



Haverling

LONDON BOROUGH

STAGE 3 REVIEW MEETING AGENDA

10.00 am

Thursday
21 March 2024

Town Hall, Main Road,
Romford

Independent Panel:

Ms Vicki Morris – Chair
Michael Vidal
Jon Marks

For information about the meeting please contact:
Anthony Clements tel: 01708 433065
e-mail: anthony.clements@onesource.co.uk

Under the Committee Procedure Rules within the Council's Constitution the Chairman of the meeting may exercise the powers conferred upon the Mayor in relation to the conduct of full Council meetings. As such, should any member of the public interrupt proceedings, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room and may adjourn the meeting while this takes place.

Excessive noise and talking should also be kept to a minimum whilst the meeting is in progress in order that the scheduled business may proceed as planned.

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



AGENDA ITEMS

1 CHAIR'S ANNOUNCEMENTS

The Chair will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE & SUBSTITUTE MEMBERS

(If any) - receive

3 DISCLOSURE OF INTERESTS

Members are invited to disclose any interest in any of the items on the agenda at this point of the meeting.

Members may still disclose any interest in any item at any time prior to the consideration of the matter.

4 EXCLUSION OF THE PUBLIC

To consider whether the public should now be excluded from the remainder of the meeting on the grounds that it is likely that, in view of the nature of the business to be transacted or the nature of the proceedings, if members of the public were present during these items there would be disclosure to them of exempt information within the meaning of paragraph 1 of Schedule 12A to the Local Government Act 1972; and, if it is decided to exclude the public on these grounds, the Hearings Panel to resolve accordingly on the motion of the Chairman.

5 CHILDREN'S SOCIAL CARE COMPLAINTS, COMMENTS & COMPLIMENTS POLICY (Pages 5 - 30)

6 GUIDANCE NOTES FOR COMPLAINANTS (Pages 31 - 34)

7 STAGE 3 COMPLAINT REVIEW REQUEST REPORT (Pages 35 - 278) NOTE from item 6.4.1 will be circulated separately due to size of pack.

8 CONCLUSION OF MEETING

**Zena Smith
Head of Committee and
Election Services**

Children's Social Care Complaints, Comments and Compliments Policy

V1.0

Document Control

Document details

Title	<i>Children Social Care Complaints, Comments and Compliments Policy</i>
Version number	<i>V0.1</i>
Status	<i>Draft</i>
Author	<i>Complaints & Information Team Manager</i>
Lead officer	<i>Head of Business Management</i>
Approved by	<i>Non key Executive Decision</i>
Review date	

Supersedes	
Target audience	<i>Staff and residents</i>
Related to	<i>N/A</i>

Version history

Version	Status	Date	Dissemination/Change
V0.1			
V0.2			
V0.3			
V0.4			
V0.5			

Approval history

Version	Status	Date	Approved by
<i>V1.0</i>			

Equality Impact Assessment record

Date	Completed by	Review date
1.11.20	Veronica Webb	1.7.21

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Introduction

Purpose

Local authorities have a statutory requirement to process complaints, which is set out in section 26 Children Act 1989 and The Children Act 1989 Representations Procedure (England) Regulations 2006

Policy summary

Havering Council provides a wide range of services to many people, and we aim to deliver these services to the highest possible standards. Your complaints, compliments, comments and concerns are important to us.

We would like to hear any comments about our services and anything you would like to compliment us about. We are also aware that things go wrong, and that you may not always be satisfied with a service we have provided to you. We are committed to listening to our children and young people, so that we can make improvements to the services we provide.

Scope

This policy sets out how the Council will deal with compliments and statutory complaints for Children's Social Care. Non-statutory complaints are dealt with under the Council's Corporate Complaint Policy and Procedure; details can be found at:

https://www.havering.gov.uk/info/20047/consultations_complaints_and_feedback/208/complaints

Timescales

This Policy will apply from January 2021 onwards. It will be subject to review periodically to reflect any changes in legislation or Council practice.

Policy

Principles of good complaint handling

Havering Council works to the National Complaints Managers Group's [Good Practice Guidance for handling complaints concerning adults and children social care services \(England\) 2016](#) principles and Local Government & Social Care Ombudsman's 'Principle of Good Administrative Practice':

- **Principle One:** ensure that the complaints process is accessible;
- **Principle Two:** ensure that the complaints process is straightforward for children and young people and their representatives;
- **Principle Three:** ensure that appropriate systems are in place to keep children and young people informed throughout the complaints process;
- **Principle Four:** ensure that the complaints process is resolution focused; and
- **Principle Five:** ensure that quality assurance processes are in place to enable organisational learning and service improvement from complaints and customer feedback.

