



HILLINGDON
LONDON



Corporate Services and Partnerships Policy Overview Committee

Councillors on the Committee

Richard Lewis (Chairman)
Richard Mills (Vice-Chairman)
Robin Sansarpuri (Labour Lead)
Wayne Bridges
Tony Burles
Nick Denys
Narinder Garg
Raymond Graham
Carol Melvin

Date: WEDNESDAY, 29
OCTOBER 2014

Time: 6.30 PM

Venue: COMMITTEE ROOM 4 -
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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Published: 21 October 2014

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This Agenda is available online at:

<http://modgov.hillingdon.gov.uk/ieListDocuments.aspx?CId=243&MId=2229&Ver=4>

Putting our residents first

Lloyd White
Head of Democratic Services
London Borough of Hillingdon,
3E/05, Civic Centre, High Street, Uxbridge, UB8 1UW
www.hillingdon.gov.uk

Useful information

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About this Committee

This Policy Overview Committee (POC) will undertake reviews in the areas covered by the Administration and Finance Directorates and can establish a working party (with another POC if desired) to undertake reviews if, for example, a topic is cross-cutting.

This Policy Overview Committee will consider and comment on budget and service plan proposals for the Administration and Finance Directorates.

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

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

To perform the policy overview role outlined above in relation to the following matters:

1. Democratic Services
2. Localism
3. Central Services, incl. Human Resources, ICT, Communications & Legal Services
4. Capital programme, property, construction & facilities management
5. Financial Planning & Financial Services
6. Enforcement and anti-fraud activities
7. Procurement
8. Performance Improvement
9. Economic development & town centres and regeneration
10. Local commerce, employment, skills and job creation
11. Local Strategic Partnership and Sustainable Community Strategy;
12. Community engagement, partnerships and the voluntary sector
13. Equalities and Community Cohesion
14. Community Safety
15. Public Safety & Civil Protection
16. Energy use and carbon reduction
17. Health & Safety
18. Any functions not included within the remit of the other Policy Overview Committees
19. Cross-cutting reviews that cover the remit of other Committees

Agenda

CHAIRMAN'S ANNOUNCEMENTS

- 1 Apologies
- 2 Declarations of Interest
- 3 Minutes of Meeting held on 16 September 2014 (**Pages 1-4**)
- 4 Exclusion of Press and Public
To confirm the items of business marked Part I will be considered in public and that items marked Part II will be considered in private.
- 5 Major Review - Council's Corporate Complaints Procedure (**Pages 5-12**)
- 6 Members Enquiries (**Pages 13-16**)
- 7 Work Programme (**Pages 17-20**)
- 8 Forward Plan (**Pages 21-25**)

Minutes

Corporate Services and Partnerships Policy

Overview Committee

Wednesday 16 September 2014

Meeting held at Committee Room 4 - Civic Centre,
High Street, Uxbridge UB8 1UW



HILLINGDON
LONDON

	<p>Members Present: Councillors Richard Lewis (Chairman), Richard Mills (Vice-Chairman), Wayne Bridges, Tony Burles, Nick Denys, Narinder Garg, Raymond Graham, Carol Melvin, and Robin Sansarpuri.</p> <p>Officers: Ian Anderson (Complaints and Service Improvement Manager - Administration), Nigel Dicker (Deputy Director - Public Safety & Environment (Residents Services)), Dan Kennedy (Head of Performance and Improvement) and Khalid Ahmed (Democratic Services Manager).</p>	
15.	<p>MINUTES OF THE MEETINGS HELD ON 16 JULY 2014</p> <p>Agreed as an accurate record.</p>	
16.	<p>EXCLUSION OF THE PRESS AND PUBLIC</p> <p>It was agreed that all items of business would be considered in public.</p>	
17.	<p>MAJOR REVIEW - THE COUNCIL'S CORPORATE COMPLAINTS PROCEDURE</p> <p>For this meeting Members were provided with copies of Annual Complaints reports for Children & Young People's Service and Housing Services and Adults' Services for 2013/14.</p> <p>In addition, the Committee was provided with a breakdown of the last two years of complaints statistics to enable Members to examine if there were any trends which had developed.</p> <p>The main issues raised were:-</p> <p>For 2013/14 there had been a significant increase in the volume of both Stage 2 and Stage 3 complaints compared to the previous year (Stage 2 from 41 to 99, Stage 3 from 14 to 50).</p> <p>Members were informed that the increase in complaints had been mainly from within the Housing and Council Tax services. The reasons for this sharp increase had been because of the changes in the Housing Allocation Policy, increases in housing repairs as a result of the poor weather and in relation to Council Tax complaints, the introduction of the Council Tax Reduction Scheme.</p>	<p>Action By:</p>

