installed.</p>
<p>Complaint ref: 7205116 Mr X complained that his front door, kitchen and bathroom needs to be replaced.</p>	<p>Upheld Mr X was advised that after we review we had decided to replace his front door, kitchen and bathroom.</p>
<p>Complaint ref: 6605933 Ms X complained about the time taken to provide her with a replacement kitchen and bathroom.</p>	<p>Partially Upheld Ms X was informed that her kitchen was included in the next phase of the kitchen replacement programme. There are no plans to replace her bathroom.</p>
<p>Complaint ref: 6646118 Mrs X complained that the engineer who attended to fix her mother's boiler was incompetent.</p>	<p>Not Upheld Mrs X was informed that the engineer who attended to undertake the work at her mother's property was Gas Safe trained and registered, as are all the engineers who undertake such work.</p>
<p>Complaint ref: 6998726 Mr X complained that an appointment to undertake his annual boiler service had been cancelled because the engineer was off sick.</p>	<p>Not Upheld Mr X was informed the appointment had to be cancelled as the engineer called in sick on the date and that his work could not be re assigned to another engineer. The appointment was rescheduled for another date when it was completed. Mr X was informed that the cancelled appointment would not be recorded on his records.</p>
<p>Complaint ref: 6586921 Ms X complained that the Council had refused to replace her damaged fence panel.</p>	<p>Not Upheld Ms X was informed that the repair of her fence was her responsibility but as a gesture of goodwill, we have arranged for a fencing contractor to renew the fence panels free of charge.</p>

<p>Complaint ref: 6772883 Ms X complained that her request for compensation to replace plants which were damaged when waste removed from a blocked gully was "thrown over" them was refused.</p>	<p>Not Upheld Ms X was informed that high-pressure water is sometimes needed when clearing blocked drains and gullies and it is not possible to completely eliminate splash damage. As a gesture of goodwill we agreed to pay Ms X a small sum of money to replace her plants.</p>
<p>Complaint ref: 7065202 Ms X complained that the Council had not made a reasonable adjustment in considering her housing situation i.e. build her a wet room and an external lift.</p>	<p>Not Upheld Ms X was informed that it was not feasible to install an external lift but to help we registered her for a direct nomination and would contact her as soon as a suitable four bedroom property becomes available.</p>
<p>Complaint ref: 6934370 Mr X complained that the Council had refused to pay for a roof leak.</p>	<p>Not Upheld Mr X was informed that this matter had been considered by the Council's insurer's and they had repudiated the claim for roof leak damage.</p>
<p>Complaint ref: 7002279 Dr X complained that he was entitled to substantial compensation from the Council because of a shortfall in rental over the past 20 years.</p>	<p>Not Upheld Dr X was informed that the Council is not responsible for contacting landlords to advise them that it is open to them to increase the rent for any residential property. Our records indicate that the tenant's tenancy had been a private tenancy for many years before it ended. During that period it would have been open to Dr X to increase the rent as he saw fit.</p>
<p>Complaint ref: 6716327 Mr X complained that there was a vibrating noise from a gate that was disturbing him and that the Council was refusing to take any action to address this issue</p>	<p>Not Upheld Mr X was informed that the Council's contractor responsible for the maintenance of this gate undertook an inspection. As a result of this inspection, they identified that one of the two locks had been damaged beyond repair and this has meant that the gate was only secured by one lock rather than two. The necessary repair was undertaken on 22 June 2018.</p>
<p>Complaint ref: 6886778 Mr X complained that the Council had refused to repair the wet room floor.</p>	<p>Not Upheld Mr X was informed that Officers from the Council had visited his premises and as a result of this inspection, they advised that the only real option is to cap off the under-floor pipes, re-run them above floor level and box the pipes in. Mr X had declined this offer.</p>
<p>Complaint ref: 7101007 Ms X complains that she was coerced into removing her niece from her housing application and not warned that the affect of this would be that</p>	<p>Not Upheld Ms X was informed that once her partner began to live with her it meant that she no longer needed 24/7 care from her niece. The affect of this was that she was now assessed as a three bedroom need because she was considered to</p>

