



HILLINGDON
LONDON



Corporate Services and Partnerships Policy Overview Committee

Councillors on the Committee

Richard Lewis (Chairman)
Michael White (Vice-Chairman)
Beulah East, Labour Lead
Neil Fyfe
Raymond Graham
Shirley Harper-O'Neill
Richard Mills
Robin Sansarpuri

Date: MONDAY, 6 FEBRUARY
2012

Time: 7.30 PM

Venue: COMMITTEE ROOM 6 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE UB8
1UW

**Meeting
Details:** Members of the Public and
Press are welcome to attend
this meeting

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further information.**

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This Agenda is available online at:

<http://modgov.hillingdon.gov.uk/ieListDocuments.aspx?CId=243&MId=1103&Ver=4>

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INVESTOR IN PEOPLE

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About this Committee

This Policy Overview Committee (POC) will undertake reviews in the areas covered by the Deputy Chief Executive's Office and Finance and Resources Directorate and can establish a working party (with another POC if desired) to undertake reviews if, for example, a topic is cross-cutting.

This Policy Overview Committee will consider performance reports and comment on budget and service plan proposals for the Deputy Chief Executive's Office and Finance and Resources Directorate.

The Cabinet Forward Plan is a standing item on the Committee's agenda.

The Committee will not consider call-ins of Executive decisions or investigate individual complaints about the Council's services.

Terms of Reference

The Constitution defines the terms of reference for Policy Overview Committees as:

1. To conduct reviews of policy, services or aspects of service which have either been referred by Cabinet, relate to the Cabinet Forward Plan, or have been chosen by the Committee according to the agreed criteria for selecting such reviews;
2. To monitor the performance of the Council services within their remit (including the management of finances and risk);
3. To comment on the proposed annual service and budget plans for the Council services within their remit before final approval by Cabinet and Council;
4. To consider the Forward Plan and comment as appropriate to the decision-maker on key decisions which relate to services within their remit (before they are taken by the Cabinet);

Policy Overview Committees will not investigate individual complaints.

This Committee performs the Policy Overview role in relation to the following services:

1. human resources and personnel service;
2. e-Government and ICT;
3. democratic services;
4. legal services;
5. the Council's property portfolio, including property and asset acquisition and disposal, and capital programme;
6. corporate finance, including:
 - a. development of a medium term budget strategy;
 - b. scrutiny of the Council's management of its resources;
 - c. reviewing the operation of the Council's financial rules making proposals to the Cabinet and/or Council for their development
7. the Council's overall performance and corporate improvement work particularly in relation to the Comprehensive Performance Assessment and Corporate Assessment;
8. economic development and single regeneration budget;
9. the Local Strategic Partnership and Community Strategy;
10. Local Area Agreement;

11. community partnerships and the Council's voluntary sector strategy;
12. corporate aspects of diversity & equalities policy;
13. Best Value;
14. any other cross-cutting portfolios that might be created and any functions not included within the remit of the other Policy Overview Committees.

Agenda

- 1 Apologies
- 2 Declarations of Interest
- 3 Minutes of Meeting held on 18 January 2012 (**Pages 1-8**)
- 4 Exclusion of Press and Public
To confirm the items of business marked Part I will be considered in public and that the items marked Part II will be considered in private.
- 5 Budget Proposals 2012/13 - Comments from Policy Overview Committees (**Pages 9-12**)
- 6 Major Review - Operation and Function of the Hillingdon First Card - Witness Session (**Pages 13-24**)
- 7 Work Programme 2011/12 (**Pages 25-28**)
- 8 Cabinet Forward Plan (**Pages 29-32**)

Minutes

**Corporate Services and Partnerships
Policy Overview Committee
Wednesday 18 January 2012
Meeting held at Committee Room 5 - Civic
Centre, High Street, Uxbridge UB8 1UW**



