

## Minutes

### EXTERNAL SERVICES SCRUTINY COMMITTEE

18 September 2014

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



HILLINGDON  
LONDON

	<p><b>Committee Members Present:</b> Councillors John Riley (Chairman), Ian Edwards (Vice-Chairman), Teji Barnes (In place of Michael White), Tony Burles, Phoday Jarjussey (Labour Lead), Judy Kelly, Michael Markham and June Nelson</p> <p><b>Also Present:</b> Detective Chief Superintendent Nick Downing - Metropolitan Police Service John Lalor - London Fire Brigade Ed Shaylor - Service Manager Community Safety, LBH</p> <p><b>LBH Officers Present:</b> Nikki O'Halloran</p>
16.	<p><b>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS</b> (<i>Agenda Item 1</i>)</p> <p>Apologies for absence were received from Councillor Michael White. Councillor Teji Barnes was present as a substitute.</p>
17.	<p><b>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING</b> (<i>Agenda Item 2</i>)</p> <p>Councillor Michael Markham declared a non pecuniary interest in Agenda Item 5 - The Role Of The "Crime and Disorder Scrutiny Committee" In Relation To The Safer Hillingdon Partnership's Performance And Plans, as he had relatives that worked for the London Fire Brigade and the London Ambulance Service, and stayed in the room during consideration thereof.</p>
18.	<p><b>MINUTES OF THE PREVIOUS MEETING - 15 JULY 2014</b> (<i>Agenda Item 3</i>)</p> <p>It was noted that the following information requested from witnesses at the last meeting had been circulated to Committee Members:</p> <ul style="list-style-type: none"><li>• Central and North West London NHS Foundation Trust - a breakdown of the numbers and demographics associated with each of the services provided to Hillingdon Service users;</li><li>• Royal Brompton and Harefield NHS Foundation Trust - an activity summary of the total number of patients from Hillingdon; and</li><li>• The Hillingdon Hospitals NHS Foundation Trust - a breakdown of the Trust's mortality figures by numbers, days and causes.</li></ul> <p>The Democratic Services Manager would contact the relevant officers to request the following information which had not yet been provided:</p> <ul style="list-style-type: none"><li>• Hillingdon Clinical Commissioning Group - a breakdown of the costs and patient numbers using the services provided to help them stay at home; and</li></ul>

	<ul style="list-style-type: none"> <li>Public Health - to provide statistical information and analysis in relation to the work of the Public Health Team.</li> </ul> <p><b>RESOLVED: That the minutes of the meeting held on 15 July 2014 be agreed as a correct record.</b></p>
19.	<p><b>EXCLUSION OF PRESS AND PUBLIC</b> (<i>Agenda Item 4</i>)</p> <p><b>RESOLVED: That all items of business be considered in public.</b></p>
20.	<p><b>THE ROLE OF THE "CRIME AND DISORDER SCRUTINY COMMITTEE" IN RELATION TO THE SAFER HILLINGDON PARTNERSHIP'S PERFORMANCE AND PLANS</b> (<i>Agenda Item 5</i>)</p> <p>The Chairman thanked those present for attending the meeting.</p> <p>Mr Ed Shaylor, the Council's Anti Social Behaviour and Investigations Team - Service Manager, advised that the Safer Hillingdon Partnership (SHP) held four meetings each year. Updates on progress against each of four priority areas for action was reported to these quarterly meetings. Mr Shaylor agreed that, as Members were requesting more detailed information about progress, this information would be reported to the Committee on a bi-monthly basis.</p> <p>Members requested that future reports include benchmarks to give the Committee an idea of how much progress had been made by the SHP in achieving its objectives. Mr Shaylor welcomed feedback from the Committee and guidance in relation to what information Members wanted reported at its meetings.</p> <p>As the list of objectives was quite lengthy, Mr Shaylor requested that Members look at identifying specific areas of interest. Rather than providing a light touch report, officers would then be able to put together more detailed information and give Members a fuller picture of the issues that they had identified. Possible areas of interest to the Committee might include:</p> <ul style="list-style-type: none"> <li>Hate crime - To what extent was this a problem in Hillingdon? Who were the main victims and perpetrators of hate crime?</li> <li>Hoarders - How many hoarders were there in the Borough? Where were they located? What action had been taken to address the issue and how effective had this been?</li> <li>Safe Drive, Stay Alive - How many people attended the event held at the Winston Churchill Hall? What feedback was received from the event?</li> </ul> <p>Mr Shaylor advised that the objective to deliver support to residents who were hoarders had been included following consultation with residents. Concerns regarding the number of hoarders and their safety had led to a Working Group being set up by the SHP to establish what help could be provided to them and their neighbours.</p> <p>Members were advised that, as legislation did not enable SHP partners to gain access to hoarders' properties just because they were hoarders, the Working Group was looking at a more creative interpretation of existing legislation (e.g., Public Health Act, Housing Act, etc) to enable the provision of support to these vulnerable residents.</p>