her banding would change from a Band A to Band C.	be overcrowded rather than severely overcrowded.
Complaint ref: 7043657 Mr X complained that he could hear noises in the chimney which was as a result of building work done by his neighbour.	Not Upheld Mr X was informed that as a result of his report an inspection was undertaken of the communal roof. Communal roofing repairs are done without the resident needing to be at home and in this case the roofer would not be able to diagnose chimney defects from within his flat. However, as a matter of good practice we should have informed him of what we had done. We apologised that we did not do so.
Complaint ref: 7066996 Ms X wanted the Council to get her neighbour to have the aerial that was installed removed as it was non compliant in planning terms.	Not Upheld Ms X was informed that the Council did not erect the aerial installation to the rear of her property but having established that it was non-compliant in planning terms made, we have agreed to have it removed.
Complaint ref: 7008136 Ms X complained about her neighbours gardens which she felt was encroaching on hers.	Not Upheld Ms X was informed that the Council would not normally be involved in boundary disputes between two private owners. If she believed that there is an encroachment onto her land she may wish to seek independent legal advice.
Complaint ref: 7239838 Mr X complained that the Investigating Officers decision that the inspection of the parking areas under the Council's estate at Hayes Town Centre would require a disproportionate use of his officer's time, to be unfair and unjust	Not Upheld Mr X was informed that an inspection of the parking areas on the Hayes Town Centre estate would reflect a snap-shot of the areas at a point in time during the working week. It would not provide data on issues presented outside of these times and in particular during the evening and weekend periods when more residents may be at home and are using the parking areas.
Complaint ref: 6795547 Ms X complained that the Council was not taking fire safety very seriously.	Not Upheld Ms X was advised of the Council's fire safety works programme, including replacement fire doors and upgrading emergency lighting systems and associated works, where required. There is no statutory duty placed on the Council to install smoke and CO2 alarms.
Complaint ref: 7335742 Ms X complained that the Council had refused to repair her fence.	Not Upheld Ms X was told that the Council does not accept responsibility for fencing and associated repairs as this is the tenant's responsibility.
Complaint ref: 7097899 Mrs X wanted compensation because the Council did not renew the kitchen to the timescale that had been given	Not Upheld Mrs X was informed that at the start of her tenancy the work due to be undertaken was subject to the outcome of a review. However, the Maintenance Service would still have done

to the previous tenant.	any health and safety repairs until the new renewal date.
Complaint ref: 6650933 Mr X complained that he should not have to pay for repair costs after he went into the loft, accidentally fell and damaged the loft floor/bedroom ceiling	Not Upheld Mr X was informed that under section 5.15 of his Tenancy Agreement and Conditions states: " <i>If you fail to take reasonable care of the property and its condition deteriorates then we can [...] carry out necessary works and charge you a reasonable amount</i> ". The Council's position is that Mr X failed to take reasonable care and is required to pay for the costs of repair.
Complaint ref: 7185384 Mrs X complained that plumber was rude to her and left without doing a repair.	Not Upheld Mrs X was informed that the emergency plumber tightened the valve but found that she had engaged her own plumber to fit a sink and taps and this had caused the leak. The plumber informed Mrs X that the Council does not repair tenants' own alterations and installations. He plumber denied being rude to Mrs X but advised that she had asked him to leave as he would not do the repair.
Complaint ref: 7258059 Mr X complained that even though he regularly cleaned off the mould it keeps returning and that this was because the windows themselves are in disrepair.	Not Upheld Mr X was informed that the officer who visited did not find any sign of rising damp or any defects that could cause moisture to penetrate from outside. The Council's position is that the mould is being caused by condensation which is not being sufficiently controlled by heating and ventilation in combination.
Complaint ref: 6792974 Mr X complained that the Council refused to remove the Willow tree which had its main root severed and that this could lead to the tree falling over.	Not Upheld Mr X was informed that the Trees and Woodland Officer had made an inspection and has advised that there is no damage to the Willow tree.

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

	2017/18	2018/19
Average time taken to conclude a complaint	8.63	8.83
Target	10	10
Variance	- 1.37	-1.17

- The average time taken to conclude a Stage 2 complaint is 8.83 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 a 'Designated Person' to see if they can help to the complaint. If the 'Designated Person' cannot resolve a complaint or if 8 weeks have elapsed since the Stage 3 response, a complainant can then complain to the Housing Ombudsman Service.

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

6. INVESTIGATIONS BY THE OMBUDSMAN

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

Table 9 – Total number of Ombudsman investigations

Period	Total number
2017/18	20
2018/19	16

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

Complaint details	Ombudsman decision
Complaint ref: 6719717 Ms X complained about the Council's handling of her rent account between 15 May 2017 and 19 March 2018.	Upheld The Ombudsman found that there was maladministration in the Council's handling of the rent account between 15 May 2017 and March 2018. The Council agreed to apologise for this and offered a sum of money in compensation.
Complaint ref: 6921406 Miss X complained that the Council failed to provide her with accommodation despite her unsuitable living conditions and the fact her sister had told her to leave. In addition, she says the Council refused her application to go on its housing register.	Upheld The Ombudsman's found that the Council was at fault as it did not provide Miss X with accommodation, and it gave false assurances she would be accepted onto its housing register with high priority. It did not consider whether overcrowding at her sister's house should have led it to accept her housing register application. The Council agreed to apologise and pay Miss X a small sum of money.