	<p>Reference was made to the large increase in the number of service requests within the Housing service and the need for officers to actively resolve some of the minor issues which had been registered as complaints. It was acknowledged that improvements were required to improve the complaint handling process.</p> <p>Members were informed that some of the improvements which had been and would be introduced included:</p> <ul style="list-style-type: none"> • The sending of prompt reminders from the Complaints Team to ensure that complaints were responded to on time • Providing monthly workshops for managers and relevant staff on tips on how to handle complaints and on the resolution of complaints at an early stage • Better use of the intranet which would provide advice and guidance to officers on handling customer dissatisfaction and complaint procedures <p>Reference was made to the types of complaints which the Council received and the need to differentiate between simple service requests (example - the collection of refuse which had been failed to be collected) and more complex issues. This would be emphasised at training workshops to ensure all Council staff provided a consistent service to residents.</p> <p>In relation to complaints about housing services, it was acknowledged that the number of complaints received was small when the number of residents who used the service was taken into consideration. For example on complaints regarding housing repairs, Members were informed that there were around 400 housing repairs carried out each work which put into perspective the number of complaints received.</p> <p>Reference was made to complaints in relation to Council policy. An example would be whereby a resident had clearly not complied with the Council's Housing Allocation Policy and yet a complaint in this area would still proceed through the three stage complaints process.</p> <p>The Committee was also reminded that the LGO had received 93 enquiries / complaints about Hillingdon last year which had been less than the average for London (151 enquiries / complaints on average - nearly 40% less in Hillingdon than average). In addition, Members were informed that the LGO received a similar numbers of enquiries / complaints about adult social care and benefits/tax about Hillingdon to other</p>	<p>Action By:</p>
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	Meeting commenced at 7.30pm and closed at 8.55pm Next meeting: 14 October 2014 at 6.30pm	

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

Agenda Item 5

COPROPRATE SERVICES & PARTNERSHIPS POC - MAJOR REVIEW - COUNCIL'S CORPORATE COMPLAINTS PROCEDURE

Contact Officers: Khalid Ahmed
Telephone: 01895 250833

REASON FOR ITEM

To hear from witnesses who will provide evidence for this Committee's review on examining the effectiveness of the Council's Corporate Complaints Procedure and to provide information as requested at the last meeting of the Committee.

OPTIONS OPEN TO THE COMMITTEE

- 1. To question the witnesses who are providing the Committee with evidence for the Committee's review.**
- 2. To receive further information on areas of the review which were requested at the last meeting.**

BACKGROUND

1. At the last meeting of the Committee, Members were provided with statistics for complaints received in the last two years to enable Members to identify any trends and patterns of complaints. Officers provided Members with the reasoning behind these increases in the number of complaints and the Committee identified a number of other areas where additional information and views were sought.

WITNESSES

2. For this meeting, the following will provide evidence for the review:
 - Dan Kennedy - Head of Performance and Improvement
 - Ian Anderson - Complaints and Service Improvement Manager (Administration)
 - Richard Shaw - Investigator for Local Government Ombudsman Office.
3. The areas to be covered will include:
 - The opinion of the Local Government Ombudsman (LGO) on what constitutes a good complaints procedure
 - Comparisons and best practice with other local authorities complaints procedures
 - Moving to a two stage process and the implications of this in relation to the number of complaints referred to the LGO
 - Complaints in relation to Council policy, whereby the complaint did not dispute a decision as they had failed to meet policy, and whether these constituted complaints
 - To review the Compensation which was paid out for complaints where the Council had admitted a failure in its service provided