	<p>Members Present: Councillors Richard Lewis (Chairman), Beulah East, Neil Fyfe, Raymond Graham, Shirley Harper-O'Neill, Richard Mills and Michael White.</p> <p>Apologies: Councillor Robin Sansarpuri.</p> <p>Officers: Fran Beasley (Deputy Chief Executive and Corporate Director for Central Services), Kevin Byrne (Head of Policy, Performance and Partnerships), Garry Coote (Corporate Fraud Investigations Manager), Ozan Hassan (Customer Focus Project Officer), Gemma McNamara (Principal Accountant), Helen Taylor (Head of Audit and Enforcement), Darryl Wallace (ICT Strategist – ICT, Highways and Business Services), Paul Whaymand (Deputy Director of Finance) and Khalid Ahmed (Democratic Services Manager).</p>		
46.	<p>DECLARATIONS OF INTEREST</p> <p>None.</p>		
47.	<p>MINUTES OF THE MEETING HELD ON 19 DECEMBER 2011</p> <p>Agreed as an accurate record.</p>		
48.	<p>EXCLUSION OF THE PRESS AND PUBLIC</p> <p>It was agreed that all items of business would be considered in public.</p>		
49.	<table border="1"> <tr> <td data-bbox="312 1473 1244 2063"> <p>BUDGET PROPOSALS REPORT FOR CENTRAL SERVICES 2012/13</p> <p>The report set out the draft revenue budget and capital programme of Central Services Group for 2012/13, along with indicative projections for the following two years.</p> <p>Members were informed that the Council was looking to make significant savings of £17.8m across the whole Council, with £1.672m of this from Central Services. The savings proposals contained within the draft budget have been developed through the HIP Business Improvement Delivery Programme (BID), which was the Council's response to the projected budget savings of around £65m over the next four years.</p> <p>The Deputy Chief Executive informed Members that the</p> </td> <td data-bbox="1244 1473 1487 2063"> <p>Action by:</p> </td> </tr> </table>	<p>BUDGET PROPOSALS REPORT FOR CENTRAL SERVICES 2012/13</p> <p>The report set out the draft revenue budget and capital programme of Central Services Group for 2012/13, along with indicative projections for the following two years.</p> <p>Members were informed that the Council was looking to make significant savings of £17.8m across the whole Council, with £1.672m of this from Central Services. The savings proposals contained within the draft budget have been developed through the HIP Business Improvement Delivery Programme (BID), which was the Council's response to the projected budget savings of around £65m over the next four years.</p> <p>The Deputy Chief Executive informed Members that the</p>	<p>Action by:</p>
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	<p>review. The aim of the review would be to review the operation and function of the Hillingdon First Card and to look at other possible enhancements / additions to the successful card.</p> <p>The Committee noted that any proposals which arose out of the review would have to be cost neutral to the Council and involve no extra costs to the administration of the card itself.</p> <p>Areas covered in the presentation included:</p> <p>The Purpose of the Card and why was it introduced?</p> <ul style="list-style-type: none"> • Hillingdon First Card offered residents preferential rates at Council parking and leisure facilities, access to libraries and the Council's waste centre and discounts at participating local businesses (over 335 outlets around the Borough) • Cards were available to all Hillingdon Residents who were aged 18 and over, although drivers who were 17 years old could also request a card • The Card was the most extensive multi-application local authority smart card in the UK • The Card was introduced to give resident's satisfaction and a sense of belonging with the local community. To give privileged rates to local residents for parking and leisure services. To help promote local businesses during a difficult economic time. To promote 'well being' through increases in leisure facility and library usage. To modernise and improve access to Council services • The tag line for the cards was 'First for residents, first for businesses, first for Hillingdon' <p>How does the scheme operate?</p> <ul style="list-style-type: none"> • The card was a MiFare 4K Classic contact-less multi-application smartcard which had a small chip, segregated into pre-defined sections or 'applications'. • The card chip contained data in each section that allowed access to a service. For example the parking section application communicates with the parking machine, via the card reader, to authenticate access to the tariff. • The cards were encoded to a Local Authority Smartcard Standards e-Organisation profile which meant it was inter-operable with other Local Authority cards • Overall scheme management was carried out using the ONYX Customer Relationship Management (CRM) system. This system had an interface with the 	<p>Action By:</p>
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	<p>library system and dedicated card management system.</p> <ul style="list-style-type: none"> • Requests for new cards, replacement cards and to cancel cards were carried out via the CRM. This could be done by residents online themselves, through the contact centre by phone or when visiting a library. • There was also a dedicated Card Management System called Smart Connect that issued the card numbers, card history, stored the encoding data and processed the 'hot-list' of cards reported lost/stolen. • Other systems linked to the Card Management System and involved in the scheme were the leisure management system and the parking management system. <p>Implementation of the Scheme</p> <ul style="list-style-type: none"> • The merging of Council Tax and Library records created an initial data set of 143,000 residents • Advice had been given that the use of the full electoral register would breach the data protection act because most residents had opted not to allow the use of their information and details to be used for any other purpose • Existing library membership number was switched by overnight interface on the library system to coincide with the delivery of the Card. This ensured the Cards would be recognised when presented at libraries • The Council's card management system had a hot list of stolen / lost / cancelled cards that it communicated to the parking system which was communicated to each parking machine daily • When a Card was used for a parking transaction, the place, date and time of its last use was written back to the Card to prevent more than one customer using it <p>Card Usage</p> <ul style="list-style-type: none"> • 130,800 residents had presented their Hillingdon First Card to a card reader which represented two thirds of the adult population of the Borough • 3,463,000 times a Card had been used for preferential parking rates at Council car parks • 785,000 times a Card had been used in a library • 154,000 times a Card had been used as a leisure card since April 2010 • 255,000 times a Card had been used to access civic amenity site 	<p>Action By:</p>
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	<p>Outcomes and Benefits to the Council</p> <ul style="list-style-type: none"> • Local branding and sense of local identity • Increased parking revenue (increase in usage among non-cardholders as well) • Free Christmas Parking in Uxbridge for Card Holders (flexibility) • Efficiencies through combining existing card schemes (Library + Leisure) • Reduction in landfill waste • Modernising access to Council services • Solar powered parking equipment • Improved quality of data for the Council's customer relationship management • Scheme designed for resident self service online – low annual cost to run with few resources • Supporting local businesses during difficult economic times • Directory of 335 local business contacts that the Council could access • Infrastructure in place to add more Council services and applications at low cost <p>Discussion took place on the draft scoping report of the review and possible areas which the review could look into. The Committee acknowledged that the Hillingdon First Card was introduced for Hillingdon residents and therefore there would not be scope for extending the Card to employees of those businesses in the Borough who were not residents of the Borough.</p> <p>The Committee was provided with details of the publicity which was involved in the promotion of the Card to residents and to those local businesses who were involved in the discount scheme. This was an area which Members agreed should be focused on.</p> <p>Reference was made to the businesses which were part of the scheme and a general discussion took place on the benefits to both residents and local businesses to expanding business involvement in the scheme. A previous review by the Committee which looked at business support on the Borough's Industrial Estates broached the subject of business to business support and the possibility of this generating more business to local businesses.</p> <p>Other areas of interest that Members raised included looking at Insurance, car breakdown services, driving instructors, estate agents and whether any aspects of the Hillingdon First Card could be applied to these areas.</p>	<p>Action By:</p>