<p>Complaint ref: 6963083 Ms X complained that the Council refused to assist her when she asked it for help with housing when she had to leave her home because of domestic violence. She says it told her to make an application in another borough.</p>	<p>Upheld The Ombudsman found that the Council did not properly consider whether Ms X could be housed in its area but this did not cause an injustice to Ms X because there was no interim accommodation available in the area at the time. The Council has taken a homelessness application and has decided Ms X is not homeless.</p>
<p>Complaint ref: 7096430 Mr X complained that the Council refused to provide interim accommodation when he requested it in October 2018 and has not responded to his communications. He says he is vulnerable because of various medical conditions and is rough sleeping.</p>	<p>Partially Upheld The Ombudsman determined that the Council was at fault for not responding to Mr X when he was in hospital in November 2018 but it was not at fault for not providing temporary accommodation.</p>
<p>Complaint ref: 7070403 Mr X complained that the Council did not give him adequate housing advice and assistance after he became homeless following the breakdown of his relationship and that the Council did not arrange suitable accommodation where he could recover following surgery.</p>	<p>Not Upheld The Ombudsman found that there was no fault in the way the Council assisted Mr X when he became homeless.</p>
<p>Complaint ref: 6716327 Mr X complained about the way the Council responded to his reports of noise and vibrations into his home.</p>	<p>Not Upheld The Ombudsman determined that there was no maladministration by the Council in the way it responded to reports of noise and vibrations in the property emanating from the parking entry gate.</p>
<p>Complaint ref: 6730184 Mr X disagreed with the Council's decision that he had not lived continuously in the borough for 10 years and that he was ineligible to join the housing register.</p>	<p>Did not investigate The Ombudsman's decision was that there is insufficient evidence of fault by the Council.</p>
<p>Complaint ref: 6674295 Miss X complained about the Council's decision to decline her application for a driveway which crosses two grass verges in the Council's ownership</p>	<p>Did not investigate The Ombudsman found that, in reaching its decision, the Council had followed the process they would expect and there was not sufficient justification to call on the Council to provide the remedy Miss X sought.</p>
<p>Complaint ref: 6626548 Ms X complained about the</p>	<p>Did not investigate The Ombudsman did not investigate</p>

<p>Council's decision not to allow her on its housing register to apply for ground floor accommodation. She says she needs to move because she is 79 years old and struggles with the steps to her flat.</p>	<p>this complaint because there was insufficient evidence of fault on the Council's part which would warrant an investigation by the Ombudsman.</p>
<p>Complaint ref: 6596597 Ms X complained that the Council had not dealt with the damp and mould in her home for the last two years. Ms X felt that the Council should re-house her family because of this and because of overcrowding.</p>	<p>Did not investigate The Ombudsman did not investigate this complaint because there is not enough evidence of fault by the Council which has caused injustice to Ms X.</p>
<p>Complaint ref: 6993301 Ms X complained about the Council's allocation of Band D priority for her housing application. She says she should have a higher banding and not be faced with being offered private rented accommodation.</p>	<p>Did not investigate The Ombudsman did not investigate this complaint because there is insufficient evidence of fault which would warrant an investigation.</p>
<p>Complaint ref: 7005029 Miss X disagreed with the Council's decision that she had not lived in the borough continuously for the last 10 years.</p>	<p>Did not investigate The Ombudsman did not investigate this complaint because there is insufficient evidence of fault by the Council.</p>
<p>Complaint ref: 6807542 Ms X complained that the offer of permanent accommodation which the Council made to her three years ago, was forced upon her by the Council and that the property was unfit to let. Ms X says that the property is a housing association let and she says it had outstanding repair issues from the previous tenants.</p>	<p>Did not investigate The Ombudsman did not use its discretion to investigate this complaint. This is because it was received more than 12 months after the events or relates to housing by a social housing landlord. The Ombudsman has no jurisdiction to investigate social housing landlords and the management of social housing.</p>
<p>Complaint ref: 6602148 Ms X complained about the Council's failure to replace a boundary fence after it told her it would do previously. She says she moved plants in preparation for the work but the fence was only repaired. She wants the fence to be replaced.</p>	<p>Did not investigate The Ombudsman did not investigate this complaint because the matter concerns the actions of a social housing landlord and the Ombudsman has no jurisdiction to investigate this body.</p>
<p>Complaint ref: 7233518 Miss X complained that she made a bid for a property under the Council's choice based lettings scheme but</p>	<p>Did not investigate The Ombudsman did not investigate Miss X's complaint because it was not fault for the Council to allocate its</p>

the Council failed to offer it to her.	property to the applicant with the highest priority.
Complaint ref: 6674295 Ms X complained about the Council's decision to decline her application for a driveway which crosses two grass verges in the Council's ownership.	Did not investigate The Ombudsman determined that in reaching its decision, the Council has followed the process we would expect and there is not sufficient justification for the Ombudsman to call on the Council to provide the remedy Miss X is seeking.

