



HILLINGDON  
LONDON



# Residents' and Environmental Services Policy Overview Committee

**Date:** THURSDAY, 25  
SEPTEMBER 2014

**Time:** 5.30 PM

**Venue:** COMMITTEE ROOM 5 -  
CIVIC CENTRE, HIGH  
STREET, UXBRIDGE UB8  
1UW

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

## Councillors on the Committee

Michael White (Chairman)  
David Yarrow (Vice-Chairman)  
Lynne Allen  
Teji Barnes  
Mohinder Birah  
Peter Davis  
Patricia Jackson  
Kuldeep Lakhmana (Labour Lead)  
Carol Melvin

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This Agenda is available online at: [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

***Putting our residents first***

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# Terms of Reference

A central role of a Policy Overview Committees is to undertake in-depth policy reviews on specific issues. Reviews provide the opportunity to hear from members of the public and expert witnesses, including people from a wide range of external organisations. Reviews usually make recommendations to the Cabinet on how the Council could improve its work. They therefore perform an important role in opening up the policy-making process to a wider audience, including people who would not normally have the opportunity to participate.

This Committee undertakes the policy overview role in relation to the following matters:

- Highways, traffic, parking & street environment
- Local transport, including rail, cycling & London Underground
- Footpaths and Bridleways
- Road safety and education
- Planning & Building Control
- Libraries
- The Borough's heritage and history
- Sport & Leisure services
- Waste management & recycling
- Green spaces, allotments, woodlands, conservation and sustainable development
- Consumer Protection, Trading Standards & Licensing
- Registrars & Bereavement Services
- Local watercourses, drainage and flooding
- Environmental Health, Air & Noise Quality
- Local impacts of Heathrow expansion
- Local impacts of High Speed Rail

# Agenda

## Chairman's Announcements

	<b>Title of Report</b>	<b>Page</b>
1	Apologies for Absence	
2	Declaration of Interest in matters coming before this meeting	
3	To confirm that all items marked Part 1 will be considered in Public and that any items marked Part 2 will be considered in Private	
4	To agree the Minutes of the meeting held on 30 July 2014	1 - 4
5	Diversifying the Street Champions Initiative - First Witness Session	5 - 8
6	Forward Plan	9 - 12
7	Work Programme	13 - 14

## Minutes

### RESIDENTS' AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE

30 July 2014



Meeting held at Committee Room 6 - Civic Centre,  
High Street, Uxbridge UB8 1UW

	<p><b>Committee Members Present:</b> Councillors Michael White (Chairman), David Yarrow (Vice-Chairman), Teji Barnes, Peter Davis, Patricia Jackson, Kuldeep Lakhmana (Labour Lead), Carol Melvin, John Morse and Jas Dhot</p> <p><b>Also Present:</b></p> <p><b>LBH Officers Present:</b></p>
7.	<p><b>APOLOGIES FOR ABSENCE</b> (<i>Agenda Item 1</i>)</p> <p>Apologies were received from Councillors Allen and Birah with Councillors Morse and Dhot substituting.</p>
8.	<p><b>TO AGREE THE MINUTES OF THE MEETING HELD ON 26 JUNE 2014</b> (<i>Agenda Item 4</i>)</p> <p><b>RESOLVED:</b> That the minutes of the meeting held on 26 June 2014 be agreed as an accurate record.</p>
9.	<p><b>SCOPING REPORT ON DIVERSIFYING THE STREET CHAMPIONS INITIATIVE</b> (<i>Agenda Item 5</i>)</p> <p>Officer provided a presentation on the proposed review which would explore diversifying and modernising the street champions initiative. The initiative was instigated in 2006 with a view to recruiting volunteers to act as the 'eyes and ears' of the Council and had grown significantly with over 4,600 volunteers. It was noted that a review of the initiative would have two main strands as set out below:</p> <ol style="list-style-type: none"> <li>1. Developing the communications surrounding the initiative and bringing it into the 'digital age' by diversifying the ways in which volunteers could report issues and receive information. It was noted that there was scope for issues to be reported through new digital technologies rather than exclusively through the Contact Centre in order to make the initiative as accessible to as many residents as possible.</li> <li>2. Exploring how the links between street champions and Neighbourhood Watch schemes could be strengthened. Officers advised that, where street champions had grown into a successful initiative, Neighbourhood Watches in the Borough were not growing and were seen to be in need of additional support. It was proposed that this aspect of the review could supplement work already underway in a pilot project to explore how stronger links between the two schemes could be strengthened.</li> </ol>