	<p>Members were informed that these areas could be explored with a representative from Drek Associates, who were commissioned to recruit business members to the scheme.</p> <p>Reference was made to the success of the Card in relation to residents' use in Council car parks and whether Brown Badge users could be worked into the scheme.</p> <p>For the next meeting of the Committee Members asked for a print out of the Hillingdon First webpages.</p> <p>RESOLVED -</p> <ol style="list-style-type: none"> 1. That the information presented be noted and the draft scoping report be updated to reflect discussions. 2. That a representative from Drek Associates and the Head of Corporate Communications within the Council be invited to the next witness session of the review. 	<p>Action By:</p> <p>Khalid Ahmed</p> <p>Khalid Ahmed</p> <p>Khalid Ahmed / David Holdstock</p>
<p>53.</p>	<p>WORK PROGRAMME</p> <p>Members would be contacted regarding a date change for the next meeting in February.</p> <p>Noted.</p>	
<p>54.</p>	<p>CABINET FORWARD PLAN</p> <p>Noted.</p>	
	<p>Meeting commenced at 7.30pm and closed at 10.00pm Next meeting: 6 February 2012 at 7.30pm</p>	

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

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BUDGET PROPOSALS 2012/13 – COMMENTS FROM POLICY OVERVIEW COMMITTEES

Contact Officer: Khalid Ahmed
Telephone: 01895 250833

REASON FOR ITEM

To consider the full set of Policy Overview Committee comments on Cabinet's budget proposals, their overall implications and to submit those comments to Cabinet.

OPTIONS OPEN TO THE COMMITTEE

That the Committee:

1. Consider the comments from the other Policy Overview Committees;
2. Seek clarification where necessary and;
3. Submit an agreed set of comments forward to the Cabinet for it to consider alongside its budget proposals.

INFORMATION

As part of the Constitution (Budget and Policy Framework Procedure), Policy Overview Committees have a role to review the Cabinet's draft budget proposals, which were set out at Cabinet on 15 December 2011.

At each Policy Overview Committee in January, consideration was given to reports which provided details of budget proposals relating to the remit of each Policy Overview Committee. Their comments are set out as below:-

Residents' & Environmental Services POC – 17 January 2012 (Planning, Environment and Community Services Group)

In noting the Planning, Environment and Community Services 2012/13 Budget Proposals, Members of the Residents' and Environmental Services Policy Overview Committee congratulated the Service group for achieving the £4.3m budget savings that had been seen without adverse effects to Hillingdon residents. It noted in particular, that so many fees and charges had been held at constant prices and most prices preserved were below inflation, and that the Capital Programme had remained constant.

The Committee noted the budget projections contained in the report, and on the combined budget proposals put forward for Planning, Environment & Community Services, within the context of the corporate budgetary position.

Corporate Services & Partnerships Policy Overview Committee
6 February 2012

PART I – MEMBERS, PUBLIC & PRESS

There were no specific comments.

Corporate Services & Partnerships POC – 18 January 2012 (Central Services Group)

Members praised officers for the work which had been carried out in the preparation of the budget and the work which had been carried out in relation to efficiency savings which had had a minimal impact on front line services.