Who can complain?

- A child or young person (a parent or someone with parental responsibility for a child/young person) who is either looked after by the local authority or is a child in need.
- A child or young person, or an individual involved in fostering, adoption or Special Guardianship arrangements.
- A care leaver to the Local Authority
- Someone acting on behalf of a child or young person who the local authority considers has sufficient interest in the child and whose views the Council consider to be relevant. Consent and views will be sought from the child where appropriate.
- Someone who is acting on behalf of a child or young person who is unable to make a complaint due to:
 - lacking capacity within the meaning of the Mental Capacity Act 2005 and who is deemed to be acting in their best interest
- An adult relating to a child or young person but not on behalf of the child or young person. The local authority will determine if there is sufficient interest in the child's welfare and seek the child or young person's consent where appropriate.
- Anonymous complaints will be recorded and considered by the Complaints Manager and/or relevant service area manager, where appropriate.

Why complain?

If you are dissatisfied about a service, you have received from Children Services we would welcome your feedback and will use this to improve both your experience of the service and how services can be improved in the future.

Children's Services is committed to responding appropriately to complaints and will take appropriate steps to remedy service failures identified arising from complaints. Where complaints do not show service failure, an explanation will be provided.

Children's Services will regularly review the lessons learnt from complaints to improve the quality of the service provided.

Time limit for complaints

There is a 12-month limit in which a complaint can be made from the time that the matter occurred. If your complaint is older than 12 months we may still be able to consider it if there are extenuating circumstances that led to the delay of the complaint being made, and it is still possible to investigate the complaint effectively and fairly.

What can complaints be about?

In general terms anything related to the actions/omissions of Children's Services in connection with a child or young person who is looked after or in need, such as:

- An unwelcome or disputed decision;
- Concern about the quality of a service;
- Delay in decision making or providing a service
- Delivery or non-delivery of services
- Quantity, frequency, change or cost of a service
- Attitude or behavior of staff;
- Application of eligibility and assessment criteria;
- Application of a local authority policy which impacts on a child or young person
- Assessment, care management and review;
- Change/closure of service;
- Financial issues; and

- Working practices which are contrary to Havering's policies on:
 - Health and Safety
 - Equal Opportunities
 - Racial, Harassment or Bullying

The Council will always treat complainants with courtesy and respect and Council staff have the right to be treated the same. Rude, violent, threatening or abusive behaviour towards Council staff will not be tolerated.

Complaints involving Court proceedings

The Council will not usually consider complaints raised where the subject matter is being considered in legal proceedings such as care, adoption and special guardianship proceedings. The Complaints Manager will decide after taking legal advice whether the complaint can be taken under the statutory procedure without prejudicing any ongoing proceedings.

Complaints about other organisations

If a complaint concerns another organisation such as health, or an independent provider services, the Council will determine if the complaint can be taken under the statutory procedure. If not, the Council will forward the complaint to the relevant organisation with the consent of the person who complains or the person using the services as appropriate. If the complaint relates to two or more local authorities, the complaint should be considered by the local authority who has responsibility for the child. Co-operation between the organisations to provide a coordinated response will be sought where possible.

What these complaints arrangements cannot be used for

- Where it is determined that a person making complaint does not meet the requirement of who can complain
- Complaints that have already been investigated under all stages of the complaints procedures.
- Complaints that are being or have been investigated by the Local Government & Social Care Ombudsman or the Parliamentary & Health Service Ombudsman.
- Where there are concurrent investigations i.e. Court proceedings, Tribunals, Disciplinary or Criminal proceedings.
- Alleged failure to comply with a data subject request under the Data Protection Act 1998.
- Alleged failure to comply with a request for information under the Freedom of Information Act 2000.

Where the local authority decides that a complaint is not a complaint as specified above, then

- It is not required to consider the complaint, and
- As soon as is reasonably practicable, notify the complainant in writing of its decision and the reasons.

Confidentiality

The confidentiality of all personal information will be maintained and will not be disclosed outside Havering Council without permission unless legally obliged to do so. If it is,

however, believed that an individual is unsafe or at risk of harm, information will be passed on to the appropriate authority or service to action.

What happens when a complaint is made?