7. LEARNING FROM COMPLAINTS

I have looked at all the complaints recorded to identify errors and what we did to resolve these issues. Listed below are the main themes:

1. **Communication**

Residents complained that in three instances they were not provided with updates on when their repairs would be undertaken, one instance where a property was offered and then withdrawn and in two instances officers failed to respond to e-mails sent. In all instances we apologised.

2. **Delays**

Residents complained that in one instance the time they had to wait before a part was ordered, five instances where people complained about the time taken to undertake repairs, one instance where someone was dissatisfied with the time taken to replace her windows and one instance where a landlord complained about the time taken to process a House in Multiple Occupation application. In all instances we apologised.

3. **Workmanship**

In one instance a resident complained that poor workmanship resulted in a flood in her property. We apologised and undertook work in her property to repair the damage caused.

4. **Customer Service**

In four instances residents complained that officers were rude to them, that a contractor employed by the Council used her facilities without asking and that incorrect advice given caused her inconvenience.

Recommendations:

- officers were reminded of the Council's Customer Service policy and this was also publicised across policy via the AllStaffE-mail and the Manager's monthly roundup; and
- the need for accuracy of information given particularly appointment dates/times and if this is not going to be met we need to be proactive and tell a client if an appointment is going to be changed or if the operative is going to be delayed;

8. COMPLIMENTS

Table 10 – number of compliments received

Period	Total number
2017/18	24
2018/19	67

179% (43) rise in the volume of compliments received.

Here's what some people said about your service:

Ms X said "what a wonderful job the decorator did at her property, she is overjoyed and wanted to make sure his work and efforts did not go unnoticed or unappreciated."

A tenant called to say "thank you for her job that was carried out today by xx - they did a great job and were very respectful".

Thanks to all the people regarding the work that was done on our site which included a new hut, fencing, gate's and concreting. All the work was of a high standard and all the people we dealt with were helpful and personable.

"I would like to compliment X the tradesman you sent to fix our broken kitchen drawer. He assessed the situation and saw that it needed replacing, he went and collected a new one and installed it. We would like to thank him for his good work and the drawer is now in perfect working order".

Mr X called to praise the plumber who had fixed a problem with his kitchen sink which the previous operatives failed to repair.

Mr X said the plumber that last attended was courteous, professional and more importantly "knew what he was doing".

Mr X wanted to "thank the contractor who went out and fixed her path along with her neighbour's path at 21. She said a private contractor couldn't of done a better job and wanted to send a thank you over to show her appreciation. She said they were very nice and done a wonderful job".

CHILDREN AND YOUNG PEOPLE'S SERVICES**SUMMARY OF ANALYSIS****Informal Complaints**

- 91 informal complaints (service requests) were recorded for 2017/18 which is a 52% (31) increase from 2017/18 figure of 60.

Stage 1 complaints

- 55 Stage 1 complaints were recorded for 2018/19, which is a 4% (2) increase. The average time taken to respond to a Stage 1 complaint is 10.82 working days. 76% (42 out of 55) Stage 1 complaints were responded to within 10 working days.

Stage 2 and 3 Complaints

- There were two Stage 2 investigations and both were partially upheld.
- There were no Stage 3 investigations commissioned during this period.

Local Government and Social Care Ombudsman (LGO)

- Five complaints were considered by the LGO. The Ombudsman partially upheld 1 of the complaint and they did not investigate the remaining four.

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's Service is set out below.

1. THE INFORMAL COMPLAINT

We will try to resolve enquiries/concerns on the spot by discussing the problem with a complainant and understanding what it is they are seeking by way of an outcome. If we can solve the problem we will do so, immediately.

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
2017/18	14	15	16	15	60
2018/19	14	23	33	21	91

52% (31) more complaints were dealt with by way of service requests when comparing 2017/18 figure of 60 with the 2018/19 figure of 91.

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 12 – Total number of complaints recorded

Period	Total number
2017/18	53
2018/19	55

4% (2) more complaints registered at Stage 1 when comparing the 2017/18 figure of 53 with the 2018/19 figure of 55.

Table 13 – Complaints by service area

Period	Upheld	Partially upheld	Not upheld	Withdrawn	Total
2017/18	4	10	36	3	53
2018/19	5	18	28	4	55

The volume of partially upheld is higher than 2017/18 but the volume of not upheld complaints is lower than 2017/18.