- To look at the working day targets for each stage of the complaints procedure and to assess their appropriateness
 - To assess, if possible, the costs to the Council in dealing with complaints i.e. the time spent by officers in all three stages during the process
 - How well were the Council's policies such as the Housing Allocation Policy communicated in literature produced by the Council?
4. For Members information reference will be made to the Complaints Procedure at the London Borough of Hackney which is a two stage process and discussion can take place on whether such a process could be applied to Hillingdon.
5. For Members' information, Hackney has a two stage process which consists of a Resolution Stage where the following is considered:-
- When a residents raises an issue officers check to see if it can be handled as a complaint.
 - Acknowledge receipt of the complaint, by email, post or phone.
 - An assessment is made on how long it will take to resolve the complaint - on average, this is around 15 working days, but the complainant is told if this will be longer.
 - A senior officer from the service the resident is complaining about will oversee an investigation, which will focus on resolving the issue(s) which have been raised.
 - The complainant is contacted on the outcome of the investigation and the action taken to resolve the complaint.
6. If the complainant is dissatisfied with the response given at the resolution stage, the complainant can request that the corporate director responsible for the service commissions an independent review by specialist officers. Hackney responds within an average of 20 working days.

PAPERS WITH REPORT

APPENDIX A - Scoping Report for the Review.

APPENDIX 1



Corporate Services & Partnerships Policy Overview Committee Review Scoping Report 2014/15

The Effectiveness of the Council's Corporate Complaints Procedure

1. REVIEW OBJECTIVES

Aim and background to review

To examine the effectiveness of the Council's Corporate Complaints Procedure and to propose improvements and enhancements which could be made to the procedure to improve this important aspect of customer service to the Borough's residents.

Terms of Reference

1. To review the current definition of what constitutes a complaint?
2. To consider what makes an effective complaints system.
3. To review the effectiveness of the current three stage complaints structure.

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4. To assess the Council's current performance in dealing with complaints.
5. To examine the handling of complaints across the Council to ensure that there is a consistent and standard approach.
6. To review the current timelines and service standards for responses to complaints within each stage of the complaints process.
7. To identify what staff do to try and resolve complaints and consider whether this is effective in stopping complaints from escalating.
8. To review and update the existing compensation policy.
9. How has the organisation learnt from complaints received and what evidence is there of service improvement.
10. To report to Cabinet on any recommendations which arise out of the review.

2. INFORMATION AND ANALYSIS

Key Information

Dealing with complaints is a key part of effective customer service delivery. A good complaints system is an opportunity for a Council to show that it wants to open and honest, that it cares about providing a good service to residents and that it genuinely values feedback on whether there are any problems which need attention. Therefore, improving the way the Council deals with complaints should improve service delivery.

There are four complaint procedures that operate within this Council.

- Complaints made by children or on their behalf are governed by the Children Act 1989, Representations Procedure (England) Regulations 2006 (Statutory Instrument 2006 No. 1738).
- Adults' services complaints are managed in line with the 'The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009'.
- All other complaints are dealt with under the Corporate Complaints Procedure.
- All complaints received by the Council regarding its public health functions are handled in accordance with The NHS Bodies and Local Authorities (Partnership

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Arrangement Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

The first three complaint procedures are set by statute and the Council is required to follow legislation with little scope for doing otherwise. However, the Corporate Complaints procedure is different because it is agreed locally and it is this procedure which Members will be considering as part of their review. The Corporate Complaints Procedure currently operates as follows;

- Informal Complaints (Service requests)

Officers try and resolve enquiries and concerns as quickly as possible by discussing the problem with the complainant.

- Stage 1 – Response from the Head of Service or Deputy Director

Officers acknowledge Stage 1 complaints within 3 working days of receipt of the complaint and the deadline is for complainants to receive a full response within 10 working days.

- Stage 2 – Response from the relevant Director

If a complainant is dissatisfied with the response, he/she can ask for their complaint to be reviewed at Stage 2 stating the reason for their dissatisfaction with the response.

Officers acknowledge Stage 2 complaints within 3 working days of receipt of the complaint and the deadline is for complainants to receive a full response within 10 working days.

- Stage 3 – response from the Chief Executive of the Council

If a complainant is dissatisfied with the response, he/she can ask for their complaint to be reviewed at Stage 3 by the Chief Executive. The complainant has to state the reason why they are dissatisfied with the response given at Stage 2.

The Chief Executive acknowledges Stage 3 complaints within 3 working days of receipt of the complaint and the deadline is for complainants to receive a full response within 15 working days.