When a formal complaint is made, the Social Care Complaints Team will contact the person to ensure that the complaint is fully understood and where possible, discuss what they would like to happen to resolve the complaint and any support needed, such as advocacy.

The complaint will be taken at Stage 1:

Stage 1 - Local Resolution

- Acknowledged within 3 working days.
- Discussed and agreed with you and advised on how it will be handled
- Progressed from date complaint is agreed and/or required consent information is received. Where a meeting or telephone conference would be appropriate, a response will be sent within 10 working days from the date of the meeting/telephone conference being held.

Stage 1 will be responded to within 10 working days with a further 10 working days with agreement

If you remain dissatisfied you can request to progress your complaint to the next stage (Stage 2) which will involve the following:

Stage 2 – Independent Investigation

- Investigated by an Independent Investigator and an Independent Person (IPs). The Independent Person ensures the investigation is carried out fairly and in the best interests of the child.
- Discussed between the complainant and the IPs to agree a Statement of Complaint.
- Investigated by IPs accessing relevant records and interviews with staff and producing their individual reports.
- Adjudicated following receipt of the IPs' reports by the Assistant Director/Director.
- Concluded when the adjudication decision and the reports are sent to you.

Stage 2 will take between 25 – 65 working days from date Statement of Complaint is agreed and signed.

If you remain dissatisfied you can request to progress your complaint to Stage 3. This will involve the following:

Stage 3 – Review Panel

- A Stage 3 Review Panel will be held within 30 working days and you will be notified of the date.
- You can make representation to the Panel either in writing or in person
- The Review Panel will review the Stage 2 investigation but not reinvestigate the complaint.
- Following the Review Panel the Chair will provide its recommendations to the Director/Assistant Director of Children Services within 5 working days.
- The Director/Assistant Director will send decision to you within 15 working days following receipt of Chair's recommendations.

The outcome of a complaint will be in writing explaining how the complaint has been considered, the conclusions reached and any remedial action necessary.

Mediation may be considered as a way to help resolve the complaint and this will be discussed if appropriate.

The person who raised the complaint with us will be kept informed about any changes and the progress of their complaint including any delays with an explanation.

Getting help to complain or feedback

Advocacy support or assistance with alternative methods of contact to make a complaint can be accessed by contacting the Social Care Complaints and Information Team on 01708 432589.

How to complain or provide feedback

Write to:

Social Care Complaints & Information Team
London Borough of Havering
Town Hall,
Main Road,
Romford,
RM1 3BB

Telephone: 01708 432589

Talk to your Social Worker or Advocate.

Complete an online form using the following link:

<https://www3.havering.gov.uk/Pages/ServiceChild/Make-a-complaint-about-social-care.aspx>

By using Mind of My Own (MOMO) app.

Fax: 01708 434114

Email your complaint to: SCCI@havering.gov.uk (when you click the above link, it will open a new email for you however if you prefer to type in the email address yourself it is SCCI@havering.gov.uk)

What to do if I am still not satisfied?

Complaints, which are made against a local authority, are the responsibility of the Local Government & Social Care Ombudsman (LGSCO) who has the necessary remit to cover local government issues. The Parliamentary and Health Service Ombudsman has the authority to carry out joint investigations of health and social care complaints.

The LGSCO can be contacted if dissatisfied with the outcome of a complaint. The LGSCO would expect a complaint to have gone through all three stages, before investigating a complaint. However they may consider early referrals.

The Ombudsmen can be contacted:

In writing:

**Local Government & Social Care Ombudsman (LGSCO),
PO Box 4771, Coventry CV4 0EH**

Telephone: 0300 061 0614 (Mon - Fri 8.30am - 5.00pm, except public holidays). Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines, and will be included as part of any inclusive call minutes or discount schemes in the same way as geographic calls

Text: texting 'call back' to **0762 480 3014** you may be charged by your provider for sending the text message

Text phone via the **Text Relay service** (formerly Typetalk)

Online: If you have a complaint, please use the [complaint form](#)

Website: <http://www.lgo.org.uk/adult-social-care>

Monitoring and review

Feedback on complaints and the method by which feedback is obtained will be reviewed regularly. This information will be used to help inform and review complaints handling.

An annual report will be produced by the Complaints Manager and will be presented to the management board and the relevant committee(s), including an action plan which will be reviewed regularly throughout the year to identify learning and service improvements. The final report will be published on the Council's website. Quarterly reports will also be presented to Service Improvement Boards to inform and review service areas within Children's Services.