Although it was likely that hoarders would only be included as an objective for one year, it was noted that there were some topics which would be included on a more regular basis. Members requested that future reports to the Committee identify which of the objectives were short term and which were longer term.

### Metropolitan Police Service (MPS)

With regard to the breakdown of information by Ward, Detective Chief Superintendent Nick Downing advised that the Metropolitan Police Service (MPS) collected vast amounts of data in relation to crime types, perpetrators, victims, detection, prosecution and monitoring. As such, he asked that Members provide him with guidance as to what they would specifically like to look at.

Members noted that top level information in relation to the number of burglaries (and other crimes) in a Ward were reported to the relevant Ward Panel. If the Committee wanted to receive Ward level information, Members were asked to specify exactly what information it was that they wanted well in advance of the next meeting to ensure that officers had enough time to put together a comprehensive report. It was suggested that this more detailed Ward level information be provided for the top five most prolific crimes in the Borough so that Members could identify the most common offenders/victims and geographical locations. Possible issues to be reported on a Ward level could include:

- sexual offences; and
- anti social behaviour.

It was noted that the Hillingdon Safer Neighbourhood Board (SNB) held a similar role to that of the External Services Scrutiny Committee. As such, Members felt that it was important that the Committee did not replicate work that was being done elsewhere. It was agreed that the Committee's role as a critical friend was to scrutinise the effectiveness of the SHP to ensure that it:

- set SMART performance objectives and targets (Specific, Measurable, Achievable, Realistic and Time-bound);
- reported outcomes alongside its aspirations;
- reported crime figures robustly;
- challenged its own performance; and
- undertook consultation with a representative sample of the population.

Mr Shaylor stated that, when compiling the SHP's list of priorities and objectives for the year, an Action Plan had been put together to identify specific work that would be undertaken to achieve its targets. He would ensure that a copy of the Action Plan was circulated to Members for their information. This Plan illustrated the measurability of the SHP's objectives and, it was hoped, would reassure Members that these objectives were SMART.

Members were advised that legislative changes brought about by the Anti Social Behaviour, Crime and Policing Act 2014 were largely positive. Instead of receiving an ASBO, offenders would now receive an injunction; as Controlled Drinking Zones would no longer be available as a control, officers had been afforded a 'direction to leave' power which was supported by public spaces protection orders (these would be particularly useful in parks and open spaces and in town centres). It was suggested that the Committee might want to speak to the Probation Service about these changes when they next attended a meeting and establish the level of its engagement with the SHP.

Members commended the work and responsiveness of the Anti Social Behaviour and Investigations Team and the Trading Standards Team. The MPS was also commended for the effort that it had made in the past by providing a presence to increase residents' perception of safety when walking to or from Hayes station.

It was noted that, with regard to licensing, legislation did not allow local authorities the ability to limit the number of certain types of premises within an area, e.g., betting establishments. However, Members were assured that communication between the relevant officers was robust. Furthermore, the MPS was working closely with licensees to ensure that they did not breach their licences.

DCS Downing advised that "Most serious violence" was a particular challenge at the moment. There had recently been a double stabbing and attempted murder in the area (all linked) and a further incident resulting in a fatality that had happened earlier in the day in Hillingdon. Fortunately these types of incidents were rare in the Borough. As such, it was important that, when isolated crimes like these were committed, the MPS put measures in place to reassure the public.