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

	2017/18	2018/19
Average time taken to conclude a complaint	10.75	10.82
Target	10	10

Variance	+ 0.75	+ 0.82
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The average time taken to conclude a Stage 1 complaint of 10.82 working days is just over the target of 10 working days.

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

Period	Total number of complaints	Number dealt with within 10 working days	% dealt with within 10 working days
2017/18	53	45	85%
2018/19	55	42	76%

42 (76%) of Stage 1 complaints were responded to within the 10 working day target. This is an area for improvement.

3. STAGE 2 INVESTIGATIONS

A Stage 2 investigation is conducted by an Investigating Officer (IO) and Independent Person (IP) not employed by the Council 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 two Stage 2 investigations and the findings are set out below.

Complaint details	LGO decision
<p>Complaint ref: 6064222 Mr and Mrs X complained that the assessment and care planning was inadequate, the choice of provider was unsuitable, that the Looked After Child (LAC) reviews were not arranged in a timely way.</p>	<p>Partially Upheld The report provided by the Investigating Officer upheld some elements of the complaint i.e. that the care planning had not been fully carried out, the background information in the minutes of the LAC Review could give the wrong impression of the parents, etc.</p>
<p>Complaint ref: 6130560 and 6208536 Mr X complained that this Council failed to share information with him about his children who were living with their mother, that their mother was coaching them on what to say, etc.</p>	<p>Partially Upheld The Investigating Officer upheld some aspects of the complaint namely that more could have been done to inform Mr X of social services involvement with the children.</p>

4. STAGE 3 INVESTIGATIONS

At Stage 3 of the 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)

Five complaints were considered by the Ombudsman during this period. The findings and decision of the LGO is set out below.

Complaint details	LGO decision
<p>Complaint ref: 6737415 Mrs X complained that the Council failed to offer sufficient financial and other support. As a result, she has struggled to meet the needs of her grandchildren.</p>	<p>Partly Upheld The Ombudsman determined that there was some delay by the Council in reviewing the support but this has been caused, in part, by the continued uncertainty about whether the complainant would remain living in the area of another council. The complainant has now decided to stay put, so the Council has agreed, a way of resolving this complaint.</p>
<p>Complaint ref: 6702972 Ms X complained that the social worker failed to call her on an agreed date and time and when she could not speak to the social worker, the officers she did speak to gave her conflicting information</p>	<p>Did not investigate The Ombudsman did not investigate a complaint about a missed telephone call and wrong information about the complaints procedure. This is because Ms X had received her telephone call and the Council agreed to apologise and clarify its complaints procedure to her.</p>
<p>Complaint ref: 7080108 Mr X complained about the decision to move him from a foster placement in 1986 was wrong, that the Council failed to provide him with support during this time and encouraged him to meet his half brother who had a criminal record.</p>	<p>Did not investigate The Ombudsman did not investigate Mr X's complaints about events that took place while he was a Looked After Child because the complaint is late and the events at the heart of his complaint took place too long ago for the Ombudsman to carry out a meaningful investigation. It is unlikely they could add anything to the Council's response.</p>
<p>Complaint ref: 6498206 Mr X complained that the Council's children services team shared information about his partner without her consent, inaccurately described his parent's relationship with his child in an assessment and incorrectly spelt surnames in the same report.</p>	<p>Did not Investigate The Ombudsman did not investigate Mr X's complaint about information in a child's assessment. The Council apologised and made corrections, and the Information Commissioner's Office is better placed to consider Mr X's confidentiality breach claim.</p>

<p>Complaint ref: 7264070 Ms X complained that the Council made false statements about her in a social care report. She wanted the Council to remove the false allegations and apologise.</p>	<p>Did not Investigate The Ombudsman did not investigate this matter because there was insufficient evidence of fault by the Council and because it is unlikely the Ombudsman could add to the Council's response</p>
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6. LEARNING FROM COMPLAINTS

All complaints recorded were looked at to identify errors and what was done to resolve these issues. Listed below are the main themes:

Communication

There were three instances where people complained about misinformation and that this led to confusion, 1 instance where an update was not provided and 1 instance when an enquiry was not responded to. We apologised in all instances and addressed this directly with the officer concerned.

Delays

Three people complained about delays in arranging a payment, the time it took for officers to respond to their enquiry and for the time it took for the Council to forward minutes of a meeting. We apologised.

Errors

Two people complained about factual inaccuracies within a report and that we failed to organise home tuition.

7. COMPLIMENTS

Table 16 – number of compliments received

Period	Total number
2017/18	60
2018/19	52

Compliments are down 13% (8) when comparing the same period in 2017/18 of 60 with 2018/19 of 52.