Officers noted that the pilot projects would be starting in September and run throughout the following year. This would mean that the Committee could receive information and intelligence gathered from the carefully selected and diverse pilot areas in order to inform this review. Specifically, this would assist with assessing the success of current communications, identifying the barriers to reporting issues and exploring how street champions could be engaged in reporting low-level crime in the Borough.

The review would also have the support of an officer working with the Hillingdon Academy as a proposal had been agreed for this to be undertaken as an Academy project.

### **Discussion**

Members noted that, when the scheme began, volunteers were provided with feedback from the Council on the issues that they had reported. This had stopped when reporting had moved to the Contact Centre. It was suggested that a review could explore whether such automatic reporting could be re-started as it had been valued by volunteers.

With regard to witnesses, Members stated that they wished for more than 1 Street Champion to present to the Committee and suggested that there should be at least 6 volunteers invited to present evidence.

In response to Members' questions, officers advised that there would be a log of issues reported by street champions held within the Contact Centre. All residents who reported issues to the Council would be logged within Onyx meaning that they would have a unique identifier assigned to them. From this, a report could be drawn on what issues had been raised by street champions. Officers also advised that issues reported by volunteers would not be dealt with a quickly Members' Enquiries but that they would receive the same quality of service.

Members raised concerns that ward councillors were not aware either of who street champions were within their ward or what issues were being reported. It was noted that the role should not be made more onerous or bureaucratic by introducing formal reporting but that there should be a mechanism to ensure that information was passed from street champions to ward councillors. It was agreed that officers would explore whether it would be possible for ward councillors to receive a list of street champions in their wards and report back to the Committee in due course.

Officers advised that it was important that any changes to the initiative did not alienate current volunteers who may not wish to use digital technologies to report issues. Instead, the focus should be on diversifying methods of reporting to expand the demographic whilst ensuring that existing reporting mechanisms remained in place.

It was highlighted that street champions were not restricted to reporting negative issues but could also come together to bid for funding to support projects in their local areas. This would be assisted by the simplification of bidding for Chrysalis funding.

Members noted that they wished to explore whether training or inductions could be provided to volunteers and the current turnover of street champions was during the course of the review.