- Stage 4 - Designated Person for the Council (**for housing complaints only**)

If the complaint is about a tenancy, leasehold or other housing management issue, this can be referred to a 'Designated Person'. If complaint is still not resolved, the

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complainant is advised to take their complaint to the Housing Ombudsman for Housing complaints with all other complaints being directed to the Local Government Ombudsman.

If after the Stage 3 response, the complainant remains dissatisfied, he/she is advised to take the complaint to the Local Government Ombudsman.

Responsibilities

Service areas covered by the Corporate Complaints Procedure:

- Housing
- Housing Benefit
- Council Tax
- Education Services
- Resident Services (Planning, Environment, Anti social behaviour, etc)
- Administration and Finance
- Legal

Connected activity

Members Enquiries.

Current intelligence, best practice and research

Information from feedback from complainants will be reported to the Committee, together with details on statistics on the number of complaints each Council service received at the three stages of the Corporate Complaints Procedure.

Details of the Annual Complaints Reports which are submitted to relevant Policy Overview Committee's in September will be supplied for the review.

Consideration could also be given to best practice used in other organisation's complaints procedure and systems which could be introduced at Hillingdon to improve the process for residents

Further information

Corporate Complaints Procedure

Local Government Ombudsman <http://www.lgo.org.uk/>

Annual Complaints Reports to relevant Policy Overview Committees

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3. WITNESS EVIDENCE & ENQUIRY

Witness testimony

Officer from Local Government Ombudsman Office
Dan Kennedy - LBH Performance & Intelligence Team Manager - Administration and Finance
Ian Anderson - Complaints and Service Improvement Manager - Administration and Finance
Heads of service / Managers from service departments
Customer Liaison Officers from Complaints Teams
Lloyd White - Head of Democratic Services

Key information required

Statistics and data on complaints at all three stages
Annual Complaints Reports
Comparisons with other local authorities
Feedback from complainants

Potential Consultation & Communications

N/A

Emerging conclusions or themes for development

4. REVIEW PLANNING & ASSESSMENT

Proposed timeframe & milestones for the review up to Cabinet and beyond in terms of monitoring:

Meeting Date	Action	Purpose / Outcome
16 July 2014	Agree Scoping Report and presentation from Performance and Intelligence Team Manager	Information and analysis
16 September	Witness Session 1 - Good	Evidence & enquiry

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2014	practice and service standards	Complaints and Service Improvement Manager Head of Service Council's Customer Liaison Officers
29 October 2014	Witness Session 2 - Stage 3 Complaints and Suggested Recommendations	Evidence & enquiry Guidelines on good practice in dealing with complaints - Officer from LGO
11 November 2014	Suggested Recommendations	Proposals – agree recommendations and final draft report

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

Resource requirements

Normal officer support.

Equalities impact

None.

MEMBERS ENQUIRIES (ME)

Contact Officers: Khalid Ahmed
Telephone: 01895 250833

REASON FOR ITEM

To be provided with a presentation on enquiries which are submitted to officers on behalf of residents to Elected Members for information.

OPTIONS OPEN TO THE COMMITTEE

- 1. To question officers on the Members Enquiries process**
- 2. Members are asked to seek clarification on the procedure if required and to consider any suggestions to improve the process for both residents and Members.**

BACKGROUND

1. The Head of Performance and Improvement and the Complaints and Service Improvement Manager (Administration) will provide Members with a short presentation on the procedure for Members Enquiries and Members are asked to seek clarification on the procedure if required and to consider any suggestions to improve the process for both residents and Members.

What is a Members Enquiry?

2. A Members Enquiry can be a request for information, the clarification of circumstances or further information for a particular situation or constituent, or the notification of dissatisfaction with a service.
3. A Members enquiry can be made either by telephone, e-mail, in person, by letter/memo, or Fax, with all methods having equal status with regard to the procedure for a response.

MEMBERS ENQUIRIES - PROCEDURE

4. On receipt of an enquiry from a Councillor or MP it will be logged by the Residents Services ME/FOI Team onto the Onyx system, where it will be allocated a ME reference number. In the main, on the 1st working day, and by no later than the 2nd working day from receipt the following procedure is followed:-
 - An acknowledgment email will be sent from the Social Care & Housing Members Mailbox to:
The Member - Councillor/MP confirming the ME reference and the service area the ME has been allocated to.
 - The acknowledgement email and original enquiry will be forwarded to the appropriate *Assistant Director/Head of Service. This will advise of the deadline and any other information.