DCS Downing noted that there had been a 25% increase in the 'Violence with injury' figures for the last rolling 12 months (hot spots for these crimes included Hillingdon Hospital, Uxbridge town centre, Hayes town centre and Harmondsworth). Analysis and further investigation had been undertaken into the cause of this sharp increase and the way that these figures were being recorded. As such, it had been established that, although there had not been a significant increase in the total number of calls received, there had been an increase in the number of calls that were being recorded as crimes (e.g., in the past, reports might not have been recorded for statistical purposes if the victim could not be found or if they refused to press charges). This had resulted in an additional 134 offences being recorded in August 2014.

With regard to violent extremism, it was noted that approximately 10% of the Borough population was Muslim which made them vulnerable to retaliation as well as targets that could be pressurised into extremism. DCS Downing advised that the MPS role was to prevent and protect. As such, the MPS had engaged with Muslims, particularly at the Hayes Mosque, through monthly surgeries to try to break down barriers, develop intelligence and provide reassurance. It was anticipated that this engagement would be rolled out elsewhere in the Borough with the help of Hayes Mosque.

Insofar as detection rates were concerned, Members were advised that the overall crime detection rate was one in three. However, with regard to domestic abuse (DA), it was 45.8% which was good but still below what was expected by the MPS. DCS Downing stated that the MPS was encouraging victims of DA to report instances and was working with the media to build public perception that DA was unacceptable. Members were pleased to note that the delivery of support to victims of domestic violence had been included on the list of SHP objectives.

#### London Fire Brigade

Mr John Lalor, London Fire Brigade (LFB), advised that the service had undergone a number of recent changes which included the closure of 10 fire stations and the loss of 14 appliances. In addition, 27 appliances had been withdrawn from regular service across London and were held at Croydon so that they could be used by non-professionals during industrial action. This reduction in resources had not impacted on the LFB response times.

Locally, the LFB had lost one appliance in Hayes and had twinned the stations in Ruislip and Hayes so that they were covered by one manager. It was noted that there were two appliances based at Hillingdon and one at Heathrow. Members were advised that the LFB had been set a pan-London target of making £19.6m of savings over the next two years. Plans to identify how these savings could be achieved were currently being developed and action had already been taken to rationalise office space and rent out the surplus space to other organisations. Members were assured that the Home Fire Safety Visits had proved successful in reducing fires in the Borough and, as such, would not be withdrawn. It was suggested that the provision of a combined service (fire and ambulance) might be the way forward for the emergency services.

Insofar as Heathrow Airport was concerned, Mr Lalor advised that there had been a significant reduction in the number of automatic fire alarm calls to Heathrow Airport and its surrounding hotels. This had been as a result of the introduction of charging for attendance and a significant amount of work undertaken by the Heathrow Station Manager, the Borough's Fire Safety Team, Airport Fire Service, the Heathrow Manager, Heathrow Airport Limited and the local hotels.

The number of calls to release people stuck in defective lifts had dramatically reduced since work was undertaken by LFB officers with the managers / owners of those premises that experienced the highest number of calls. This reduction had also been helped by the introduction of charges for releasing people from such lifts from the third occasion. The LFB had worked closely with the Council to ensure that a rigorous lift maintenance regime was in place. Furthermore, the lift engineers' telephone number had been included on notices that were displayed in many Council lifts in case of emergency.

Members noted that there had been a 10.26% reduction in the number of arsons across the Borough which compared well to the other Borough's in the family group (i.e., Barnet, Bexley, City, Havering, Merton and Redbridge). Mr Lalor stated that it was thought that a significant number of arsons (in relation to car number plates, garden sheds and garages) had been undertaken by the same person/people in the Borough but that they had still not been apprehended. These arsons tended to be focussed around the Botwell area and had taken place in the school holidays. As such, officers from the LFB had been working closely with schools in the area to raise awareness of the consequences of arson.

Mr Lalor stated that there had not been a major fire requiring 10+ pumps for a very long time. Furthermore, the loss of an appliance from Hayes had not had a detrimental impact on the service provision in the Borough. He noted that the number of fires occurring during the day was less than those that took place at night.