The budget projections and the combined budget proposals put forward by the Central Services Group were noted and officers were congratulated for the work they had carried out in preparation of the budget.

There were no specific comments.

Education & Children's Services POC –19 January 2012 (Education & Children's Services Group)

The Committee welcomed the Budget proposals and note with pleasure the overall stability of available expenditure. In challenging economic times it was noteworthy that the Education and Children's Services Budgets is clearly healthy and well managed and one that we continue to scrutinise.

There were no specific comments.

Social Services, Health & Housing POC – 25 January 2012 (Adult Social Services & Housing Group)

In noting the proposals, Members of the Social Services, Health and Housing Policy Overview Committee thanked Officers for the comprehensive report setting out the budget proposals for Adult Social Care, Health and Housing Group within the context of the corporate budgetary position. The Committee note the ongoing challenge for Adult Social Care and Housing in managing budgets in the current economic climate.

The Committee endorsed the key priorities as set out in the report but expressed concern about pressures created by:

- The increasing number of dementia cases
- The increase in transitional children due to demographic changes
- The significant implications of an ageing population
- Changes to Housing benefits

BACKGROUND DOCUMENTS

Relevant minute extracts from the POCs

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MAJOR REVIEW – OPERATION AND FUNCTION OF THE HILLINGDON FIRST CARD – WITNESS SESSION

Contact Officer: Khalid Ahmed
Telephone: 01895 250833

REASON FOR ITEM

This is the first witness session of the Committee's review into the operation and function of the Hillingdon First Card

OPTIONS OPEN TO THE COMMITTEE

1. Question the witnesses.
2. Highlight issues for further investigation
3. To make a note of possible recommendations for the review

INFORMATION

1. At the last meeting of the Committee held on 18 January 2012, Members started their review into the operation and function of the Hillingdon First Card. Consideration was given to a draft scoping report and Members were given a presentation by the ICT Strategist who was the project Manager for the introduction of the card.
2. Areas covered in the presentation are covered in the Minutes of the last meeting which form part of this agenda but these areas were namely the purpose of the Card and why was it introduced; how the scheme operated, how the scheme was implemented, details on card usage and the outcomes and benefits to the Council of the Card.
3. At the meeting Members were also provided with details of the publicity which was produced for the scheme in terms of the promotion of the Card to residents of the Borough. It was agreed that the review would focus on this area and also on how the Card was promoted to local businesses, who provided discounts to residents as part of the scheme.
4. Discussion also took place on exploring possible ways to look at the reach of the Card and on the use of LBH data bases. This was an area the review agreed to look at.
5. The review was informed that the Council had commissioned Drek Associates to recruit business members to the scheme and Members

asked that this work be explored with a representative from the organisation at its next witness session.

Witnesses

6. For this meeting David Woodstock the Head of Corporate Communications at LBH and Emma Hallett from Drak Associates have been invited to attend the meeting to enable Members to explore the above areas with them. For Members information an updated scoping report is attached (Appendix A) and a print out of the Hillingdon First web pages which was requested at the last meeting (Appendix B).

PAPERS WITH THE REPORT

Scoping Report
print out of the Hillingdon First web pages



HILLINGDON

LONDON

Corporate Services & Partnerships Policy Overview Committee Review Scoping Report 2011/12

OBJECTIVE

OPERATION AND FUNCTION OF THE HILLINGDON FIRST CARD

Aim of review

To review the operation and function of the Hillingdon First Card and to look at other possible enhancements / additions to the successful card.

Terms of Reference

- To examine the operation of the Hillingdon First Card since it was launched in June 2009.
- To review the services which the card is used for and to analyse data on usage of the card.
- To examine the possible expansion of the card into other areas, particularly in relation to businesses
- To investigate the uses of other multi-application local authority smart cards and whether there were any uses which Hillingdon could consider
- To explore with the Borough's Chambers of Commerce, local businesses, residents' groups, national companies and public utilities how the Hillingdon First Card could be used to help local businesses and residents during these difficult economic times
- To review the publicity for the Hillingdon First Card, particularly in relation to local businesses who provide discounts
- To explore with the business sector the concept of a business to business card which could provide discounts for businesses
- To look at further ways of modernising and improving access to Council services through further utilisation of the Hillingdon First Card
- To make recommendations to Cabinet based on the outcome of this review with the proviso that any proposals maintain the simple card administration and avoid any additional capital expenditure

Corporate Services & Partnerships POC 6 February 2012
PART 1 – MEMBERS, PUBLIC & PRESS

Reasons for the review

The Hillingdon First residents' card was launched in June 2009 and the card gives residents of the Borough preferential rates for Council parking and leisure facilities, access to libraries and the Council's Civic Amenity sites and offers discounts in local participating businesses.

