



HILLINGDON  
LONDON



# Residents' and Environmental Services Policy Overview Committee

## Councillors on the Committee

Michael White, Chairman of Residents'  
and Environmental Services Policy  
Overview Committee (Chairman)  
David Yarrow (Vice-Chairman)  
Lynne Allen  
Teji Barnes  
Mohinder Birah  
Peter Davis  
Patricia Jackson  
Kuldeep Lakhmana (Labour Lead)  
Carol Melvin

**Date:** WEDNESDAY, 25 MARCH  
2015

**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

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***Putting our residents first***

Lloyd White  
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London Borough of Hillingdon,  
3E/05, Civic Centre, High Street, Uxbridge, UB8 1UW  
[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

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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

- 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 25 February 2015 1 - 4
- 5 The Cleaning and Maintenance Schedule for Hillingdon's Footpaths and Bridleways - Draft Final Report 5 - 14
- 6 Update on Fly Tipping in the Borough and the use of CCTV as a method of surveillance 15 - 18
- 7 Update on Roadside Memorials Policy 19 - 24
- 8 Forward Plan 25 - 28
- 9 Work Programme 29 - 30

Members are asked to suggest any topics they may wish to see reviewed in the 2015-16 Municipal Year. Any topics will only be taken forward with the agreement of the committee's membership following the Annual Meeting of Council on 14 May 2015.

## Minutes

### RESIDENTS' AND ENVIRONMENTAL SERVICES POLICY OVERVIEW COMMITTEE



HILLINGDON  
LONDON

25 February 2015

Meeting held at Committee Room 5 - Civic Centre,  
High Street, Uxbridge UB8 1UW

	<p><b>Committee Members Present:</b> Councillors Michael White (Chairman), David Yarrow (Vice-Chairman), Lynne Allen, Teji Barnes, Mohinder Birah, Peter Davis, Patricia Jackson, Kuldeep Lakhmana (Labour Lead) and Carol Melvin</p> <p><b>Witnesses Present:</b> Andrew Riley (Northwood Hills Residents Association and Bridleway User) Colin Acreman and Malcolm Trudgeon (Hillingdon Ramblers)</p> <p><b>LBH Officers Present:</b> Nikki O'Halloran (Democratic Services Manager), Paul Richards (Head of Green Spaces, Sport and Culture), Stuart Coleman (Bereavement Services Manager), John Fern (Service Manager - Street Environment), Ainsley Gilbert (Democratic Services Officer) and Colin Russell (Waste Division Manager)</p>
41.	<p><b>DECLARATION OF INTEREST IN MATTERS COMING BEFORE THIS MEETING</b> <i>(Agenda Item 2)</i></p> <p>There were no declarations of interest.</p>
42.	<p><b>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</b> <i>(Agenda Item 3)</i></p> <p><b>RESOLVED: That all items of business be considered in public.</b></p>
43.	<p><b>REVIEW OF THE CLEANING AND MAINTENANCE SCHEDULE FOR HILLINGDON'S FOOTPATHS AND BRIDLEWAYS</b> <i>(Agenda Item 5)</i></p> <p>Mr Andrew Riley, Chairman of Northwood Hills Residents Association, and a regular bridleway user, gave a short presentation. During this he detailed the history of the Hillingdon Equestrian Advisory Committee (HEAC). He also highlighted the good work of HEAC undertaken with the Council which included the installation of a Pegasus Crossing on Ducks Hill Road in 2011. He noted that HEAC had undertaken a number of surveys and, at the time of the last survey in 2004, there had been 3,000 horses kept in the Borough, and an even greater number of riders. Mr Riley expressed concern about both the lack of support currently given to the organisation by the Borough and the amount of money allocated to maintaining and improving bridleways.</p> <p>In response to questions, Mr Riley explained that the condition of bridleways was generally good, but that the experience was variable. He noted that there were problems with mud in some areas, which could cause horses to lose their shoes, and said that there were also issues with the cutting back of vegetation, which could be dangerous for riders. In addition, litter caused a particular problem around Ruislip Lido,</p>

owing to the numbers of visitors, and also around Haste Hill. However, Mr Riley believed that it was unrealistic to expect the entire network to be perfect all of the time.

Mr Paul Richards accepted that the Council had not been proactive in dealing with bridleways in the 1990's. However, since then, the Council had invested both time and money in improving the Borough's bridleways. He explained that the budget for improving permissive footpaths and bridleways was now £38,000, and that planned maintenance such as strimming took place every year. Mr Richards noted that the feedback received from users was invaluable in helping to manage the bridleway network.

Mr Richards advised that the Council had stopped sending officers to HEAC meetings as the number of users attending had dropped significantly. However, he was happy to liaise with Mr Riley about the possibility of providing meeting rooms for HEAC, and also about including equestrian representatives on other fora, such as the Yeading Valley Working Party.