Here's what some people have said.

Just wanted to write to you about one of your colleagues Z. She was the assigned social worker for my son Y and has been an absolute delight to work with. Even once the case was closed, I was able to phone her up and asked for help and she immediately assisted. She did not refuse to help us just because the case was closed. Then for various reasons the case reopened and she was reassigned to X and again assisted us greatly and with a warm heart. She has been

wonderful because throughout this time I was very anxious and fearful about my son running away from home and I guess she was kind of like a shoulder to cry on but she did not mind at all and listened to me throughout my distressed times. Due to her assistance our son is now at school. He is happy there and finally settling down and this has helped him to slightly change his attitude for the better towards me and my husband. I must add she also help X to get a place on the photography A-level. Initially the school said no but our son was so desperate to get onto this course and so I asked Z to explain to the school that by him receiving a place on this course would only benefit him, as he would be happy and a feeling of happiness and contentment is something he has had for long time. Z was kind enough to relay this to the school, and they then decided to give him a place on the course. We are so very very grateful to Z and just wanted to let you know of the wonderful work that she has done in our family and for our son. It's so nice and heart warming to see somebody that does this job to make a difference to the lives of people.

I just wanted to say thank you again for all your help and support and apologies for being an emotional wreck on the phone earlier. It has been such a journey with X and all these decisions always feel so big. I'm so very grateful for all your time and work, you have been a great support and have made the process feel so much less daunting at every step.

Thank you so much X, you are the best PA I have ever had and I will miss you big time, I am happy to have met an amazing person like you. I hope the path ahead is smooth for you and you reach your goals without fuss. All the best in your new job

Thanks X, you are the best I want to use this opportunity to say thank you for your love and supports towards me, your help has brought me this far and this is why I say a big thank you to you. I know the people you will work with now will enjoy your company as much as I did, wish you all the best in your new career. Will miss you loads.

Just wanted to say thank you for being there for me, and for supporting me, I couldn't ask for more. You're the most caring person I have ever met, for the last eight years all the social workers that work with me were too busy I guess or maybe they were just doing their job, and I'm not blaming them. But for the last two years you've changed my life, I was emotionally struggling couldn't cope with life, and you helped me to get through them hard times, you helped me a lot you're not only my social worker or personal adviser but you're my counsellor, you listen to my problems you helped me to find a solution of everything, I can't compare you to the other social workers that worked with me, I couldn't share anything with them because, I didn't find that comfort from them, everything that challenged me, you was there to support me you told me I can face my fears and encouraged me bit by bit, sometimes on your busy days you still manage to talk to me when I call, you don't stop me there and say you're busy. You know how people talk about their families and people they love, I always talk about you and tell my friends how wonderful person you are. I am written this because I managing to solve things by myself now and I wouldn't have been able to do that without you X. The world needs people like you I know your job ain't easy and there is always new challenges but I have never see you complaining or telling me how bad your day was. Without you, I wouldn't be who I am or where I am today, you showed me the there is more in life, you motivated me to continue my education and all the young people you worked with adores you, and they should be because you're the second mother they never had. You inspire me, and I hope that one day I can be as good as you are, I hope one day I can make you proud and help young people out there who needs me. It is not always easy to share things with people or friends but it was always easier when I talk you, I can tell you all my problems and you won't get tired of it. You're one in million X and I'm glad I have met someone who is caring like you, you make me proud of myself now, I look back and I think to myself where would I be if

it wasn't for you telling me to do better, you pushed me to go further and gave me million reasons to carry on. This is just a little thank you for everything you done for me and for all the young people you worked with. We all love you X, you're a star and inspiration.

I think I am going to cry. Those words you sent mean so so much to me and I am so grateful to you because you were around for the toughest time of my life. You were always there when I needed you and the support you've given me has been so wonderful. So thank you from the bottom of my heart, I honestly don't know how I would of survived without you. I wish you all the best in your new job. I know you'll be excellent because you are so dedicated and so driven. I can only aspire to be like you, you've been such an amazing role model. Best of luck to you.

ADULT SOCIAL CARE

SUMMARY OF ANALYSIS

Informal Complaints

- 12 more informal complaints were recorded when comparing the 2017/18 figure of 64 with the 2018/19 figure of 76.

Stage 1 complaints

- Stage 1 complaints are down from 54 for 2017/18 to 40 for 2018/19.
- The average time taken to respond to a Stage 1 complaint is 9.50 working days. 83% (33 out of 40) Stage 1 complaints were responded to within our internal target of 10 working days and 98% (39 out of 40) were responded to within our published target of 20 working days.