**RESOLVED: That:**

	<ol style="list-style-type: none"> <li>1. Officer explore whether the details of street champions could be passed to ward councillors and reported back in due course;</li> <li>2. The scoping report be amended to reflect that at least 6 street champions should be invited to provide evidence to the Committee; and</li> <li>3. The scoping report be noted.</li> </ol>
10.	<p><b>BUDGET PLANNING REPORT FOR RESIDENTS SERVICES 2015/16</b> (<i>Agenda Item 6</i>)</p> <p>Officer provided a brief presentation on budget planning for Residents Services 2015/16 in which it was noted that this was one of two occasions for the Committee to discuss budget planning. The second opportunity to comment on more detailed budget planning would be in January 2015 following the announcement of the finance settlement in December 2014. Officers stated that the current pressures on budgets would be greater in the future with a further 8% of savings required and that this would make the task of managing saving more difficult. Specific pressures and uncertainties included ongoing welfare reforms and the introduction of the Better Care Fund and the Care Bill.</p> <p>Officers noted that there was a savings requirement of £3,028k for the forthcoming year of which much had been banked or was on track. However, the identification of £427k of savings was still at early stages.</p> <p>Officers noted that there was a £164k under spend for the services within the Committee's remit which would alleviate some of the pressures being faced.</p> <p>Members thanked officers for the report and presentation. However, it was noted that they wished for the report to be more detailed and stated that it should have covered more of the information set out in the presentation.</p> <p><b>RESOLVED: That the Budget Planning Report for Residents Services 2015/16 be noted.</b></p>
11.	<p><b>FORWARD PLAN</b> (<i>Agenda Item 7</i>)</p> <p>Members expressed their concerns that the report requested at the last meeting on Byelaws for Parks would be considered on the same night as it would be by Cabinet. This would mean that it would not be possible for the Committee to provide comments prior to a decision being made.</p> <p>Officers noted these concerns but stressed that this was due to the Committee agreeing to move its scheduled meeting date to the same evening as Cabinet.</p> <p><b>RESOLVED: That:</b></p> <ol style="list-style-type: none"> <li>1. Officers request a brief outline of the changes being proposed in the Byelaws for Parks to be emailed to the Committee outside of the meeting; and</li> <li>2. The Forward Plan be noted.</li> </ol>
12.	<p><b>WORK PROGRAMME</b> (<i>Agenda Item 8</i>)</p> <p>Officers advised that a paper had been produced and considered by the Committee on road safety around schools in 2011. If this provided Members with enough information on the matter, the report requested at the last meeting would be removed from the</p>

	<p>work programme. If more information was required, it was requested that Members provide an additional steer as to what further information was being sought.</p> <p><b>RESOLVED: That:</b></p> <ol style="list-style-type: none"><li><b>1. Officers circulate the paper produced in 2011 on road safety surrounding schools;</b></li><li><b>2. the Work Programme be noted.</b></li></ol>
	<p>The meeting, which commenced at 5.30 pm, closed at 6.35 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Steven Maiden on Democratic Services Officer 01895 250692. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.



## MAJOR REVIEW – DIVERSIFYING THE STREET CHAMPIONS INITIATIVE – WITNESS SESSION 1

**Contact Officer:** Steven Maiden  
**Telephone:** 01895 250692

### REASON FOR ITEM

To enable the Committee to gather evidence as part of their Major Review into diversifying the Street Champions Initiative.

### OPTIONS AVAILABLE 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

On 30 July 2014 Members agreed that the first major review of this municipal year would focus on the role of the Borough's street champions. It was decided that the review would also explore ways in which the Street Champions initiative could be better linked with the Borough's Neighbourhood Watch Schemes.

For this review witness sessions will be divided into two sections. The first sections (starting at 5.30pm) will be with 2 active street champions who have volunteered to provide evidence to the Committee. Over the 3 witness sessions, this will mean that Members will hear from a total of 6 Street Champions from across the Borough. Once Members have heard from these volunteers they will be allowed to leave the session before the second section in which other witnesses will be present to provide evidence.

Witnesses for the first session are as follows:

Name	Position
Street Champion	Eastcote & East Ruislip Ward
Street Champion	Pinkwell Ward
Liz Jones	Community Safety & CCTV Manager
Ed Shaylor	Anti-Social Behaviour Investigations Team Service Manager
Louise Forster	Access Channel Manager

### PAPERS WITH THE REPORT

Review Terms of Reference  
Written Submission - Community Safety & CCTV Manager

## Terms of Reference

### **Setting the context**

1. To gain a comprehensive understanding of the current Street Champions initiative to include:
  - a. The current level of uptake across different areas of the Borough;
  - b. The volume and nature of the issues raised;
  - c. The remit and accountability of the role; and
  - d. The barriers to involvement and reporting issues.
2. To gain a comprehensive understanding of the Neighbourhood Watch Scheme to include:
  - a. The findings of the pilot project into linking the Street Champions Initiative and the Borough's Neighbourhood Watch Scheme;
  - b. The current level of uptake across different areas of the Borough;
  - c. A clear idea as to where schemes are located in the Borough; and
  - d. The barriers to involvement.