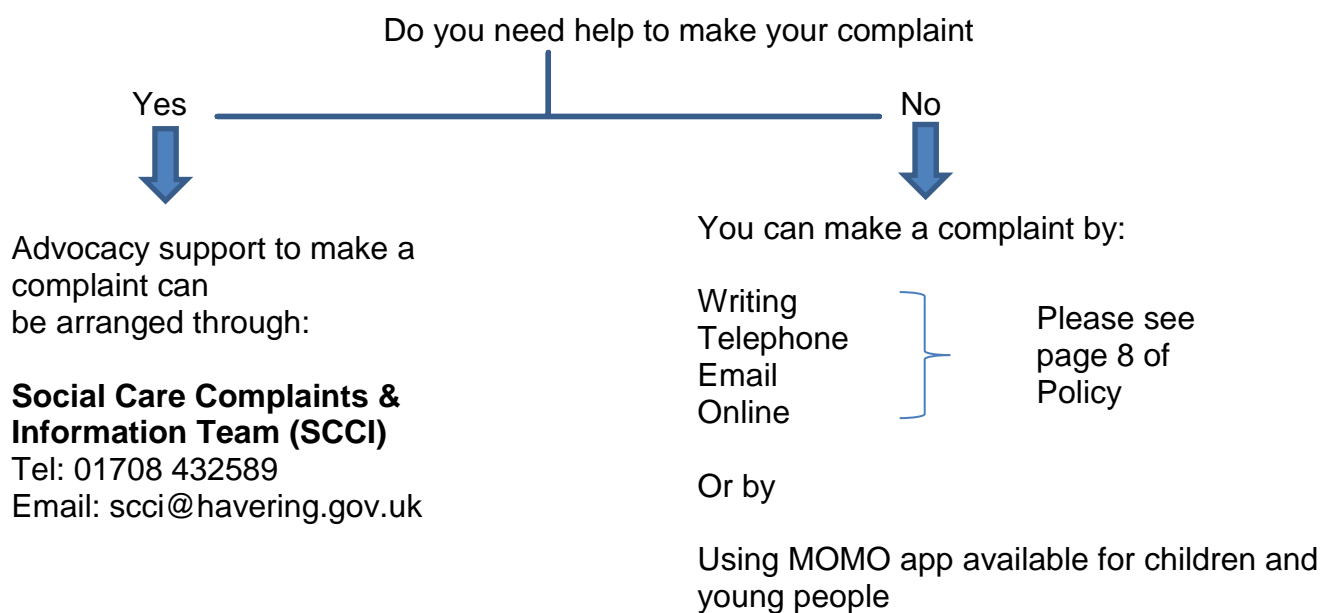
Compliments

When compliments are received, teams and staff are asked to share these with the Social Care Complaints and Information Team, who will log these and keep a record of compliments received year on year. These are used as a tool to inform good practice, give feedback to staff and to record positive comments received from our children and young people, their representatives and carers.

Learning from complaints and compliments

Children Services is committed to using feedback we receive to support learning and development across the service, and to improve practice and standards.

Appendix 1: Complaints Process Flow Chart



**Once we receive our complaint we will send you an acknowledgement
Within 3 working days**

**A member of the Social Care Complaints & Information Team will contact you to
discuss your complaint**

We will respond to:
Stage 1 - within 10-20 working days
Stage 2 – within 25-65 working days
Stage 3 – within 20 working days from date of Review Panel Hearing

We will keep you updated about the progress of your complaint

**If you remain unhappy with the outcome of your complaint you can contact the
Local Government & Social Care Ombudsman – please see Page 8 of the Policy for
contact details**

Equality & Health Impact Assessment (EqHIA)

Document control

Title of activity:	Children Services Complaints & Compliments Policy
Lead officer:	Veronica Webb, Complaints & Information Manager Business Management, Adult Social Care
Approved by:	Caroline May, Head of Business Management Business Management, Adult Social Care
Date completed:	01/11/2020
Scheduled date for review:	July 2021

Please note that the Corporate Policy & Diversity and Public Health teams require at least **5 working days** to provide advice on EqHIAs.

Did you seek advice from the Corporate Policy & Diversity team?	Yes / No
Did you seek advice from the Public Health team?	Yes / No
Does the EqHIA contain any confidential or exempt information that would prevent you publishing it on the Council's website?	Yes / No

Please note that EqHIAs are **public** documents and must be made available on the Council's [EqHIA webpage](#).