From December 2009 to February 2010 a survey of residents was carried out which looked at how residents used the card and what they liked and did not like about the scheme. The findings of the survey were that overall residents liked the Hillingdon First Card, with the Council being praised for listening and looking after residents. However there were comments that there were not enough businesses involved in the scheme.

In addition during a previous review carried out by this Committee in 2010 on New Business Start Ups and Business Support on Industrial Estates a suggestion was made about Hillingdon Businesses offering discounts to each other which may help the business community during the present difficult economic times. This review could investigate the feasibility of this.

A review could use the data received from this survey of residents as a starting point to look at the operation of the Hillingdon First card and look at other potential uses of the card, particularly in relation to the business sector.

With the present economic climate it would also be beneficial to explore any possible measures which could be introduced with the Hillingdon First Card which could provide further help to both residents and to local businesses.

In carrying out the review, it is advised that any recommendations to Cabinet for any enhancements / additions to the card, should be at no extra cost to the Council and involve no additional costs to the administration of the card itself. In addition, any possible enhancements / additions should not involve any cash handling due to security issues.

Supporting the Cabinet & Council's policies and objectives

The purpose of the card is 'First for residents, first for business, first for Hillingdon' which is central to this Council's mission statement of "putting our residents first".

INFORMATION AND ANALYSIS

Key Issues

- To examine how the Hillingdon First card works and to look at its present functions.
- To examine the data on the usage of the cards for the various services it is used for.

Corporate Services & Partnerships POC 6 February 2012
PART 1 – MEMBERS, PUBLIC & PRESS

- To look at other possible uses of the card which would benefit both residents and local businesses which would be at no extra cost to the Council
- To seek the views of the Business sector through the Chambers of Commerce and Hillingdon businesses on how the card could be further promoted to businesses to provide rewards and discounts to residents.
- To look at other ways the Council could engage with businesses to promote the take-up of the card discount scheme
- To investigate whether national companies and public utilities would be willing to participate in the Hillingdon First card in relation to providing discounts.
- To review the publicity and promotion of the Hillingdon First card and to consider other possible areas for publicising the card.
- To examine other similar schemes which are operated by other local authorities and whether there were other uses of the card which could be explored.
- To explore the concept of business to business discounts and whether this could be an option for the card

Remit - who / what is this review covering?

The review will be looking at the operation of the Hillingdon First Card and look at other potential uses of the card, particularly in relation to the business sector. The review will look at usage figures since 2009 and with evidence from a variety of sources, will explore other areas / services which the card could offer to residents and businesses.

The review will cover the operation of the Card, the promotion and publicity for the Card, the views of the Chambers of Commerce, of local businesses in the Borough, national companies within the Borough and look at the operation of other similar local authority smart card.

The review falls within the remit of the Cabinet Member for Improvement, Partnerships and Community Safety portfolio.

Connected work (recently completed, planned or ongoing)

Hillingdon First Survey – February 2010

Key information required

Statistics on the usage figures of the Card for each service offered

Details of Businesses who are registered to provide discount and data on the success of this

Surveys of other local authorities who operate similar smart cards to Hillingdon's scheme

Information on the promotion of the Card

The feasibility of a "business to business" discount card

EVIDENCE & ENQUIRY

Witnesses

Hillingdon First Project Manager – LBH
Representative from Corporate Communications – LBH
Representative from Drek Associates
Representatives from Chambers of Commerce, local businesses, national companies and public utilities
SEGRO representative
Representative from Economic Development Team
Representatives from Residents' Groups

Intelligence

Are there existing surveys, intelligence or feedback from service users or residents that can be used? (Seek advice from Customer Engagement Team / Policy Team).

*There should also be reference made to relevant literature and websites for background reading for Members. **TBC***

Consultation and Communications

Survey / questionnaire to local businesses

Lines of enquiry

1. **TBC**

PROPOSALS

*Are there any early ideas or recommendations emerging from the Committee to meet the objective of this review? This section will, of course, be fleshed out in more detail towards the end of the review. **TBC***

LOGISTICS

Proposed timeframe & milestones

Meeting Date *	Action	Purpose / Outcome
18 January 2012	Agree Scoping Report and presentation on the Operation and Function of the HillingdonFirst Card	Information and analysis

Corporate Services & Partnerships POC 6 February 2012
PART 1 – MEMBERS, PUBLIC & PRESS

6 February 2012	Witness Session 1	Evidence & enquiry
14 March 2012	Witness session 2	Evidence & enquiry
18 April 2012	Witness session 3 or Draft Final Report	Evidence & Enquiry and consideration of initial recommendations

** Specific meetings can be shortened or extended to suit the review topic and needs of the Committee*

Risk assessment

There are no high risk factors that have been identified which might hinder the success of the review.