In response to questions, Mr Richards confirmed that three Councillors had been appointed to the Yeading Valley Working Party. He explained that a number of working parties had been set up to improve the environment, and that these groups also dealt with issues beyond the Council's responsibility, such as obstructions in watercourses, which were the responsibility of the Environment Agency.

Mr Malcolm Trudgeon explained that Ramblers groups were set up in areas where there was demand. The Hillingdon branch was now twenty five years old, which showed the continued enthusiasm for walking in the Borough. He explained that he organised the walks on Saturday mornings, which were generally within the Borough. About half of all of the Hillingdon Ramblers walks were at least partially within the Borough. Mr Trudgeon noted that there were some problems with footpaths, but that generally they were in good condition. He mentioned that significant improvements had been made to the footpaths at Iver Lane, and at the bottom of Uxbridge Golf Course. He also commended the Council's response to those issues that were reported.

Mr Colin Acreman, the Hillingdon Ramblers' footpath's officer, felt that the Council's response to issues raised was very good. The main problems were, in his view, litter in urban areas, and irresponsible disposal of dog waste. The litter issue was most prevalent on those footpaths which were short unmade cut-throughs, whilst dog waste could be found across the Borough. It was noted that the Ramblers would be undertaking a nationwide survey during 2015, the Big Path Watch, which would highlight these types of issues.

Consideration was given to the provision of more dog waste bins but it was noted that it was difficult to install new bins as residents living nearby often objected to them. There were currently more than 400 dog waste bins across the Borough which proved expensive to empty and could sometimes be subject to vandalism.

Although the Ramblers supported the scheme nationally, the local Walking for Health Scheme was managed by Hillingdon Council. Mr Acreman believed that the Scheme appeared to have led to the condition of some paths being improved.

Mr Russell explained that hard surfaced footpaths were cleaned either on a weekly, roughly monthly, or occasional/reactive basis. He noted that there was potential to regularise the monthly cleaning schedule and noted the importance of reporting problems.

	<p>Mr John Fern explained that statutory rights of way and adopted footpaths were inspected annually. There was a planned maintenance schedule for footpaths, and Blue Sky Development and Regeneration had been contracted to remove vegetation and litter pick annually.</p> <p>In response to Members' questions, Mr Richards explained that a weed spraying programme existed across the Borough, but that regulations had restricted the type of chemicals which could be used. This meant that only plants which were already growing could be killed.</p> <p>It was noted that, although the terms of reference had mentioned the Street Champions and Neighbourhood Watch co-ordinators, this was not a suggestion, but merely a point for the Committee to discuss. It was acknowledged that the Committee felt that it would be inappropriate to ask these groups to carry out activities such as litter picking.</p> <p>The Chairman thanked witnesses and officers for their contributions to the review.</p> <p><b>RESOLVED: That the evidence given by witnesses be noted, and used in the preparation of a final report.</b></p>
44.	<p><b>UPDATE ON THE ENFORCEMENT OF CEMETERY REGULATIONS</b> (<i>Agenda Item 6</i>)</p> <p>Mr Stuart Coleman, Bereavement Services Manager, advised that the new cemetery regulations were working well. A new Gurkha section had been opened at the Cherry Lane Cemetery. The regulations had been updated to reflect this, and new leaflets were being developed for distribution to funeral directors. Enforcement of the new regulations was taking place, and this had been helped by the maintenance team being run directly by the Council, as they reported potential breaches to the Bereavement Services team. Memorial Masons were now only allowed to work by permit, and this meant that their work was more closely supervised. A new type of column bearer had also been introduced which reduced weed growth. Memorial benches in the cemetery were now also planned by the Bereavement Services Team, in conjunction with families.</p> <p>With regard to the problem of oversized memorials being requested at West Drayton Cemetery, Mr Coleman informed Members that requests were being refused by officers, but warned that Councillors might get complaints from residents as a result of the strict enforcement of the policy. A copy of the new guide being issued to funeral directors would be sent to Councillors in order that they could advise residents appropriately. Mr Coleman confirmed that the pictures in the guide would be updated before it was printed and that new signage had been installed giving opening times, as well as signs on the inside of gates for people who had been locked into a cemetery.</p> <p>It was noted that a new policy with regard to roadside memorials. It was agreed that a briefing on the policy be considered at the Committee's next meeting.</p> <p><b>RESOLVED: That the report be noted.</b></p>
45.	<p><b>FORWARD PLAN</b> (<i>Agenda Item 7</i>)</p> <p><b>RESOLVED: That the forward plan be noted.</b></p>