Please submit the completed form via e-mail to EqHIA@havering.gov.uk thank you.

1. Equality & Health Impact Assessment Checklist

Please complete the following checklist to determine whether or not you will need to complete an EqHIA and ensure you keep this section for your audit trail. If you have any questions, please contact EqHIA@havering.gov.uk for advice from either the Corporate Diversity or Public Health teams. Please refer to the Guidance in Appendix 1 on how to complete this form.

About your activity

1	Title of activity	Children's Services Complaints Policy		
2	Type of activity	Policy		
3	Scope of activity	This policy sets out how the Council will deal with complaints and compliments about Children's Services.		
4a	Are you changing, introducing a new, or removing a service, policy, strategy or function?	Yes	If the answer to <u>any</u> of these questions is 'YES', please continue to question 5.	If the answer to <u>all</u> of the questions (4a, 4b & 4c) is 'NO', please go to question 6.
4b	Does this activity have the potential to impact (either positively or negatively) upon people (9 protected characteristics)?	Yes		
4c	Does the activity have the potential to impact (either positively or negatively) upon any factors which determine people's health and wellbeing?	Yes / No		
5	If you answered YES:	Please complete the EqHIA in Section 2 of this document. Please see Appendix 1 for Guidance.		
6	If you answered NO:			

Completed by:	Veronica Webb, Complaints & Information Manager, Business Management, Adult Social Care
Date:	01/11/2020

2. The EqHIA – How will the strategy, policy, plan, procedure and/or service impact on people?

Background/context:

It is a statutory requirement for local authorities to have a system for receiving representations by, or on behalf of, users of those services under the Children Act 1989 Representations Procedure (England) Regulations 2006

The policy for Children’s Services complaints and compliments has been produced in line with the regulations and the guidance published by the Department of Education & Skills ‘Getting the Best from Complaints’.

The aim of the revised policy and procedures is to provide a person-centred and flexible approach to handling of complaints, which is easy and accessible and puts the focus on the needs of the child, as well as informing service improvements.

**Expand box as required*

Who will be affected by the activity?

Any child or young person who wish to make a representation or raise a complaint about Children’s Services, as well as parents, foster carers and other adults who may wish to complain on behalf of a child or young person. The complaint process allows access to anyone wishing to make a complaint.

**Expand box as required*

Protected Characteristic - Age: Consider the full range of age groups

Please tick (✓) the relevant box:

Overall impact:

Positive	
Neutral	X
Negative	

**Expand box as required*

Evidence:

The majority of complaints received are by parents or carers of children or young people. Of those complaints received, in 2019-20 the majority involved children aged between 15-17 years. There was an increase of those aged 18+ in 2019-20, more than doubled compared to 2018-19

Havering population statistics for mid-2016 showed an increase in young adults aged between 20-49 years.

**Expand box as required*

Sources used:

Children's Annual Complaint Report 2019-20
Havering Data Intelligence Hub

**Expand box as required*

Protected Characteristic - Disability: Consider the full range of disabilities; including physical mental, sensory and progressive conditions

Please tick (✓) the relevant box:

Overall impact:

Positive

Neutral

Negative

**Expand box as required*

Evidence:

The majority of children were recorded as not having a disability during 2019-20, although those that did indicate a disability were for Autism/Aspergers Syndrome, communication, and learning or mobility disability.

**Expand box as required*

Sources used:

Children's Annual Complaints Report 2019-20

**Expand box as required*

Protected Characteristic - Sex/gender: Consider both men and women

<i>Please tick (✓) the relevant box:</i>		Overall impact:	<i>*Expand box as required</i>
Positive			
Neutral	X		
Negative			
Evidence:			
<p>The number of females across ages 0-5 and 15-17 are higher than males, while age ranges 6-9, 10-14, 15-17 and 18+ involve a higher number of male children/young people.</p> <p>Havering population statistics for mid-2016 showed a higher number of males against females for ages 0-5 and 6-9.</p>			
<i>*Expand box as required</i>			
Sources used:			
<p>Children's Complaints Annual Report 2019/20 Havering Data Intelligence Hub</p>			
<i>*Expand box as required</i>			