Equality Implications

The Council has a public duty to eliminate discrimination, advance equality of opportunity and foster good relations across protected characteristics according to the Equality Act 2010. Our aim is to improve and enrich the quality of life of those living and working within this diverse borough. Where it is relevant, an impact assessment will be carried out as part of this review to ensure we consider all of our residents' needs.

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HillingdonFirst

HillingdonFirst offers residents preferential rates at council parking and leisure facilities, access to libraries and the council's waste centre, and discounts at participating businesses.

Apply for your card

If you would like to request a privilege card, or if you have not received your privilege card, you can request one here.



Manage your card

If you have not registered your card, you can register it here.

HillingdonFirst directory


Discounts and offers available from local businesses with your HillingdonFirst card.

Terms and conditions

Any person over 18 who resides in the borough as their principal home can apply for a HillingdonFirst card, and membership of the scheme is free.

Using your card

Using your card is simple.

 [Subscribe to this page »](#)

Last updated: Fri 20 Jan 2012 at 11:58

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Terms and conditions

Any person over 18 who resides in the borough as their principal home can apply for a HillingdonFirst card, and membership of the scheme is free.

- Hillingdon residents aged 17 who driver can also apply for a HillingdonFirst card.
- Only one card will be issued per borough resident.
- The card is valid for the period you remain as a resident of the London Borough of Hillingdon.
- Those applying for the card will need to provide proof of their address.
- The card is only for the use of the cardholder, it is not transferable.
- The minimum age limit is 17 years old. However, a later issue may include young people aged 11-17.
- Any changes to personal details - names, address, must be notified to Hillingdon Council, either via the HillingdonFirst website or the contact centre 01895 556677 immediately. Proof of new details may be required.
- If you move out of Hillingdon you must inform the council immediately and return your HillingdonFirst card.
- The card remains the property of the London Borough of Hillingdon and must be returned upon request. Any breach of these conditions may result in the withdrawal of the HillingdonFirst card.
- Hillingdon Council reserves the right to refuse issue of a HillingdonFirst card. This may happen, for example, where you cannot prove you are resident in the borough or where your card has previously been withdrawn due to a breach of these Terms and Conditions of issue.
- Hillingdon Council reserves the right to withdraw/amend the card. The council reserves the right to alter or withdraw the scheme at any time without notice.
- The card can only be used according to the terms and conditions laid down by the individual services offered with the HillingdonFirst card.
- When further HillingdonFirst card applications are added to your card you will be issued with service details and any additional necessary terms and conditions for the service added.
- The card is the responsibility of the cardholder. Lost, stolen or damaged cards will be replaced for free on the first occasion, but a small payment will be charged after this.
- The card is not valid if altered, damaged or defaced in any way.
- When using the card in conjunction with the discount directory it must be presented immediately prior to a sale negotiation or purchase. Failure to do so may lead to a discount being refused.
- Hillingdon Council will not be liable if:
 -
 - the HillingdonFirst card is not honoured by any participating merchant in the HillingdonFirst discount scheme
 - the scheme or the card are subsequently withdrawn.
- Hillingdon Council in no circumstances endorses or accepts liability for any non-council products or services offered under the HillingdonFirst card scheme. Neither does it accept liability where there is an improper or illegal use of the card.
- Hillingdon Council does not act as agent or representative of any retailer listed in the directory. The council gives no guarantee or warranty whatsoever regarding the quality of the goods or services offered by any retailer listed in the directory nor regarding the status or reputation of any retailer.
- HillingdonFirst will not be accepted as an identity or proof of age card.

Register my business

Information for businesses about the discount scheme, offering customer benefits, and how to sign-up.

To sign up for the discount scheme for card holders, please complete our **online enquiries form** and include your contact details - a member of the HillingdonFirst team will contact you.


By signing up to the scheme, you will commit to offer an incentive to residents for 12 months.

You may wish to change your incentive up to 4 times throughout the year through our online enquiries form.

You can choose to leave the scheme at the annual review.

Please be aware that by being part of the scheme, the council does not endorse your business

If you have any queries, please complete the **online enquiries form** which will be recorded by our contact centre and answered by the appropriate department.

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Last updated: Fri 20 Jan 2012 at 11:50

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Using your card

Using your card is simple.

You can use your card straight away, but registering your card will allow you to manage your card details online, and will help with the replacement of a lost card.

- The card will get your preferential rates for yourself only.
- You must present your card at each visit for preferential rates.
- HillingdonFirst cannot be used to pay council tax.
- HillingdonFirst and Oyster cards work off similar technology so keep them separated before using a card reader.

Using your card at the Library

If you are an existing library member, HillingdonFirst replaces your library card. Please destroy your old library card and begin using your HillingdonFirst card.