- On receipt of this email, the Assistant Director/Head of Service will allocate the ME by forwarding the email to the appropriate Officer, with cc to the SCH Members Mailbox.
5. By no later than the 7th working day from receipt of Councillor/MP enquiry the allocated officer will send a draft response for approval to their Assistant Director/Head of Service. If this deadline cannot be met an email is sent to advise why there will be a delay.
 6. By no later than the 10th working day from receipt of Councillor/MP enquiry, the Assistant Director/Head of Service or appropriate PA, will send the final response to the Councillor/MP, with cc to Social Care & Housing Members Mailbox and the allocated officer. If the 10 working day deadline cannot be met a holding response must be sent out as soon as possible.

STATISTICS

7. The table below provides the Committee with statistics of MEs received across the Council's service areas for 2012/2013/14

SERVICE AREAS	2012/13	2013/14
Housing Service	862	1,134
Housing Benefit	79	105
Council Tax	55	88
Education Services	44	39
Residents Services	4,591	5,444
Total	5,631	6,810

ANALYSIS

8. The number of MEs increased by 21% (1,179) when comparing 2012/13 figure of 5,631 with the figure for 2013/14 of 6,810.
9. Housing Service Members Enquiries were mainly about the following;-
 - Allocation of housing accounted for 427 MEs in 2012/13 and 504 MEs in 2013/14.
 - Repairs service accounted for 161 MEs in 2012/13 and 228 MEs in 2013/14.

- Community housing services accounted for 164 MEs in 2012/13 and 144 in 2013/14.

10. Residents Services Members enquiries were mainly about:

- Anti social behaviour accounted for 1,245 MEs in 2012/13 and 1,363 in 2013/14.
- Litter on the street/pavement accounted for 450 MEs in 2012/13 and 621 in 2013/14.
- Planning and development control accounted for 498 MEs in 2012/13 and 478 in 2013/14.
- Potholes and re surfacing accounted for 290 MEs in 2012/13 and 292 in 2013/14
- An area of increase is Tree Maintenance which has risen from 133 in 2012/13 to 205 in 2013/14.

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Agenda Item 7

WORK PROGRAMME 2014/15

Contact Officer: Khalid Ahmed
Telephone: 01895 250833

REASON FOR ITEM

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

OPTIONS AVAILABLE TO THE COMMITTEE

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

INFORMATION

All meetings to start at 7.30pm

Meetings	Room
26 June 2014	CR 6
16 July 2014	CR 5
16 September 2014	CR 4
29 October 2014	CR 4
11 November 2014	CR 5
8 January 2015	CR 5
3 February 2015	CR 5
12 March 2015	CR 6
28 April 2015	CR 5

Corporate Services & Partnerships Policy Overview Committee

2014/15 DRAFT Work Programme

Meeting Date	Item
26 June 2014	Corporate Services & Partnerships Policy Overview Committee Possible Review Topics 2014/15
	Work programme for 2014/15
	Cabinet Forward Plan
16 July 2014	Budget Planning Report for Administration and Finance Directorates
	Scoping Report for next Major Review and presentation
	Work Programme
	Cabinet Forward Plan
16 September 2014	Major Review - Witness Session
	Cabinet Forward Plan
	Work Programme
29 October 2014	Major Review - Witness Session and consideration of draft recommendations
	Single Meeting Review - Members Enquiries
	Cabinet Forward Plan
	Work Programme
11 November 2014	Major Review -Suggested recommendations
	Second Review Topic
	Cabinet Forward Plan
	Work Programme
8 January 2015	Budget Proposals Report for 2015/16
	Witness Session
	Cabinet Forward Plan

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	Work Programme
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3 February 2015	Witness Session for Second Review
	Single Meeting Review
	Cabinet Forward Plan
	Work Programme

12 March 2015	Witness Session for Second Review
	Cabinet Forward Plan
	Work Programme

29 April 2014	Cabinet Forward Plan
	Work Programme

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Cabinet Forward Plan

Contact Officer: Khalid Ahmed
Telephone: 01895 250833

REASON FOR ITEM

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

OPTIONS OPEN TO THE COMMITTEE

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

INFORMATION

1. The Forward Plan is updated on the 15th of each month. An edited version to include only items relevant to the Committee's remit is attached below. The full version can be found on the front page of the 'Members' Desk' under 'Useful Links'.
2. The Forward Plan attached has not been updated since the last meeting of the Committee held on 26 June. However, an updated version of the Forward Plan published on 15 July will be distributed on the evening of the POC meeting.