Protected Characteristic - Ethnicity/race: Consider the impact on different ethnic groups and nationalities			
<i>Please tick (✓) the relevant box:</i>		Overall impact:	<i>*Expand box as required</i>
Positive			
Neutral	X		
Negative			
Evidence:			
<p>The number of 'White British' decreased in 2019-20 from 2018-19 with an increase of those of 'White and Black Caribbean' and 'Any other Black Background' heritage. Although there is a reduction in those that are 'White British' in 2019-20 this remains the highest and is representative of Havering's population.</p> <p>Havering's population is 83% White British and 17% BAME.</p>			
<i>*Expand box as required</i>			

Sources used:

Children’s Annual Complaints Report 2019/20
Havering Data Intelligence Hub

**Expand box as required*

Protected Characteristic - Religion/faith: Consider people from different religions or beliefs including those with no religion or belief

<i>Please tick (✓) the relevant box:</i>		Overall impact:
Positive		
Neutral	X	
Negative		

**Expand box as required*

Evidence:

‘Christian’ was the highest recorded religion in 2019-20 with representations from the ‘Catholic’, ‘Church of England’, ‘Muslim’, ‘Roman Catholic’ faiths.

**Expand box as required*

Sources used:

Children’s Annual Complaint Report 2019-20

**Expand box as required*

Protected Characteristic - Sexual orientation: Consider people who are heterosexual, lesbian, gay or bisexual

<i>Please tick (✓) the relevant box:</i>		Overall impact:
Positive		
Neutral	X	
Negative		

**Expand box as required*

Evidence:

Information on sexual orientation for children is not being collected, however the policy and procedures are aimed at looking at the individual needs and to provide appropriate support, which should be non-discriminatory. As no data is held, an interim assessment will be carried out in 12 months.

**Expand box as required*

Sources used:

**Expand box as required*

Protected Characteristic - Gender reassignment: Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth

<i>Please tick (✓) the relevant box:</i>		Overall impact:
Positive		
Neutral	X	
Negative		

**Expand box as required*

Evidence:

Information on gender reassignment for children is not being collected, however the policy and procedures are aimed at looking at the individual needs and to provide appropriate support, which should be non-discriminatory. As no data is held, an interim assessment will be carried out in 12 months.

**Expand box as required*

Sources used:

**Expand box as required*

Protected Characteristic - Marriage/civil partnership: Consider people in a marriage or civil partnership

<i>Please tick (✓) the relevant box:</i>	Overall impact:
--	------------------------

Positive		<i>*Expand box as required</i>
Neutral	X	
Negative		
Evidence:		
<p>Information on marriage/civil partnership for children is not being collected, however the policy and procedures are aimed at looking at the individual needs and to provide appropriate support, which should be non-discriminatory. As no data is held, an interim assessment will be carried out in 12 months.</p>		
<i>*Expand box as required</i>		
Sources used:		
<i>*Expand box as required</i>		

Protected Characteristic - Pregnancy, maternity and paternity: Consider those who are pregnant and those who are undertaking maternity or paternity leave		
<i>Please tick (✓) the relevant box:</i>		Overall impact:
Positive		
Neutral	X	
Negative		
		<i>*Expand box as required</i>
Evidence:		
<p>Information on pregnancy/maternity and paternity for children is not being collected, however the policy and procedures are aimed at looking at the individual needs and to provide appropriate support, which should be non-discriminatory. As no data is held, an interim assessment will be carried out in 12 months.</p>		
<i>*Expand box as required</i>		

Sources used:

**Expand box as required*

Socio-economic status: Consider those who are from low income or financially excluded backgrounds

<i>Please tick (✓) the relevant box:</i>		Overall impact:
Positive		
Neutral	X	
Negative		

**Expand box as required*

Evidence:

Information on socio-economic status for children is not being collected, however the policy and procedures are aimed at looking at the individual needs and to provide appropriate support, which should be non-discriminatory. As no data is held, an interim assessment will be carried out in 12 months.

**Expand box as required*

Sources used:

**Expand box as required*

Health & Wellbeing Impact: Consider both short and long-term impacts of the activity on a person's physical and mental health, particularly for disadvantaged, vulnerable or at-risk groups. Can health and wellbeing be positively promoted through this activity? Please use the Health and Wellbeing Impact Tool in Appendix 2 to help you answer this question.

<i>Please tick (✓) all the relevant boxes that apply:</i>		Overall impact:
Positive		
Neutral		
Negative		

**Expand box as required*

Do you consider that a more in-depth HIA is required as a result of this brief assessment? Please tick (✓) the relevant box

Yes No

Evidence:

The policy is child-focused and will be looking at individual needs, with appropriate support being provided as required, which should be non-discriminatory.