If you have not used a library before, please bring your HillingdonFirst card and one proof of ID to join the library immediately.

You can renew your library books in the library or online. [Renew books online »](#)

Preferential parking rates

Before you put money into the parking machine, press the yellow button and touch your card on the picture of HillingdonFirst on the parking machine at council car parks and on-street parking areas.

[Video guide to parking with HillingdonFirst »](#)

If you forget your card, you will have to pay the full charge.

Using your card in shops

You can search the directory to see which shops are participating.

The council does not endorse businesses, products and services in the directory.

When paying for your shopping, just show your HillingdonFirst card. Acceptance of the HillingdonFirst card is at the shop manager's discretion.

Your HillingdonFirst card cannot be used to make online purchases.

Using your card for leisure

The following leisure centres participate in HillingdonFirst:

- Hillingdon Sports and Leisure Complex
- Highgrove Pool
- Queensmead Sports Centre
- Botwell Green Sports and Leisure Centre

Waste and recycling centre, Harefield

Free access to regular domestic landfill waste area in Harefield.

Agenda Item 7

WORK PROGRAMME 2011/12

Contact Officer: Khalid Ahmed
Telephone: 01895 250833

REASON FOR ITEM

This report is to enable the Committee to review meeting dates and forward plans. This is a standard item at the end of the agenda.

OPTIONS AVAILABLE TO THE COMMITTEE

1. To confirm dates for meetings
2. To make suggestions for future working practices and/or reviews.

INFORMATION

All meetings to start at 7.30pm except where stated

Meetings	Room
9 June 2011	CR 5
21 July 2011 (7.00pm)	CR 5
13 September 2011	CR 5
20 October 2011	CR 4
10 November 2011	CR 5
19 December 2011	CR 2
18 January 2012	CR 5
6 February 2012	CR 6
14 March 2012	CR 5
18 April 2012	CR 5

Corporate Services & Partnerships Policy Overview Committee

2011/12 DRAFT Work Programme

Meeting Date	Item
9 June 2011	Corporate Services & Partnerships Policy Overview Committee Review Topics 2011/12
	Work programme for 2010/11
	Cabinet Forward Plan

21 July 2011	First Major Review in 2010/11 Effectiveness of the Audit Committee and its Terms of Reference - Scoping Report
	The Compact and Third Sector Commissioning
	Procurement
	Budget Planning Report for Central Services
	Recent Power Cut in the Civic Centre
	Work Programme
	Cabinet Forward Plan

13 September 2011	First Major Review in 2011/12 - Effectiveness of the Audit Committee and its Terms of Reference Witness Session 1
	Cabinet Forward Plan
	Work Programme

20 October 2011	First Major Review in 2011/12 – Effectiveness of the Audit Committee and its Terms of Reference Witness Session 2
	Presentation on Procurement
	Report back on the generator testing after the recent power cut in the Civic Centre

	Report back on the implementation of the recommendations of the Personal Safety Review
	Cabinet Forward Plan
	Work Programme
10 November 2011	First Major Review in 2011/12 – Effectiveness of the Audit Committee and its Terms of Reference
	Witness Session 3
	Consideration of topics for 2 nd Major Review
	Cabinet Forward Plan
	Work Programme
19 December 2011	First Major Review in 2011/12 – Effectiveness of the Audit Committee and its Terms of Reference
	Draft Final Report
	Cabinet Forward Plan
	Work Programme
18 January 2012	Budget Proposals Report for Central Services
	Voluntary Sector grants
	Second Major Review in 2011/12 – Draft Scoping Report – Operation and Function of Hillingdon First Card
	Corporate Fraud - Briefing
	Cabinet Forward Plan
	Work Programme
6 February 2012	Second Major Review in 2011/12 – Operation and Function of Hillingdon First Card
	Witness Session 1
	Consideration of all POC comments on Budget proposals
	Cabinet Forward Plan
	Work Programme

Corporate Services & Partnerships POC 6 February 2012
PART 1 – MEMBERS, PUBLIC & PRESS

14 March 2012	Second Major Review in 2011/12 – Witness Session 2
	Enforcement - Presentation
	Heating Problems within the Civic Centre - Briefing
	Cabinet Forward Plan
	Work Programme

18 April 2012	Second Major Review in 2011/12 – Draft Final Report
	Cabinet Forward Plan
	Work Programme

Agenda Item 8

Cabinet Forward Plan

Contact Officer: Khalid Ahmed
Telephone: 01895 250833

REASON FOR ITEM

The Committee is required to consider the Forward Plan and provide Cabinet with any comments it wishes to make before the decision is taken.