### **Better Access and Reporting**

1. To explore ways in which the Council could better use its current resources (e.g. its website) to increase the ease with which volunteers are able to report issues;
2. To assess the viability of using new forms of digital media in order to make reporting issues more accessible; and
3. To explore ways in which those volunteers who do not wish to use digital medias can better report issues.

### **Street Champions and Neighbourhood Watch**

1. To put forward recommendations on how the Street Champions initiative could be linked with Neighbourhood Watch Schemes in the Borough;
2. To explore ways in which Street Champions could be encouraged to engage more generally in the community safety agenda; and
3. To explore how these initiatives might be linked through the use of the technologies highlighted above.

# DIVERSIFYING THE STREET CHAMPIONS INITIATIVE – WRITTEN SUBMISSION

**Name:** Liz Jones

**Role:** Community Safety Manager

**Organisation:** London Borough of Hillingdon

## CONTEXT

The London Borough of Hillingdon's Community Safety Team contributes £5,000 (2014/15) towards the running of the Borough's Neighbourhood Watch scheme. This year this funding is dependent upon Neighbourhood Watch setting up new Watches in areas of high need (long-term crime hotspots).

Hillingdon Neighbourhood Watch plays a role in our community engagement strategy. It is possible to use the Neighbourhood Watch network to gather information about crime and disorder priorities and to distribute "slow time" messages about seasonal crime prevention hints and tips for residents.

Hillingdon Neighbourhood Watch is an independent organisation that receives support either in cash (from the London Borough of Hillingdon) or in kind (use of Ruislip Police station from the police). There is a small Board made up entirely of volunteers. The Board is responsible for distributing a regular newsletter to individual, active Watches across Hillingdon and for managing a local Neighbourhood Watch website.

Individual Neighbourhood Watches do not need to be "endorsed" by the Board to be effective, or to be "allowed" to set up. It may well be the case that many Watches are active without the knowledge of the Board.

## GAPS / CHALLENGES

There are currently no formal, direct links between the Street Champions scheme and Hillingdon Neighbourhood Watch.

There are three main challenges facing Hillingdon Neighbourhood Watch:

- Difficulty getting Neighbourhood Watch scheme set up in the south of the Borough, often in areas of high crime. These communities are generally very challenging to work in as there is often a high turnover of residents due to the high proportion of private rented housing stock, plus a high proportion of recent arrival communities who do not have English as a first language.
- Difficulty getting residents to volunteer to sit on the Board of Neighbourhood Watch. The current Board is very small (only 4 or 5 members) and this presents a challenge when asking NHW to commit resources it doesn't easily have access to.
- Communication to Watch members. The primary media for communication with Watch members is via a printed newsletter. This does not allow for fast time communication, is costly (in terms of money and time) to produce and distribute and gives an impression of an organisation "out of touch" with modern communication methods using social media.

## **IMPROVEMENTS AND WORK FOR THE FUTURE**

Community development and engagement with residents in the south of the Borough, especially those in long-term crime hotspots would be beneficial to encourage residents to take steps to keep themselves safe (e.g better home security, supporting and assisting more vulnerable members of their community). However, this is very resource intensive in terms of staff input and would be difficult to deliver within current resource levels.

Links to other community engagement groups such as police Ward Panels (which are currently being reviewed) may identify willing individuals who would want to play a role in Street Champions and/or Neighbourhood Watch.

Use of social media and digital communication may help to interest younger people in becoming active members of any group, including Neighbourhood Watch. Whilst relying totally on new media could isolate current, older active members there is a risk that by relying so heavily on traditional communication Neighbourhood Watch does not attract a new generation of participants.