46.	<p><b>WORK PROGRAMME</b> (<i>Agenda Item 8</i>)</p> <p>The Chairman explained that the Cabinet report in relation to the recent Street Champions review undertaken by the Committee had been withdrawn. An update on the matter would be considered at the next meeting.</p> <p>With regard to possible future review topics, the following issues were suggested:</p> <ul style="list-style-type: none"> <li>• fly-tipping;</li> <li>• legal highs; and</li> <li>• the protection of war memorials.</li> </ul> <p><b>RESOLVED: That the committee work programme be noted.</b></p>
47.	<p><b>TO AGREE THE MINUTES OF THE MEETING HELD ON 20 JANUARY 2015</b> (<i>Agenda Item 4</i>)</p> <p>Consideration was given to the minutes of the meeting held on 20 January 2015. It was agreed that the last sentence of the penultimate paragraph in minute number 33 be deleted.</p> <p><b>RESOLVED: That, subject to the deletion of the sentence in minute item 33 between 'It was suggested' and 'percentage increase for non-residents.', the minutes of the meeting be agreed as accurate.</b></p>
	<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 Ainsley Gilbert on 01895 250692. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.



## The Cleaning and Maintenance Schedule for Hillingdon's Footpaths and Bridleways



### Members of the Committee

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

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## **CHAIRMAN'S FOREWORD**

*Footpaths and Bridleways in Hillingdon are often ancient, having been used by successive generations of residents over hundreds of years. The Borough has a responsibility to ensure that many of these routes are cleaned and maintained in a way which allows current residents to continue to do so. However, the Committee was conscious that it had not considered footpaths and bridleways over recent years, and so wanted to ensure that they are still of the highest quality. The review offered the opportunity to identify where improvements can be made and where different ways of working, including volunteering, might be utilised effectively.*

*A large amount of information about the service was provided by Council officers in advance of the witness session, which covered the organisation of the service and current ways of working. The witness session itself focussed on users' perceptions of the Borough's routes, and on their experience of reporting issues. It was pleasing to note that witnesses were very positive about the service, and about the officers who provided it. However, a few improvements were suggested, by both residents and officers, and these have been incorporated into the recommendations of this report.*

*I would like to thank, on behalf of the Committee, all of the witnesses who gave us their time and expertise; this generosity has enabled us to produce a practical report, which I am pleased to commend to Cabinet.*

**Councillor Michael White**

**Chairman of the Residents' & Environmental Services Policy Overview Committee**

# ***RECOMMENDATIONS***

The Residents' & Environmental Services Policy Overview Committee recommends that Cabinet:

- 1) Endorse the positive witness feedback about the quality of the Borough's footpaths and bridleways, compared to other areas, along with how well the service is being delivered.
- 2) Asks officers to formalise the monthly cleaning schedules of adopted footways.
- 3) Agrees to the addition of a new category to the Onyx Customer Relations Management system for the recording of problems with rights of way, and permissive routes.
- 4) Notes that a representative of the Hillingdon Equestrian Advisory Committee will be invited to attend the Yeading Valley Working Party.

# **OVERVIEW**

The London Borough of Hillingdon has an extensive network of footpaths and bridleways. There are 69 miles of statutory rights of way in the Borough, the vast majority of which are footpaths, as well as 25 miles of permitted bridleway. There are also promoted leisure routes, which have a combined length of over 120 miles. It would take over a week and a half to walk the whole footpath network, assuming that you were able to walk 20 miles a day. Responsibility for the cleaning and maintenance of footpaths and bridleways in the Borough is split between the Council and Landowners, depending on the type of route. Over the last few years the profile of cleaning and maintaining the Borough's footpaths and bridleways has reduced. As such the Committee was keen to review the effectiveness of the Council's current approach to cleaning and maintenance.

Whilst the Council's responsibilities for footpaths and bridleways are split between sections in the Residents Services directorate it is thought that they are managed effectively, and strong internal communication has led to a good service being delivered. This was borne out by witnesses who praised the condition of Hillingdon's footpaths and bridleways, noting that the Borough outperforms its near neighbours. However, although positive comments were received about the service and the responsiveness of officers, areas for improvement were identified and have been set out in this report.

# ***FINDINGS***

## **The Organisation of the Service**

The Committee began its review by gaining an understanding of the service. A desktop study was conducted by Democratic Services, which was shared with Members in the Scoping Report. The Council responsibility for cleaning and maintaining footpaths, bridleways, and other rights of way is split between various teams within Residents Services:

- The Green Spaces team manage Bridleways and the Borough's Permissive Routes Network (The Celandine Walks, The Hillingdon Trail, The Willow Tree Wander, and Trails in the Ruislip Woods National Nature Reserve).
- The Street Environment and Traffic Management team manage other rights of way, and maintain the Definitive Map and Statement, which records all of the Borough's rights of way. They are also responsible for the maintenance of adopted local access footpaths such as urban alleyways, which are not formal rights of way.
- The Waste Division deals with litter on paved footpaths and most fly-tipping. Litter picking on more rural routes is undertaken by the other teams and by volunteers, on an occasional basis.