OPTIONS OPEN TO THE COMMITTEE

1. Decide to comment on any items coming before Cabinet
2. Decide not to comment on any items coming before Cabinet

INFORMATION

1. The Forward Plan is updated on the 15th of each month. An edited version to include only items relevant to the Committee's remit is attached below. The full version can be found on the front page of the 'Members' Desk' under 'Useful Links'.

SUGGESTED COMMITTEE ACTIVITY

1. Members decide whether to examine any of the reports listed on the Forward Plan at a future meeting.

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Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
Cabinet - 16 February 2012									
647 b	The Council's Budget Medium Term Financial Forecast 2012/13 - 2015/16	This report will set out the Medium Term Financial Forecast (MTFF), which includes the proposed General Fund reserve budget and capital programme for 2012/13, along with indicative projections for the following three years.	All	#####	Cllr Jonathan Bianco	CS-Paul Whaymand	Public consultation through the Policy Overview Committee process and statutory consultation with		
700	SAN Storage Support Contract	Following a procurement exercise, this report to Cabinet will seek the award of a Storage Area Network (SAN) support contract. The current contract expires	N/A		Cllr Jonathan Bianco / Cllr Scott	PEECS - Steve Palmer	Corporate Procurement		
702	National Non-Domestic Rates - Guidelines for Granting Discretionary Rate Relief	Cabinet will be asked to amend the current guidelines for granting such rate relief, which have been in operation since 1996 and need to be brought up-to-date. Such guidelines are used by officers and the Cabinet Member considering applications or appeals	N/A		Cllr Jonathan Bianco	CS - Rob Smith			
691	Broadband and Internet Service Provision Contract	Following a procurement exercise, Cabinet will be asked to agree the contract for Broadband and Internet Service provision for the Council for a period of 4 years from 1st July 2012.	N/A		Cllr Jonathan Bianco / Cllr Scott Seaman-Digby	PEECS - Steve Palmer	Corporate Procurement & current and future broadband and ISP providers		
685	Award of Contract for the collection, counting and banking of cash and cheques from all necessary LBH sites as required	Cabinet will be asked to make a decision following the tendering process for this service. It will include all Council sites and activities ranging from parking services to libraries and the Civic Centre.	N/A		Cllr Jonathan Bianco and Cllr Douglas Mills	CS - Annette Reeves	Corporate Procurement		NEW
Cabinet Member Decisions - February 2012									
674	Appointment of supplier for the provision of translation, interpretation and alternative communication services	This report will seek Cabinet approval following the outcome of the tender exercise to provide the council's translation, interpretation and alternative communication services.	All		Cllr Scott Seaman-Digby	CS - David Holdstock	Corporate Procurement		

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
ASCH&H = Adult Social Care, Health & Housing; DCEO = Deputy Chief Executive's Office; E&CS = Education & Children's Services; F&R = Finance & Resources; PE&CS = Planning, Environment & Community Services									
685	Award of Contract for the collection, counting and banking of cash and cheques from all necessary LBH sites as required	Cabinet will be asked to make a decision following the tendering process for this service. It will include all Council sites and activities ranging from parking services to libraries and the Civic Centre.	N/A		Cllr Jonathan Bianco and Cllr Douglas Mills	CS - Annette Reeves	Corporate Procurement		
701	Supply of Smart Cards and the provision of Bureau Services - contract extension	Cabinet will be asked to extend a contract for 2 years for the supply of Smart Cards and the provision of bureau services in connection with the	N/A		Cllr Jonathan Bianco / Cllr Scott	PEECS - Steve Palmer	Corporate Procurement		
Cabinet - 29 March 2012									
709	Equality and Diversity Policy	This updated policy will be presented to Cabinet for approval, outlining the Council's responsibilities under the new Equality Act 2010 and setting out the Council's equality objectives as part of meeting our statutory duties.	All		Cllr Douglas Mills	CS - Vicky Trott	Internal Groups	Opportunity for all - Equal Opportunitie s Policy, Equality in Employment , Equality Act 2010	NEW
734	Award of SAN backup solution	Following a procurement exercises, this report to cabinet will seek approval for the award of a contract for backing up the Council's Storage Area Network (SAN).	N/A		Cllr Jonathan Bianco / Cllr Scott Seaman-Digby	PEECS - Steve Palmer			NEW
Cabinet - 26 April 2012									
SI	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the council's revenue and capital position.	All		Cllr Jonathan Bianco	CS - Paul Whaymand			
SI	Reports from Policy Overview Committees	Major Policy Review recommendations for consideration by the Cabinet as and when completed.	TBC		as appropriate	Democratic Services			
Cabinet - 24 May 2012									
SI	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the council's revenue and capital position.	All		Cllr Jonathan Bianco	CS - Paul Whaymand			
SI	Reports from Policy Overview Committees	Major Policy Review recommendations for consideration by the Cabinet as and when completed.	TBC		as appropriate	Democratic Services			