## **FORWARD PLAN**

**Contact officer:** Steven Maiden  
**Telephone:** 01895 250692

## **REASON FOR ITEM**

The Committee is required by its terms of reference to consider the Forward Plan and comment as appropriate to the decision maker on key decisions that relate to services within its remit (before they are taken by Cabinet or Cabinet Member).

## **OPTIONS OPEN TO THE COMMITTEE**

- To comment on items going to the Cabinet or Cabinet Members for decision.
- Or to note the items and decide not to comment.

## **INFORMATION**

1. The Forward Plan for the following months has been published. Those items that are within this Committee's remit are shown on the attached version of the Forward Plan. The Committee may wish to consider and comment on these items.
2. Committee Members are requested to send in any questions they have regarding the attached Forward Plan or on any reports going to the next meeting of Cabinet, and to notify any officers that they would like to attend to give advice.

## **SUGGESTED COMMITTEE ACTIVITY**

- To consider whether there are comments or suggestions that the Committee wishes to make that will aid Cabinet's decision making.

Ref	Decision	Further information	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Private decision?
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### Cabinet Member Decisions - September 2014

Council Departments: RS = Residents Services CYPSS = Children and Young People's Services ASCS = Adult Social Care Services AD = Administration FD = Finance										
024	Local Implementation Plan (LIP) - Funding Bid for 2016/17	Cabinet approved in September 2013 the Council's Local Implementation Plan up to 2016/17 which, working with the Mayor of London, provides the framework for improving the transportation infrastructure within Hillingdon. This report to the Cabinet Members will agree the Council's funding bid to Transport for London for 2016/17, within the overall agreed plan. Once the funding announcement for Hillingdon is received later in 2014 and accepted by Cabinet, individual transport projects will then approved via the capital release process.	All Wards		Cllr Ray Puddifoot MBE / Keith Burrows	RS - Alan Tilly		<b>NEW</b>		
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	AD - Democratic Services	Various			

### Cabinet meeting - 23 October 2014

014	Byelaws for Parks	Cabinet will be asked to consider recommending to Council the adoption of byelaws for Parks and Open Spaces, to bring the laws up to date and using current terminology.	All	15-Jan-15	Cllr Jonathan Bianco	RS - Paul Richards	Legal Services, Secretary of State	<b>Def</b>		
SI	Reports from Policy Overview & Scrutiny Committees	Major Policy Review recommendations for consideration by the Cabinet as and when completed.	TBC		TBC	AD - Democratic Services				

### Cabinet Member Decisions - October 2014

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	AD - Democratic Services	Various			
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### Cabinet meeting - 20 November 2014

SI	Reports from Policy Overview & Scrutiny Committees	Major Policy Review recommendations for consideration by the Cabinet as and when completed.	TBC		TBC	AD - Democratic Services		<b>NEW</b>		
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Ref	Decision	Further information	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Private decision?
Council Departments: RS = Residents Services CYPs = Children and Young People's Services ASCS= Adult Social Care Services AD = Administration FD= Finance									
<b>Cabinet Member Decisions - November 2014</b>									
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	AD - Democratic Services	Various	NEW	
<b>CABINET MEMBER DECISIONS - LIST OF STANDARD ITEMS CONSIDERED EACH MONTH</b>									
SI	Local Safety Schemes and Parking Revenue Account funded schemes	To consider petitions received and decide on future action			Cllr Keith Burrows	RS - David Knowles	Traffic Liaison Group		
SI	Pedestrian Crossings	To approve schemes to provide crossing facilities			Cllr Keith Burrows	RS - David Knowles			
SI	Transport - Local Implementation Programme	Local Implementation Programme including schemes for the public realm, parking, road safety, school travel, walking, cycling, air quality improvement and Traffic Regulation Orders.			Cllr Keith Burrows	RS - David Knowles			
SI	Chrysalis Programme of Environmental Improvements	The Cabinet Member(s) will be asked to consider the approval of projects.	Various		Cllr Douglas Mills & Cllr Jonathan Bianco	RS - Helena Webster			
SI	Erection and Renewal of Street Furniture	Following Cabinet's decision on 24th September, final sign-off of any expenditure against this term contract must be made by the Leader of the Council and Cabinet Member for Finance and Business Services.	All		Cllr Ray Puddifoot MBE and Cllr Jonathan Bianco	RS - John Fern			