Although a small number of responsibilities are met by co-operation between sections good communication about individual issues means that this works well. Good use was also made of Blue Sky Development and Regeneration, a contractor working exclusively with ex-offenders, who are employed for twelve weeks a year to carry out practical work across the network.

## **Performance**

The Committee assessed the performance of the service in a number of ways, from traditional statistics to web reviews, and of course the testimony of witnesses. Members found that, whilst there were some problems on the network, these were isolated, and generally dealt with quickly by officers, once reported. As an example of this very high quality, 98% of the Borough's statutory footpaths met the requirements of the former Best Value Performance Indicator 178 in 2014. The committee therefore recommends that Cabinet:

**1 Endorse the positive witness feedback about the quality of the Borough's footpaths and bridleways, compared to other areas, along with how well the service is being delivered.**

In terms of monitoring reports by residents, the committee noted that the contact centre did not have specific categories for footpaths and bridleways. The Committee felt that recording this information would be useful to enable service managers to accurately track performance and therefore recommends:

**2 That new categories be added to the Onyx Customer Relations Management (CRM) system for the recording of cleaning and maintenance problems with rights of way, and permissive routes.**

### Improvements

Considering the high performance levels achieved by the teams involved, the Committee did not wish to recommend significant changes to the method of delivery. Members noted that whilst more could always be spent on improving routes, the current level of investment was maintaining, and improving, an already good network. However, it was felt that there was scope for the improvement of the cleaning schedules for adopted footways as there is currently a large degree of flexibility in how this service is organised, which could lead to particular paths not being cleaned for a long while. It is anticipated that a formalised cleaning schedule would prevent this from happening, and the Committee therefore recommends:

**3 That the monthly cleaning schedules of adopted footways be formalised by the Waste Service.**

### Reporting

The committee heard that residents are happy with the existing reporting mechanisms, which were effective. Although there are occasional problems with issues being passed to the wrong team, these are rare and officers generally communicate effectively to ensure that those responsible for resolving an issue are aware of any reports. It is anticipated that the introduction of new categories to the Onyx CRM system could reduce the number of misdirected reports.

It is noted that regular users will often contact valued officers in service departments directly, by-passing the Contact Centre. However, these strong relationships are both appreciated by residents, and useful to officers, and it is noted that many people reporting in this way also volunteer for the Council. Therefore no recommendation to prevent regular users from contacting officers directly is proposed.

## **Volunteering**

The Committee heard that volunteering activities take place once or twice a week in various locations across the Borough, carrying out tasks such as vegetation clearance, tree planting and litter picking. There were also occasional sessions with other organizations such as the Scouts. Officers supported these sessions and targeted their work. Members felt that the current volunteering scheme was good and did not feel that it would be appropriate to directly ask those who volunteered in other ways for the Council to also volunteer in this way. Members heard that there are many groups of volunteers spread across the Borough, and that the Yeading Valley Working Group looks at the work of many of these groups, identifying maintenance issues, including with Footpaths and Bridleways, as well as advising on conservation. The Hillingdon Equestrian Advisory Committee was keen to engage with the Council, and it is therefore recommended:

**4**

**That officers invite a representative of the Hillingdon Equestrian Advisory Committee to attend the Yeading Valley Working Party.**



# ***BACKGROUND READING***

The following information is provided in order to signpost readers to useful contextual information to this review.

Rights of Way & Permissive Routes Improvement Plan for Hillingdon 2011 – 2021

<http://www.hillingdon.gov.uk/media.jsp?mediaid=29326&filetype=pdf>

The Hillingdon Definitive Map and Statement

<http://www.hillingdon.gov.uk/article/27284/Public-Rights-of-Way>

Hillingdon Council Walking Webpage

<http://www.hillingdon.gov.uk/walking>

Hillingdon Council Bridleways Webpage

<http://www.hillingdon.gov.uk/article/6385/Bridleways>

Hillingdon Council Volunteering Practical Webpage

<http://www.hillingdon.gov.uk/article/26256/Volunteering-activities>

Department for Environment, Food and Rural Affairs Rights of Way Circular 1/09

<https://www.gov.uk/government/publications/rights-of-way-circular-1-09>

The scoping report, and more information on the witness session can be found in the papers for the meeting

<http://modgov.hillingdon.gov.uk/ieListDocuments.aspx?CIId=114&MIId=2093>

## ***APPENDIX 1 - TERMS OF REFERENCE***

1. To gain a comprehensive understanding of the arrangements currently in place with regard to the cleaning and maintenance of footpaths, bridleways, and alleyways in the Borough;
2. To gather evidence in order to gain an understanding of the effectiveness of the current cleaning and maintenance arrangements;
3. To identify any improvements that could be made to the current cleaning and maintenance arrangements whilst being mindful of resource restraints;
4. To review the reporting process available to residents who have identified areas to be cleaned or maintained; and
5. To identify alternative human resources that could be utilised on a routine basis to improve the cleanliness of footpaths (e.g. Street Champions, Neighbourhood Watch).

