



HILLINGDON  
LONDON

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# Corporate Resources & Infrastructure Select Committee

**Date:** **TUESDAY 17 SEPTEMBER  
2024**

**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](http://www.hillingdon.gov.uk)

## Councillors on the Committee

Councillor John Riley (Chair)  
Councillor Adam Bennett (Vice-Chair)  
Councillor Kaushik Banerjee  
Councillor Farhad Choubedar  
Councillor Stuart Mathers (Opposition Lead)  
Councillor Elizabeth Garellick  
Councillor Narinder Garg

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# 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.

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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

<b>Cabinet Member Portfolios</b>	<ul style="list-style-type: none"> <li>• Leader of the Council</li> <li>• Cabinet Member for Corporate Services</li> <li>• Cabinet Member for Finance</li> <li>• Cabinet Member for Property, Highways &amp; Transport</li> </ul>
<b>Relevant service areas</b>	<ol style="list-style-type: none"> <li>1) Democratic Services</li> <li>2) Finance</li> <li>3) Procurement &amp; Commissioning</li> <li>4) Counter Fraud &amp; Business Assurance</li> <li>5) Digital &amp; Information (Customer Access, Business Intelligence, Digital, Technology, Information Governance)</li> <li>6) Strategic Partnerships</li> <li>7) Consultation &amp; engagement</li> <li>8) Corporate Communications</li> <li>9) Legal Services</li> <li>10) Human Resources</li> <li>11) Business Administration (incl. Mortuary)</li> <li>12) Transformation (BID)</li> <li>13) Operational Assets (Repairs &amp; Engineering, Planned Works, Disabled Facilities, Building safety &amp; FM)</li> <li>14) Property Services</li> <li>15) Capital Programme (inc. Major Projects)</li> <li>16) Transportation</li> <li>17) Highways</li> <li>18) Health &amp; Safety / Emergency Response</li> </ol>

### Cross cutting topics

This Committee will also act as lead select committee on the monitoring and review of the following cross-cutting topics:

- Resident Experience
- Civic Centre, Property and built assets

This Committee will scrutinise and review the work of utility companies whose actions affect residents of the Borough.

# Agenda

1	Apologies for Absence	
2	Declarations of interest in matters coming before this meeting	
3	Minutes of the previous meeting	1 - 4
4	To confirm that the items of business marked as Part I will be considered in Public and that the items marked as Part II will be considered in Private	
5	Draft Hillingdon Digital Strategy	5 - 28
6	Annual Complaint & Service Monitoring Report for 1 April 2023 to 31 March 2024	29 - 86
7	Forward Plan	87 - 92
8	Work Programme	93 - 96