With regard to malicious / hoax calls, it was noted that this was not something that was increasing, possibly due to the reduced number of public telephone boxes and the traceability of mobile phones. Fire crews and the LFB Schools Team were involved in an initiative to visit the Borough's primary schools to educate children about the risks associated with making hoax calls to the emergency services.

Members were also aware of ongoing work such as the Junior Citizens event undertaken in the Borough and the school visits facilitated by the Hillingdon service. Mr Lalor would provide the Committee with data on the number of schools participating in these events and the number of visits that had taken place. It was confirmed that these events tended to be supported by non-operational staff and that they consistently received positive feedback from the children and teachers.

Mr Lalor noted that attendance at road traffic collisions in the Borough formed a large part of the LFB core business (due to the large number of major roads in the area). The impact of this work on LFB resources was sometimes exacerbated by the time that it took for the London Ambulance Service (LAS) to arrive on the scene. There had been an incident recently where it had taken two hours for the last casualty to be taken from the scene of the accident by ambulance. It appeared that LAS resources were under a lot of pressure and that this was impacting on the other emergency services (there had been an incident where a police officer had had to stay with a casualty for 6 hours before they were picked up by an ambulance).

It was noted that there were approximately 350 beds in sheds that the Council was aware of in the Borough and that, if the housing shortage continued, this figure was likely to increase. These properties were often owned by rogue landlords who had not made the properties safe and who took advantage of vulnerable and disadvantaged residents. LFB worked closely with the Council to identify these unlicensed properties and make them safe.

The LFB was promoting the installation of automatic fire suppression systems and was keen to include this as a planning condition for new build properties. Members suggested that the SHP be invited to look at this in more detail.

Members thanked those present for the information that they had shared with the Committee.

**RESOLVED: That:**

- 1. the Democratic Services Manager liaise with Committee Members to identify a list of areas, in consultation with the Chairman, about which the Committee would like more detailed information;**
- 2. Mr Shaylor provide the Democratic Services Manager with a copy of the SHP Action for circulation to the Committee Members;**
- 3. Mr Lalor provide the Committee with data on the number of schools participating in LFB events and the number of school visits that had taken place;**
- 4. the SHP be asked to look at the possibility of including fire suppression systems as a planning condition for new build properties; and**
- 5. the presentations be noted.**

21. **WORK PROGRAMME 2014/2015** (*Agenda Item 6*)

Consideration was given to the Committee's Work Programme for 2014/2015. It was noted that, as there was currently a lot of work being undertaken by officers in relation to children's mental health services, it would not be timely to start a review into these services at present. As such, it was agreed that the review would be put on hold and the situation reassessed at the end of the municipal year.

As the postponement of this review meant that two of the Committee's meetings were now vacant, it was agreed that consideration be given at the meeting on 9 October 2014 to the Prevent (counterterrorism) work being undertaken by the Council and the substance misuse services.

It was suggested that the meeting on 13 January 2015 be used to undertake a fact finding review into the capacity and response to Child Sexual Exploitation (CSE). If agreed, as well as extending invitations to representatives from the relevant agencies, the Chairman of the Children, Young People and Learning Policy Overview Committee would be consulted to establish whether this should be held as a joint meeting with the External Services Scrutiny Committee, given the over arching nature of the subject. It was proposed that thought be given to drawing up a list of questions well in advance of the meeting.

It was noted that the Working Group to review 'Mental health and its impact on the Borough's Metropolitan Police Service' would comprise Councillors Burles, Denys, Edwards, Lavery and Jarjussey. Members approved the scoping report and were advised that the Working Group Members would be contacted by Democratic Services in due course to set up the meetings.

**RESOLVED: That:**

- 1. the review into children's mental health be postponed and the situation reviewed at the end of the municipal year;**
- 2. the Chairman of the Children, Young People and Learning POC be contacted to establish whether or not to hold a joint meeting in relation to CSE;**
- 3. the scoping report and Working Group membership for the review into 'Mental health and its impact on the Borough's Metropolitan Police Service' be agreed; and**
- 4. the amended Work Programme be noted.**

The meeting, which commenced at 6.00 pm, closed at 7.56 pm.

These are the minutes of the above meeting. For more information on any of the resolutions please contact Nikki O'Halloran on 01895 250472. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.