## ***APPENDIX 2 - LIST OF WITNESSES***

Malcolm Trudgeon & Colin Acreman	Hillingdon Ramblers
Andrew Riley	Northwood Hills Residents' Association & Bridleway User
Paul Richards	Green Spaces, Sports, and Leisure Manager
John Fern	Service Manager - Street Scene and Traffic
Colin Russell	Waste Division Manager

## **Fly Tipping in the Borough and the use of CCTV as a method of surveillance**

**Contact officer:** Ed Shaylor/Colin Russell  
**Telephone:** 01895 277532/556217

### **REASON FOR ITEM**

The Committee requested an update on this matter at its meeting in June 2014.

### **INFORMATION**

Fly-tipping is the illegal dumping of rubbish or bulky items on land that is not licensed to receive it or not suitable to dispose of waste on. The principal legislation is the Environmental Protection Act s.33 (unauthorised deposit of waste) and s.59 (unauthorised storage of waste).

The council's street cleansing service receives about 4,500 requests per year to collect fly tipped rubbish from public places. This could be a lorry load but is more commonly simply a single item such as a mattress, domestic waste bags or a small deposit such as from a van or a car boot. It is estimated that these clear ups cost about £250,000 per year.

The council's anti-social behaviour investigations team receives about 500 service requests per year regarding fly tipping - this will be because there is some identification of the offender, but more commonly because the tipping is on private land and negotiation is necessary with the land owner for the removal of the rubbish.

Fly-tippers can be fined up to £50,000 in Magistrates' Courts, face unlimited fines in higher courts, as well as community punishment orders or prison sentences of up to 5 years (although this would only be applicable to repeated serious offences). The difficulty though is obtaining sufficient evidence to prove beyond reasonable doubt (in other words to a criminal burden of proof) that the person accused is the person who committed or was responsible for the fly tip.

The Council encourages residents to assist to detect fly tipping with the following message on the web site:

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### **What you can do to help**

If you see any fly tipping on any land, please report it to us as we will arrange for its removal and we will investigate the person responsible with an aim to seek prosecution. By reporting such incidents you help the council to take effective action that can stop this kind of activity. Together we can make a difference. If you wish to report this issue, the following information will be requested:

- The name and address of the person (s) tipping the waste, if you know it
- Full descriptions of the incident(s) including the precise locations and any vehicle registration numbers or identifying names or phone numbers
- Full description of the waste and whether you witnessed it actually being dumped

- Whether you think it is likely to happen again
- Any police reference numbers, if you have reported the incident to the police
- How the incident has affected you

In August 2014 the council published the following news release:

Residents and businesses in the London Borough of Hillingdon are being warned that rubbish from building works or garden landscaping that ends up being fly-tipped could be traced back to them, potentially resulting in costly fines.

Even if rubbish is fly-tipped in neighbouring boroughs, or dumped by somebody else, council officers in Hillingdon and neighbouring boroughs work together to find out who is responsible.

West Drayton resident Andrea Brown\* was redecorating her house when she was cold-called by two men offering a rubbish clearing service. She paid them £160 to take rubbish away but they fly-tipped it on a road in Buckinghamshire. She said "I didn't really want to agree for them to take my rubbish but I felt I had no other option because I live on my own and I don't drive. Weeks later I got a call from South Buckinghamshire District Council to say I'd dumped the rubbish on Mansion Lane.

"I would urge people to only use trusted and reputable rubbish clearance services and ask them for a receipt showing where they have taken your rubbish. Don't be pressured into making a hasty decision like I did."

Cllr Douglas Mills, Cabinet Member for Community, Commerce and Regeneration at Hillingdon Council, said:

"Over the past few months there has been an increase in the number of fly-tipping reports both in the London Borough of Hillingdon and the neighbouring area of South Buckinghamshire. Some of these have been traced back to Hillingdon addresses. Fly-tippers can be fined up to £50,000 in magistrates' courts and in serious cases there might be community punishment orders or prison sentences. If you have waste to dispose of, please take responsibility for it and ensure it is dealt with properly. If you employ a professional waste carrier they must be registered with the Environment Agency and give you a Waste Transfer Note which shows where the rubbish is to be taken."