Local Government and Social Care Ombudsman (LGO)

- The Ombudsman concluded 9 investigations during this period with 1 upheld, 1 partially upheld, 6 not upheld and 1 was not investigated.

Compliments

- Compliments are up from 56 for 2017/18 to 68 for 2018/19.

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 an 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.

Table 17 - 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
2017/18	18	18	12	16	64
2018/19	17	23	20	16	76

- 19% (12) more informal complaints (service requests) recorded when comparing 2017/18 figure of 64 with the 2018/19 figure for 76.

2. STAGE 1 COMPLAINT - LOCAL RESOLUTION

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

Table 18 – Total number of Stage 1 complaints

Period	Total number
2017/18	54
2018/19	40

- 26% (14) fewer Stage 1 complaints recorded for 2018/19 then 2017/18.

Table 19 – Outcome of complaints

Period	Upheld	Partially upheld	Not upheld	Withdrawn/ cancelled	Total
2017/18	3	11	36	4	54
2018/19	5	7	25	3	40

- 13% (5) Stage 1 complaints were upheld, 18% (7) partially upheld and 63% (25) not upheld.

Table 20 – Time taken to respond to a complaint (working days)

	2017/18	2018/19
Average time taken to conclude a complaint	10.48	9.50
Target	20	20
Variance	- 9.52	-10.50

- The average time taken to respond to a Stage 1 complaint is 9.50 working days which is within our internal target of 10 working days and much better than our published target of 20 working days.

Table 21 - Number and % of complaints responded to within 10 working days

Period	Total number of complaints	Number dealt with within 10 working days	% dealt with within 10 working days
2017/18	54	44	81%
2018/19	40	33	83%

- 33 (83%) of Stage 1 complaints were responded to within our internal target of 10 working days and 39 out of 40 Stage 1 complaints were responded to within our published target of 20 working days. There is room for improvement.

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

Table 22 – Total number of LGO investigations

Period	Total Number
2017/18	11
2018/19	9

The table below shows the nine complaints considered by the Ombudsman and the outcome of their investigations.

Complaint details	LGO decision
<p>Complaint ref: 6494635 Mrs X complained that the Council had failed to provide the care and support needed to meet her son's eligible care needs. In particular she complained that direct payments and support with travel to college were not provided.</p>	<p>Upheld The Ombudsman found that the Council did not produce a care and support plan, delayed in processing direct payments, and a failure to put in place interim arrangements whilst awaiting a financial assessment or a personal assistant. The Council agreed to apologise, make a payment in compensation and consider how to meet her son's needs.</p>
<p>Complaint ref: 6380849 Mr X complained that the Council placed his adult son, Mr Y, who has autism, in an inappropriate supported living setting from December 2016 to August 2017. He says Mr Y was not given the support he needed, resulting in a poor quality of life and severely distressed behaviour impacting on himself, the family and care staff.</p>	<p>Partially upheld The Ombudsman did not find fault with the way the Council decided to place Mr Y at the setting but the Ombudsman does find the Council at fault for aspects of its provision of support to Mr Y i.e. care planning, risk assessment and review. The Ombudsman recommends the Council pays Mr Y and two members of his family compensation for the distress and uncertainty caused by its fault.</p>
<p>Complaint ref: 6054853 Mr and Mrs X complained that the Council failed to tell them</p>	<p>Not Upheld The Ombudsman found no evidence of fault in the way the Council told Mr and Mrs X about</p>

that they would have to contribute towards the cost of a six-week care package, following Mr X's discharge from hospital.	these charges.
Complaint ref: 6409603 Mr X complained that the Council failed to properly consider his daughter need for transport to school. He asked the Ombudsman to look at whether the Council had acted with fault by refusing his application. He was also unhappy with the way the Council considered his appeals.	Not Upheld The Ombudsman found no evidence of fault.
Complaint ref: 6351292 Mr Y complained on behalf of Miss X that the Council failed to properly consider her request to submit timesheets on a 12 weekly rather than 4 weekly basis, as a reasonable adjustment due to her disability.	Not Upheld The Council has agreed to allow Ms X a grace period of up to 12 weeks to submit timesheets when she is unwell. The Council has properly considered the request and is not at fault.
Complaint ref: 6351292 Mr Y complained on behalf of Miss X that the Council failed to properly consider her request to submit timesheets on a 12 weekly basis rather than 4 weekly basis, as a reasonable adjustment due to her disability.	Not Upheld The Ombudsman determined that the Council had properly considered the request and is not at fault. To help the Council has agreed to allow Ms X a grace period of up to 12 weeks to submit timesheets when she is unwell.
Complaint ref: 6409603 Mr X complained the Council failed to properly consider his daughter (X's) need for transport to school. He was also unhappy with the way the Council considered his appeals.	Not Upheld The Ombudsman determined that there was no evidence of fault.
Complaint ref: 6507286 Mrs X complained that the Council's actions have impacted on her son's education and mental health.	Not Upheld The Ombudsman did not find fault that the Council failed to provide any educational support or transport to school to her adult son, and delayed in issuing a revised Education and Health Care Plan.
Complaint ref: 6489576	Did not Investigate