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# Agenda Item 7

## RESIDENTS' AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE 2014/15

Contact Officer: Steven Maiden  
Telephone: x0692

### REASON FOR REPORT

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

At the meeting held on 26 June 2014, a request was made for the Byelaws for Parks to be considered by the Committee prior to going to Cabinet. This was originally scheduled for the September Cabinet meeting but has now been pushed back to the October meeting. Consequently, the report has been moved to the Committee's October meeting.

It should also be noted that the report on road safety around schools is on hold until the Committee has confirmed whether any additional information is required on this issue.

### OPTIONS OPEN TO THE COMMITTEE

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

### WORK PROGRAMME

<b>26 Jun 2014</b> <b>Venue: CR5</b>	Major Review 1 – agree potential review topic for first major review
	Work Programme – review the annual work programme
	Cabinet Forward Plan – review forthcoming decisions

<b>30 Jul 2014</b> <b>Venue: CR6</b>	Major Review 1 – consideration of scoping report
	Consideration of Budget Planning Report for Residents Services 2015/16
	Work Programme – review the annual work programme
	Cabinet Forward Plan – review forthcoming decisions

<b>25 Sep 2014</b> <b>Venue: CR5</b>	Major Review 1 – First witness session
	Report on road safety in areas surrounding schools - <i>on hold following circulation of previous paper on same topic</i>
	Work Programme – review the annual work programme
	Cabinet Forward Plan – review forthcoming decisions

<b>16 Oct 2014</b> <b>Venue: CR5</b>	Major Review 1 – Second witness session
	Update on the Council's and other bodies' responses to flooding in the Borough
	Consideration of Byelaws for Parks
	Report on the Cleaning of footpaths and bridle ways including: information on a cleaning schedule and fly tipping
	Work Programme – review the annual work programme
	Cabinet Forward Plan – review forthcoming decisions

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Residents' and Environmental Services Policy Overview Committee – 25 September 2014

<b>20 Nov 2014</b>  <b>Venue: CR5</b>	Major Review 1 – Third witness session
	Major Review 1 - consideration of draft final report
	Review 2 – agree potential review topic for single meeting review
	Annual Safety at Sports Grounds Report
	Report on Fly tipping in the Borough and the use of CCTV as a method of surveillance
	Work Programme – review the annual work programme
	Cabinet Forward Plan – review forthcoming decisions

<b>20 Jan 2015</b>  <b>Venue: CR5</b>	Review 2 - consideration of scoping report
	Budget Report for consideration
	Work Programme – review the annual work programme
	Cabinet Forward Plan – review forthcoming decisions

<b>25 Feb 2015</b>  <b>Venue: CR5</b>	Review 2 - witness session
	Update on the enforcement on Cemetery Regulations
	Work Programme – review the annual work programme
	Cabinet Forward Plan – review forthcoming decisions

<b>25 Mar 2015</b>  <b>Venue: CR5</b>	Review 2 - consideration of draft final report
	Update on implementation of recommendations from past reviews
	Major Review 2 - consideration of draft final report
	Work Programme – review the annual work programme
	Cabinet Forward Plan – review forthcoming decisions

<b>29 Apr 2015</b>  <b>Venue: CR4</b>	Consideration of topics for major reviews for the next Municipal Year
	Work Programme – review the annual work programme
	Cabinet Forward Plan – review forthcoming decisions

**\*All Committee meetings will begin at 5.30 p.m.**