### **CCTV as a method of surveillance**

Hillingdon has 11 cameras specifically located in fly tipping hot spots:

- New Year's Green Lane, Harefield;
- Harmondsworth Lane, Sipson;
- Pump Lane, Hayes
- Bullsbrook Road, Hayes
- Bolingbroke Way, Hayes
- Charville Lane, Hayes
- Mellow Lane, Hayes
- Cricketfield Road, West Drayton

These were put in place about 10 years ago and have over time enabled a number of prosecutions to take place. For example in 2008 there were 23 prosecutions and in 2009 there were 20. These fixed fly tipping cameras have reduced the amount of fly tipping in these locations, but have not eliminated it completely.

The number of prosecutions has dropped in recent years and there are a number of reasons for this, some of which are as follows:

- Offenders conceal their identity, so that visual recognition is difficult
- CCTV images are only rarely useful as evidence without supporting evidence - identification by CCTV image is quite easily refuted by the defence as not being clear enough, especially if hoods or hats are being worn
- Even if a facial image is good, it may not lead to the identity of the offender without additional information such as a registration number
- Vehicles frequently have false number plates, so when we have an image of a registration plate this often does not lead to the identification of the offender
- Fly tipping occurs in an increasingly wide range of locations such as garages and alley ways and it is not possible to cover all of them with cameras

The council has responded to these rising challenges by using portable CCTV cameras which can be fitted cheaply and easily to lamp posts, provided there is a lamp post in the right location and is tall enough to prevent vandalism or tampering. These are useful at locations for a short period, to deter further tipping and sometimes to capture images of offenders. For example two young men were seen on CCTV dragging a television across the road from their house and leaving it in an alley - they were visited at their address, admitted the offence and were given fixed penalty notices.

The limitations of portable CCTV are that the sensitive wireless recording equipment suffers from being frequently moved and this shortens the life of the unit, lamp posts are sometimes not present or are too short, and that unless a short time frame is known when the fly tipping occurred, it is labour intensive to search for a recording of the incident. Modern portable cameras have better zoom capabilities without losing clarity of images, which has overcome one of the main problems with older portable equipment which was only useful at a range of less than 50 metres.

### **Link to Rented Properties**

The committee asked that this report address the perceived link between Houses of Multiple Occupancy (HMOs) and Flytipping. There is no proven link between HMOs and the dumping of waste. Rental properties in general, rather than just HMOs, are more likely to produce waste as residents move home more frequently than owner occupiers. A particular issue is mattresses, which are commonly found dumped, potentially as a result of replacement at the change of a tenancy. It is not thought that Brunel students living in HMOs generate fly tipping as these types of properties are generally fully furnished. Officers do not believe that rented properties cause a significant proportion of fly tipping in the borough; the main culprits are businesses.

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## Roadside Memorials

**Contact officer:** Ainsley Gilbert

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**Email:** [agilbert@hillingdon.gov.uk](mailto:agilbert@hillingdon.gov.uk)

### REASON FOR ITEM

The Committee requested an update on the new Roadside Memorial Policy at its meeting on 25 February 2015.

### INFORMATION

1. The updated Roadside Memorials Policy was agreed by The Leader and Cabinet Member for Planning, Transportation and Recycling on 27 February 2015. The policy is appended to this report.
2. Nigel Dicker has advised that the Council is in touch with the families connected to the memorials currently in situ, and that progress in implementing the new policy has been good. Each situation is different, however, and requires a different approach, within the policy framework.
3. Noting the committee's request of 25 February 2015, officers advise that most contact about Roadside Memorials is through meetings and telephone calls, rather than letters, and so no template letter to grieving families has been produced. Further to the Committee's recommendation of 26 March 2014, consideration was given to including a paragraph on Roadside Memorials in the funeral procedures booklet. It is intended to include the following text in the new booklet, which is still being designed:

#### **'Roadside Memorials**

Roadside memorials can be difficult to manage. There are many ways to permanently memorialise an individual in a dignified manner, without the use of a roadside memorial, and the Council offers a range of options to residents through Breakspear Crematorium, which has extensive grounds and gardens of remembrance. Options include memorial rosebushes with name plaques, benches and ornamental shrubs and trees. Memorials in the grounds of the Crematorium are easier to look after and visit, and are in a more pleasant environment that allows quiet reflection and contemplation.

However, the Council accepts that there may be a need to temporarily acknowledge a sudden death caused by a traffic accident, by marking an area of highway verge with an informal memorial, e.g flowers, small decorative items, or a plaque placed on highway verge. If Residents do intend to do a roadside tribute then they should look at the Council's detailed guidance on '*Roadside memorials & other memorials on Council Controlled land*'. This guidance is on the Council's website. For all other memorials please contact Breakspear Crematorium directly.'