Mrs X complained that her brother, Mr Y, was discharged from hospital to a care home, without his family being informed. She said that the family only found out he had been moved when they went to visit him in hospital and he was not there.	The Ombudsman decided not to investigate because although they recognise there may have been shortcomings in communication, it is unlikely that an investigation would achieve anything further for Mrs X.
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4. LEARNING FROM COMPLAINTS

I have looked at all the complaints recorded to identify errors and what we did to resolve these issues. Listed below are the main themes:

Communication

- In three complaints we apologised that our communication should have been clearer, for misinformation and that we did not follow through with our promise to contact them when the decision was known.

Errors

- In one complaint we included within the assessment an incorrect name. We apologised for this.

Delays

- In one complaint we apologised for the delay in responding to an enquiry.

5. COMPLIMENTS

Table 23 – number of compliments received

Period	Total number
2017/18	56
2018/19	68

Here’s what some people have said.

I would like to take the time to write to you to acknowledge the fantastic help and support provided by X, Social Worker during the last few months. I am not sure if you are aware of the history, but suffice to say I have been battling for 9 years to ensure that Y has suitable support. During these years there have been a number of different social workers involved during this time, and this situation has been going for all this time. X took the time to listen to my concerns, investigate these concerns thoroughly and with her dogged determination to do the best for Y. I would like to send my heartfelt thanks to X and would like you to know too that without her dedication I fear Y would still be receiving poor quality service. Please pass on my thanks formally to X.

Could I kindly ask you to please pass on my sincere apologies for not being there & also thank all of the staff/carers on my behalf for the care, dignity & professionalism given to my mum during her five years there at xxxx. You are a truly dedicated team of amazing, wonderful carers & staff who work there & I will never forget you or indeed the residents whom we have got to know during

this time. I will miss you all.

To praise the new service you have provided via XX from Y Cars, he has been Z's driver consistently with the odd days cover which I was given notice by XX so Z could prepare himself and even the cover drivers were 100% fantastic and reliable. The main point I want to praise XX for is the fact that he has handled the entire travel situation fantastically he is warm, friendly, kind and understanding, Y can't wait to travel to school with him every day. The service XX provides is outstanding considering he can handle every situation on his own without a carer which is such a wonderful gift to have especially when dealing with children with Autism it just shows that it actually depends on the person you employ and how much they care rather than just being a taxi driver or carer and not even communicating with my son. XX makes my son feel safe and happy XX has done the job with such professionalism it's been a safer happier journey with XX. I just want to sing Y Cars praises so you are aware of what an outstanding company you employ to take care of children with Special Needs. I think it's important to hear positive news about your service as we are so used to hearing complaints all the time I just wanted to send you a positive note with regards to your service and I want to thank you for looking after and making my son safe to and from school it has changed our life.

I just want to thank you so much for all your hard work, time and the efforts that you put into my care plan and package, by getting Y (My carer), Canine Partner Assistance Dog added to my care package. It's been a huge battle for the last 4 years, to get Y his legal recognition with Hillingdon Council, but your efforts, hard work and diligence, will and has made a huge difference to my care plan. I know that without your assistance that this would not have happened, so I can't thank you enough

X was my mother's Community Care Worker before my mother passed away on 27th June. Although it has been some weeks since her death, I continue to be thankful for X's professional support, understanding and kindness. X carried out her assessment sensitively, she explained processes clearly, she was honest when she did not know the answer and called when she said she would and returned calls promptly. X also brought in the support of the occupational therapist, district nurses and GP as mum's condition deteriorated. I don't think she could have done more. I would like you to know how much we appreciated X's support.

My partner, X, has been gravely ill for the last 12 months and Y was assigned to his case. He has since been discharged from hospital (having been admitted on 22nd January 2018) and is now resident in Z Care Centre. Sadly, the next steps for him will be palliative care. I would like to thank Y for her compassion, support and professionalism during this very difficult time. She kept in contact with me on a regular basis and I always felt that nothing was too much trouble for her. I appreciate just how challenging Y's role is and wanted to give her the credit she so rightly deserves. I also lost my mother last year and am still grieving for her. Without Y's support I would not have been able to cope. Please would you pass my sincere thanks and gratitude on to Y and I wish her all the very best for the future.