SUGGESTED COMMITTEE ACTIVITY

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

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Ref 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 October 2014

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?
032	CRC Energy Efficiency Scheme Phase I Annual Report 2013-14	To update the Cabinet on the CRC Energy Efficiency Scheme Annual Report for 2013-14 submitted to the Environment Agency on 31st July 2014 and advise the final cost of carbon allowances purchased.	All		Cllr Jonathan Bianco	RS - Richard Coomber		NEW	
033	Maintenance of Grounds Maintenance Machinery with the Purchase of a Compact Tractor	Cabinet approval will be sought for procurement and leasing decisions in relation to the maintenance of Grounds Maintenance Machinery and the Purchase of a Compact Tractor.	All		Cllr Jonathan Bianco	FD - Victoria Coady	Corporate Procurement	NEW	Private (3)

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 - 20 November 2014

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?
034	Single software solution to automate the Accounts Payable process in Oracle E-Business Suite	Cabinet approval will be sought to appoint a provider for the Single software solution to automate the Accounts Payable process in Oracle E-Business Suite.	All		Cllr Jonathan Bianco	FD - Victoria Coady	Corporate Procurement	NEW	Private (3)
018	Catering & Vending Services	Cabinet approval is sought for a contractor to provide a comprehensive, efficient, customer focused and cost effective catering and vending service to the Civic Centre and 14 other sites across Hillingdon's non-housing property portfolio supporting residents, e.g. Early Years Centres and residential homes. The intention is for a contact up to three years with options to extend subject to performance.	All		Cllr Jonathan Bianco	RS - Michael Breen			Private (3)
028	LEADERS' INITIATIVE: Burglar Alarms for Older People	Continuing this highly successful initiative, this report to Cabinet will present the outcome of a tender exercise for the Phase 8 supplier to provide free burglar alarms to Older People across the Borough.	All		Cllr Ray Puddifoot MBE and Cllr Philip Corthorne	AD - Vicky Trott	Internal Consultees		Private (3)
029	Contract award for ICT Network and Telephony	Cabinet will be asked to award a contract(s) for the support of the Council's ICT Network and Telephony systems, enabling effective, modern communication, information flow and collaboration operationally and externally with residents.	N/A		Cllr Jonathan Bianco	RS - Steve Palmer / Nick McCarthy	Internal Consultees		Private (3)
031	Delivery of the Revenues and Benefits Services	This report to Cabinet will recommend a 5 year contract for the operational delivery and customer services of the Council's revenues and benefits services, following due procurement process.	N/A		Cllr Jonathan Bianco	FD - Rob Smith	Internal Consultees		Private (3)

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 - 18 December 2014

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?
035	Provision of the Supply and Installation of CCTV Equipment	Cabinet will be asked to consider creating a Framework Agreement for the Provision of the Supply and Installation of CCTV Equipment to The London Borough of Hillingdon, for the term of 3 years with the option of a 1 year extension, subject to performance.	All		Cllr Douglas Mills	FD - Victoria Coady	Service areas / Corporate Procurement	NEW	Private (3)
038a	The Council's Budget - Medium Term Financial Forecast 2015/16 - 2018/19 BUDGET & POLICY FRAMEWORK	This report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2015/16 for consultation, along with indicative projections for the following three years. This will also include the HRA rents for consideration.	All	19 February 2015 (reserve date 26 February 2015)	Cllr Jonathan Bianco & Cllr Ray Puddifoot MBE	FD - Paul Whaymand	Public consultation through the Policy Overview Committee process and statutory consultation with businesses & ratepayers	NEW	
039a	Financial Support to Voluntary Organisations	The report to Cabinet will make recommendations on the level of financial support to voluntary organisations for the 2015/16 financial year.	All		Councillor Douglas Mills	AD - Nigel Cramb	Corporate Services & Partnerships POC	NEW	

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