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## **Policy for Roadside Memorials & Other Memorials on Council Controlled Land**

### **Introduction**

- 1.0 This document describes the Council's policy in respect of roadside memorials and other memorialisation on Council controlled land, following sudden accidental deaths.
- 2.0 There are many ways to permanently memorialise an individual in a dignified manner without the use of an unofficial informal roadside or other memorial and the Council offers a range of options to residents through Breakspear Crematorium, which has extensive grounds and gardens of remembrance. Options include memorial rosebushes with name plaques, benches, or ornamental shrubs and trees. Memorials in the grounds of the crematorium are convenient to look after and visit and are in a safer more pleasant environment that allows quiet reflection and contemplation.
- 3.0 For some people, as part of the grieving process, there may be a strong desire to acknowledge a sudden death by marking the area of highway verge or other Council controlled land involved with an informal memorial, e.g. flowers, small decorative items, or a plaque. This practice has grown considerably in recent years. Usually, tributes are placed for a short period of time, immediately following an accident, but this may not always be the case.
- 4.0 As the grieving process is intensely private, the Council has no wish to unduly interfere or intrude, especially in the very difficult period immediately after an accident.
- 5.0 This policy is not intended to bring about the removal of small temporary memorials that cause no distraction, hazard or concern to others, but to control the establishment of larger more permanent memorials that could cause difficulties for road users, or others. The aim is to ensure that so long as such a memorial does not give rise to any hazard, loss of amenity or nuisance, it can be allowed to remain for up to 13 months (to allow the marking of the first anniversary of the accident), after which Council officers will contact the relatives or friends of the bereaved and arrange for any items that are still wanted to be stored at Breakspear Crematorium, or returned.

### **Time allowed for a memorial to remain and other requirements**

- 6.0 The Council cannot authorise long term or permanent informal memorials. Laying of floral or other tributes on a temporary basis will be allowed on the understanding that items are removed within 13 months of an accident or death and that the items do not:
  1. block sight lines for road users and / or pedestrians;
  2. otherwise present a danger through obstruction or distraction, especially to road users;
  3. In the opinion of the Council, significantly harm the amenity of an area.

- 6.1 To maintain a high level of dignity at the memorial site, any messages, text or inscriptions allowed at the site should relate only to the deceased, be appropriately worded bearing in mind the unfortunate circumstances and not be a cause for concern for those undergoing the grieving process, or others who may see the memorial.
- 6.2 After 13 months has elapsed, remaining weathered floral items will be disposed of. Non floral items will be taken to Breakspear Crematorium for storage and interested parties will be notified, if possible.
- 7.0 In some instances, and after 13 months have elapsed, the memorial's original site or the location itself may become established as a place to revisit on anniversaries etc. This situation might not arise if a permanent memorial has been arranged elsewhere and the need may eventually fade with the passage of time. However, the Council will not intervene at this point unless a hazard or nuisance is being caused as described above. On anniversaries such as this, the Council will liaise with the family to remove any new personal items from the roadside, 7 days later.

### **Suitability of memorials and sites**

- 8.0 Where a memorial site is close to residential properties, resident's views may be taken into account in determining where memorials and tributes should be placed.
- 9.0 Assessments of highway memorial sites may be carried out by the Police and / or by a Council Highways Inspector. Items must not be placed at locations that are hazardous or difficult to access, such as the central reservation of dual carriageways, on roundabouts or very close to the carriageway of any road. Items that are considered to have a serious effect on road safety may be removed at any time, but will be retained at Breakspear Crematorium if possible and any known interested parties will be notified.
- 10.0 Memorials and tributes should not include materials that might physically deteriorate rapidly, detracting from the amenity of the area and the temporary memorial itself. There should be no moving objects such as toy windmills or wind chimes, no lights of any sort and decorations such as tinsel that could distract road users should be avoided. Small temporary areas (up to 3 ft x 3 ft) marked out by decorative kerbing or very low fencing may be allowable by agreement, so long as this does not present a hazard or a visual distraction to road users.

### **Alternative long term memorials**

- 11.0 Aside from the possibility of using memorial services provided at Breakspear Crematorium, after the memorial has finally gone, friends or relatives may wish to request that a memorial bench or tree be placed on Council controlled land, such as a green space or at a suitable point along a footpath. Consideration will be given to such requests, but it may not always be possible to accommodate them.
- 12.0 If a bench or tree is requested, officers from the Council's Green Spaces team will assess the preferred location for suitability. If the preferred location

is not acceptable, efforts will be made to find a mutually acceptable alternative. Those requesting benches or trees will normally be liable for all costs incurred by the Council.

