



HILLINGDON
LONDON

A

Residents' Services Select Committee

Date: TUESDAY, 22 APRIL 2025

Time: 7.00 PM

Venue: COMMITTEE ROOM 5 - CIVIC CENTRE

Meeting Details: The public and press are welcome to attend and observe the meeting.

For safety and accessibility, security measures will be conducted, including searches of individuals and their belongings. Attendees must also provide satisfactory proof of identity upon arrival. Refusal to comply with these requirements will result in non-admittance.

This meeting may be broadcast on the Council's YouTube channel. You can also view this agenda online at www.hillingdon.gov.uk

Councillors on the Committee

Councillor Wayne Bridges (Chair)
Councillor Peter Smallwood OBE (Vice-Chair)
Councillor Darran Davies
Councillor Ekta Gohil
Councillor Scott Farley (Opposition Lead)
Councillor Janet Gardner
Councillor Kamal Preet Kaur

Published: Thursday, 10 April 2025

Contact: Liz Penny, Democratic Services Officer
Email: epenny@hillingdon.gov.uk

Useful information for residents and visitors

Travel and parking

Bus routes 427, U1, U3, U4 and U7 all stop at the Civic Centre. Uxbridge underground station, with the Piccadilly and Metropolitan lines, is a short walk away. Limited parking is available at the Civic Centre. For details on availability and how to book a parking space, please contact Democratic Services. Please enter from the Council's main reception where you will be directed to the Committee Room.

Accessibility

An Induction Loop System is available for use in the various meeting rooms. Please contact us for further information.

Attending, reporting and filming of meetings

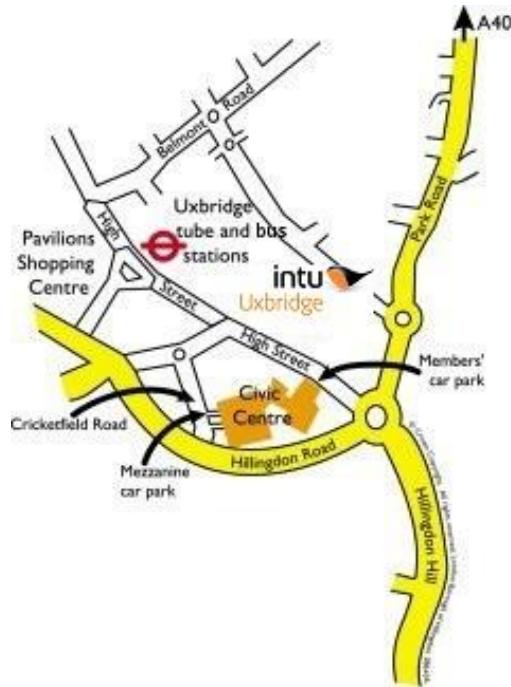
For the public part of this meeting, residents and the media are welcomed to attend, and if they wish, report on it, broadcast, record or film proceedings as long as it does not disrupt proceedings. It is recommended to give advance notice to ensure any particular requirements can be met. The Council will provide a seating area for residents/public, an area for the media and high speed WiFi access to all attending. The officer shown on the front of this agenda should be contacted for further information and will be available at the meeting to assist if required. Kindly ensure all mobile or similar devices on silent mode.

Please note that the Council may also record or film this meeting and publish this online.

Emergency procedures

If there is a FIRE, you will hear a continuous alarm. Please follow the signs to the nearest FIRE EXIT and assemble on the Civic Centre forecourt. Lifts must not be used unless instructed by a Fire Marshal or Security Officer.

In the event of a SECURITY INCIDENT, follow instructions issued via the tannoy, a Fire Marshal or a Security Officer. Those unable to evacuate using the stairs, should make their way to the signed refuge locations.



Terms of Reference

Residents' Services Select Committee

To undertake the overview and scrutiny role in relation to the following Cabinet Member portfolio(s) and service areas:

| Portfolio(s) | Directorate | Service Areas |
|---|-------------------------|---|
| Cabinet Member for Community & Environment | Place | Green Spaces (incl. Woodlands, Colne Valley) |
| | | Crematorium Services |
| | | Waste Services |
| | | Flooding & watercourses |
| | | Environmental Projects (incl. Chrysalis, Street Champions, Alleygating & Ward Budgets) |
| | | Climate Change (incl. air quality) – cross-cutting brief |
| | Homes and Communities | Library Services |
| | | Theatres, Museums & Cultural Services |
| | | Leisure Services and Centres |
| | | Community Safety & Community Cohesion (incl. CCTV) |
| | | Trading Standards, Environmental Health & Licensing (incl. Safety of Sports Grounds) |
| | | Imported Food Office |
| | | Anti-Social Behaviour and Localities |
| | | Street Scene Enforcement |
| | | Parking & Parking Enforcement |
| | | Emergency Response |
| | Adult Services & Health | Mortuary |
| Cabinet Member for Planning, Housing & Growth | Place | Planning Services (incl. planning policy, building control, planning enforcement, specialist planning & conservation areas) |
| | | Regeneration (incl. town centres, master planning) |
| | | Economic Development (incl. growth strategy, business engagement, inward investment & worklessness) |
| | | Local Impacts of Heathrow Expansion (cross cutting brief) |
| | | Local Impacts of High Speed 2 (cross-cutting brief) |
| | Homes & Communities | Housing Strategy & Commissioning (incl. housing policies & standards, assessment of housing stock size & condition and the |

| | |
|--|---|
| | commissioning of housing stock repairs and housing stock acquisitions) |
| | HRA Strategy and delivery plan (operational delivery in Place and Cabinet Member for Corporate Services & Property) |
| | Housing Management (incl. tenancy management) |
| | Housing Options and Homeless Prevention |
| | Private Sector Housing |

| | |
|----------------------------|--|
| STATUTORY COMMITTEE | <u>Statutory Crime and Disorder Scrutiny</u> |
| | <p>This Committee will act as a Crime and Disorder Committee as defined in the Crime and Disorder (Overview and Scrutiny) Regulations 2009 and carry out the bi-annual scrutiny of decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions.</p> <p><u>Duty of partners to attend and provide information</u></p> <p>The Crime and Disorder (Overview and Scrutiny) Regulations 2009 permits this Select Committee to make a request in writing for information to bodies who form the local Crime and Disorder Reduction Partnership (Safer Hillingdon Partnership), which includes the Police. The Committee should scrutinise the work of the partnership at least once a year and may also require the attendance before it of an officer or employee of a responsible authority or of a co-operating person or body in order to answer questions. The Committee may not require a person to attend unless reasonable notice of the intended date of attendance has been given to that person.</p> |

Agenda

- 1 Apologies for Absence
- 2 Declarations of interest in matters coming before this meeting
- 3 To receive the minutes of the previous meeting 1 - 8
- 4 To confirm that the items of business marked as Part I will be considered in public and those marked Part II will be considered in private

Part I - Members, Public and Press

- 5 Budget and Spending Report 9 - 14
- 6 Landlord Service Annual Complaints 15 - 72
- 7 Anti Social Behaviour 73 - 88
- 8 Trading Standards Service - Underage Sale of Vapes and Alcohol 89 - 92
- 9 Review of Homeless Prevention and the Customer Journey in Hillingdon – Draft Final Report 93 - 116
- 10 Forward Plan 117 - 126
- 11 Work Programme 127 - 130