**Expand box as required*




Sources used:

**Expand box as required*

3. Outcome of the Assessment

The EqHIA assessment is intended to be used as an improvement tool to make sure the activity maximises the positive impacts and eliminates or minimises the negative impacts. The possible outcomes of the assessment are listed below and what the next steps to take are:

Please tick (✓) what the overall outcome of your assessment was:

	1. The EqHIA identified <u>no significant concerns</u> OR the identified <u>negative concerns</u> have already been <u>addressed</u>		Proceed with implementation of your activity
✓	2. The EqHIA identified some <u>negative impact</u> which still needs to be <u>addressed</u>		COMPLETE SECTION 4: Complete action plan and finalise the EqHIA
	3. The EqHIA identified some <u>major concerns</u> and showed that it is <u>impossible to diminish negative impacts</u> from the activity to an acceptable or even lawful level		Stop and remove the activity or revise the activity thoroughly . Complete an EqHIA on the revised proposal.

4. Action Plan

The real value of completing an EqHIA comes from the identifying the actions that can be taken to eliminate/minimise negative impacts and enhance/optimize positive impacts. In this section you should list the specific actions that set out how you will address any negative equality and health & wellbeing impacts you have identified in this assessment. Please ensure that your action plan is: more than just a list of proposals and good intentions; sets ambitious yet achievable outcomes and timescales; and is clear about resource implications.

Protected characteristic / health & wellbeing impact	Identified Negative or Positive impact	Recommended actions to mitigate Negative impact* or further promote Positive impact	Outcomes and monitoring**	Timescale	Lead officer
Sexual Orientation	This information has not been collected and is not information readily available within social care database.	Complaints are to be recorded within the new social care database, Liquidlogic.	This will be dependent on the systems and how this information can be easily extracted. A new social care database, Liquidlogic, has been implemented and it will need to be explored if this characteristic is included.	July 2021	Veronica Webb
Gender reassignment	This information has not been collected and is not information readily available within social care database.	Complaints are to be recorded within the new social care database, Liquidlogic.	This will be dependent on the systems and how this information can be easily extracted. A new social care database, Liquidlogic, has been implemented and it will need to be explored if this characteristic is included.	July 2021	Veronica Webb

Marriage/civil partnership	This information has not been collected and is not information readily available within social care database.	Complaints are to be recorded within the new social care database, Liquidlogic.	This will be dependent on the systems and how this information can be easily extracted. A new social care database, Liquidlogic, has been implemented and it will need to be explored if this characteristic is included.	July 2021	Veronica Webb
Pregnancy/maternity/paternity	This information has not been collected and is not information readily available within social care database.	Complaints are to be recorded within the new social care database, Liquidlogic.	This will be dependent on the systems and how this information can be easily extracted. A new social care database, Liquidlogic, has been implemented and it will need to be explored if this characteristic is included.	July 2021	Veronica Webb
Socio-economic status	This information has not been collected and is not information readily available within social care database.	Complaints are to be recorded within the new social care database, Liquidlogic.	This will be dependent on the systems and how this information can be easily extracted. A new social care database, Liquidlogic, has been implemented and it will need to be explored if this characteristic is included.	July 2021	Veronica Webb

Add further rows as necessary

* You should include details of any future consultations and any actions to be undertaken to mitigate negative impacts

** Monitoring: You should state how the impact (positive or negative) will be monitored; what outcome measures will be used; the known (or likely) data source for outcome measurements; how regularly it will be monitored; and who will be monitoring it (if this is different from the lead officer).

5. Review

In this section you should identify how frequently the EqHIA will be reviewed; the date for next review; and who will be reviewing it.

Review:

This will be reviewed annually as part of the Children's Complaints Annual Report.

Scheduled date of review: June 2021

Lead Officer conducting the review: Complaints & Information Team Manager

**Expand box as required*

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Havering
LONDON BOROUGH

HEARINGS PANEL PROCEDURE

GUIDANCE NOTES FOR COMPLAINANTS

Children Act 1989 REPRESENTATIONS

These notes set out for your information and guidance details relating to the procedure at the hearing, and of related matters.

My representative will be pleased to clarify any general points which may be unclear but please note that s/he cannot discuss issues relating to the subject of your complaint.