- 13.0 Benches must be to a specification used by the Council, appropriate to the location, and will be installed by the Council's contractor. Tree species must be appropriate to a location and be in line with any existing tree planting policies. Planting will be carried out by the Council's contractor but initial watering will be the responsibility of those requesting it.
- 14.0 Factors that will be considered by officers from the Council's Green Spaces team when siting a memorial bench or tree will include impact on the visual amenity of an area, the potential for anti-social behaviour, the need to ensure access for highway maintenance and general highway access requirements. If it is not possible to agree a site, it may still be possible for friends or relatives of the deceased to arrange for a memorial at Breakspear Crematorium.
- 15.0 The Council does not accept responsibility for the maintenance of any personal memorials and tributes, or the loss, damage, removal or relocation of temporary roadside memorials that may occur through vandalism, theft, or due to road maintenance or construction activities. The Council and others must continue to perform all construction and maintenance works required on the public highway, and this may include areas where there are personal memorials and tributes.

#### **Contact Details for Breakspear Crematorium**

Breakspear Road, Ruislip, Middlesex , HA4 7SJ

Telephone: 01895 556560

Email: [bcrematorium@hillingdon.gov.uk](mailto:bcrematorium@hillingdon.gov.uk)

Web: [www.breakspearcrematorium.com](http://www.breakspearcrematorium.com)

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## FORWARD PLAN

**Contact officer:** Ainsley Gilbert  
**Telephone:** 01895 250692  
**Email:** [agilbert@hillingdon.gov.uk](mailto:agilbert@hillingdon.gov.uk)

## 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). The new forward plan is not available at the time of the agenda being published, however, draft versions do not contain any items relevant to Residents' and Environmental Services. Members have already considered the items included on the attached forward plan. Only the items relevant to the committee are therefore included.

## 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.

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## Ref Decision Further information Ward(s)

Council Departments: RS = Residents Services CYPs = Children and Young People's Services ASCS= Adult Social Care Services AD = Administration FD= Finance

### Cabinet meeting - 23 April 2015

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?
32	<b>The Collection and Treatment of Commingled Dry Recyclables</b>	The report will seek approval for the award of a 2 year contract, with the option to extend for a further two years for a supplier for the collection and treatment of the Borough's kerbside dry recycling.	All		Cllr Keith Burrows	RS - Colin Russell / FD Allison Mayo		<b>NEW</b>	Private (3)
35	<b>Community Heritage Initiative Project (CHIP): Agreement of draft documents and authorisation of public consultation</b>	The Community Heritage Initiative Programme (CHIP) is an initiative by English Heritage to build capacity in local authorities, to enable additional conservation work to be carried out through engagement with local communities. Work is being done at a number of sites in the Borough and Cabinet will be asked to agree the draft planning appraisals in principle and authorise a period of public consultation on the documents.	Barnhill, Botwell, Charville, Heathrow Villages, Pinkwell, Townfield		Cllr Keith Burrows	RS - Mark Price / Sarah Harper	Internal Teams	<b>NEW</b>	
23	<b>Award of contract for Highways Management System</b>	The report will seek approval for the award of a 3 year contract, with the option to extend for a further 2 years for a Highways Management System for which a tender project is currently underway.	All		Cllr Keith Burrows	RS - John Fern / Shirley Clipp	Corporate consultees		Private (3)

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# Agenda Item 9

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

**Contact Officer:** Ainsley Gilbert  
**Telephone:** 01895 250692  
**Email:** agilbert@hillingdon.gov.uk

### 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.

Please note that the update on implementation of recommendations from past reviews has been deferred until the April meeting.

### 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
	Consideration of Byelaws for Parks
	Work Programme – review the annual work programme
	Cabinet Forward Plan – review forthcoming decisions
<b>20 Nov 2014</b> <b>Venue: CR5</b>	Major Review 1 – Third witness session
	Review 2 – agree potential review topic for single meeting review
	Update on the Council's and other bodies' responses to flooding in the Borough
	Work Programme – review the annual work programme
	Cabinet Forward Plan – review forthcoming decisions

<b>20 Jan 2015</b>  <b>Venue: CR5</b>	Review 1 - consideration of draft final report
	Review 2 - consideration of scoping report on the cleaning of footpaths and Bridleways in the Borough
	Annual Safety at Sports Grounds Report
	Public Spaces Protection Orders
	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
	Report on Fly tipping in the Borough and the use of CCTV as a method of surveillance
	Update on Roadside Memorials
	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
	Update on the Council's and other bodies' responses to flooding in the Borough
	Update on implementation of recommendations from past reviews
	Work Programme – review the annual work programme
	Cabinet Forward Plan – review forthcoming decisions

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