Prior to the hearing, we will send to you and the members of the Panel copies of the following papers:

- (a) Notice of the hearing
- (b) An agenda for the meeting, incorporating a written report about your complaint by Children's Services (the "Service")
- (c) The written representations made by you (or on your behalf)

The Hearings Panel consists of three Independent Panel members. My representative who will be in attendance to assist the Panel, is independent of Children's Services and will have had no connection with the subject matter of your complaint and will not take part in the determination of it.

Hearings take place at Havering Town Hall, Romford. These will be held either during the daytime or in the evening. We will ask you - if you opt for a Hearing in person - at what time of the day you would prefer the Hearing to be held.

Procedure for a Hearing in Person

1. You have chosen to attend the hearing in person. You may be accompanied, or represented, by one other person. You may also call other people to give evidence on your behalf if you feel that they could help your case - *but please note that you cannot in any circumstances request specific members of the Council's staff to attend.*
2. It will not normally be necessary for you to engage the services of a professional advocate - for example, a solicitor - to represent you but you are free to do that if you wish: **please note, however, that the Council will not provide financial assistance towards any cost you incur in that respect.**

At the hearing

3. Apart from the Members of the Panel and my representative, those present at the hearing will be yourself, any person accompanying or representing you and any witnesses appearing on your behalf (who will remain in the virtual waiting room until called) and the staff representing Children's Services together with their witnesses (if any). A member of Legal Services may also be in attendance to provide legal advice to the Panel during its deliberations. The proceedings will be kept as informal as possible but it is necessary to maintain a logical approach and the procedure adopted at the hearing will normally be as follows:
 - (a) **Opening remarks** by the Chair
 - (b) **The conduct of the Hearing.** Because the process is "*Inquisitorial*" (which means that the hearing will be conducted by the Panel asking questions), there will be no reason for you to repeat the information you have already provided in written form ahead of the hearing (which will form part of the agenda papers) and which the Panel will have already read and considered.
 - (c) The Panel may start the process by asking either you (or your representative) or the Service representative for information and, depending on the answers provided, the Hearing will continue in a question and answer fashion until the Panel members are satisfied that they have sufficient information on which to form the basis of their decision.

- (d) Both you and the Service representative(s) will have a chance to make closing statements to the Panel.
4. At the close of the proceedings you, anyone accompanying you, and the Service's representative(s), will be asked to withdraw. The Panel will then consider the points made on both sides and agree on their decision and the reasons for it.

The Decision: what the Panel will do

As you have chosen to attend a Hearing in person, the Panel will consider your complaint on the basis of the written information before them and in the light of what they have heard. The Panel will make recommendations to the Service as to the action required to deal with your complaint. The Panel can:

- (a) dismiss your complaint wholly or in part – in which case no further action will be taken on those elements dismissed; or
- (b) uphold your complaint wholly or in part – in which case, the Panel will decide what action is needed to put those elements upheld, right.

Please note that the Panel's role is restricted to reviewing what has gone before; it cannot conduct its own enquiries and cannot consider anything that was not present in the Stage Two Report.

During this process, the Panel may seek advice and guidance from my representative at the meeting or from the representative of Legal Services but they will not take part in the decision. If, during the course of the Panel's deliberations, further information is required, you (and those accompanying you) and the Service's representative(s) will be invited either to appear before the Panel again on another occasion, or to respond in writing to the Panel's questions without needing to appear again.

Once the Panel has reached its decision, according to the Children Act Regulations, the following will happen in accordance with Section 20:

- (1) After the meeting the panel shall decide on its recommendations and compile a written report which must set out—
 - (a) a brief summary of the representations; and
 - (b) the panel's recommendations for the resolution of the issues raised in the representations.
- (2) Within **5 working days** of the meeting the panel must send its report to—

- (a) the local authority;
 - (b) you (the complainant) and, where one has been appointed, your advocate;
 - (c) the independent person appointed under regulation 17(2); and
 - (d) any other person whom the panel considers has sufficient interest in the case to warrant their receiving such a notice.
- (3) Within **15 working days** of receiving the panel's recommendations the local authority **must**, together with the independent person consider the recommendations and determine—
- (a) how the authority will respond to them; and
 - (b) what it proposes to do in the light of them, and send to you (the complainant) its response and proposals, along with information about making a complaint to the relevant Ombudsman – usually the Local Government Ombudsman would deal with this.

If you remain unclear about any of the procedures set out above, please contact my representative whose name appears on the letter accompanying these guidance notes.

Andrew Beesley
Head of Democratic Services

By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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